

# Factors associated with unacceptable behavior in the workplace. Baseline data of the “Well-being Indicator”

De Winter E<sup>1</sup>, Tan C<sup>1</sup>, Praet E<sup>1</sup>, Kiss P<sup>1,2</sup>, De Meester M<sup>1,2</sup>, Van de Walle D<sup>1</sup>

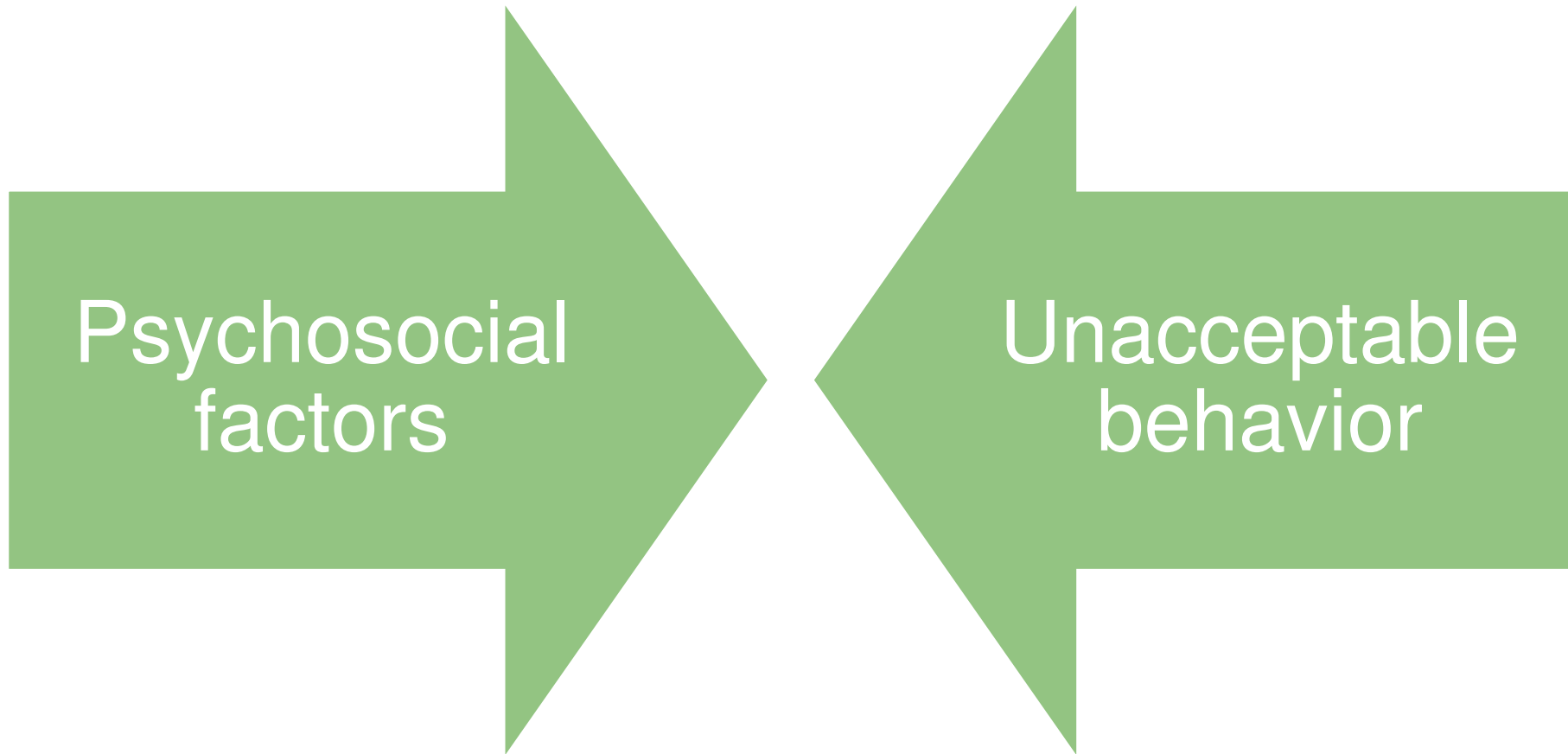
<sup>1</sup> Securex Health & Safety, Belgium

<sup>2</sup> Department of Public Health, Ghent University, Belgium

# Well-being indicator

- Why develop Well-being indicator?
  - Belgian legislation – legal requirements
  - Global snapshot of well-being

# Aims - Research question



- cross-sectional questionnaire study
- “Well-being Indicator” population addressed in 2015
- 66 organizations with  $\geq 60\%$  participation rate
  - private (51) and public sector (15)
  - company size: mean 189 employees (range 26 - 1246)
- target population: 12482
- total respondents: 9411 (75.4% response rate)
  - women: 54.3% (n=5113)
  - mean age (yrs): 41.1 (SD 10.5)
  - $\geq 45$  yr: 39.7% (n=3733)

- short COPSOQ II
- unacceptable behavior parameters
  - bullying
  - gossip & slander
  - quarrels & conflicts
  - verbal and physical aggression
  - undesirable sexual behavior
- perpetrator of unacceptable behavior
  - colleague(s)
  - superior(s)
  - subordinate(s)
  - external(s)

- COPSQ II (short version) exposure parameters:  
scales 0-8
  - quality of leadership
  - rewards
  - quantitative demands
  - emotional demands
  - control over working time
  - social support by superior
  
- organizational social capital (OSC) (scale 0-24)
  - vertical trust
  - justice
  - sense of community

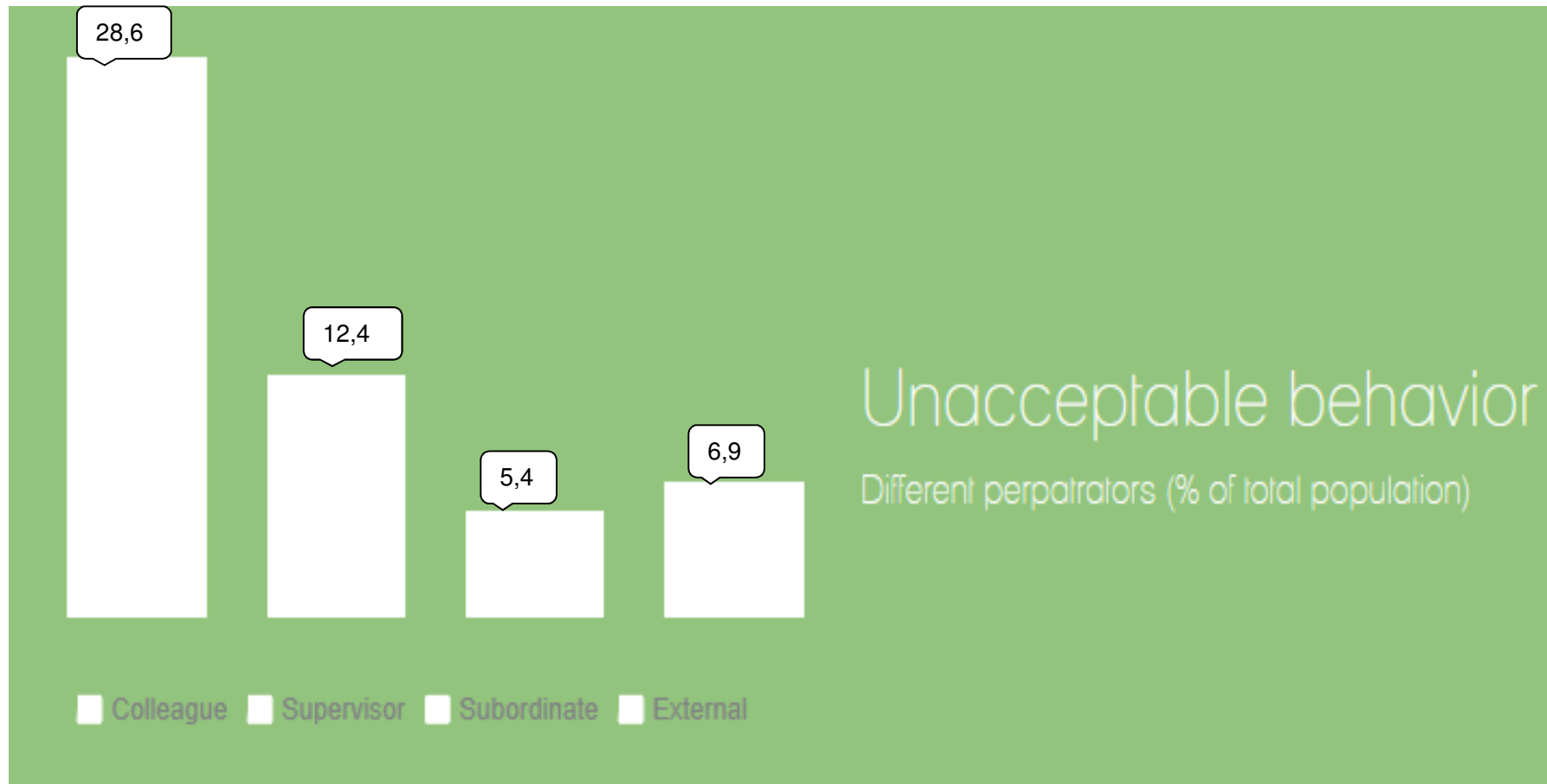
## Psychosocial factors at work (2)

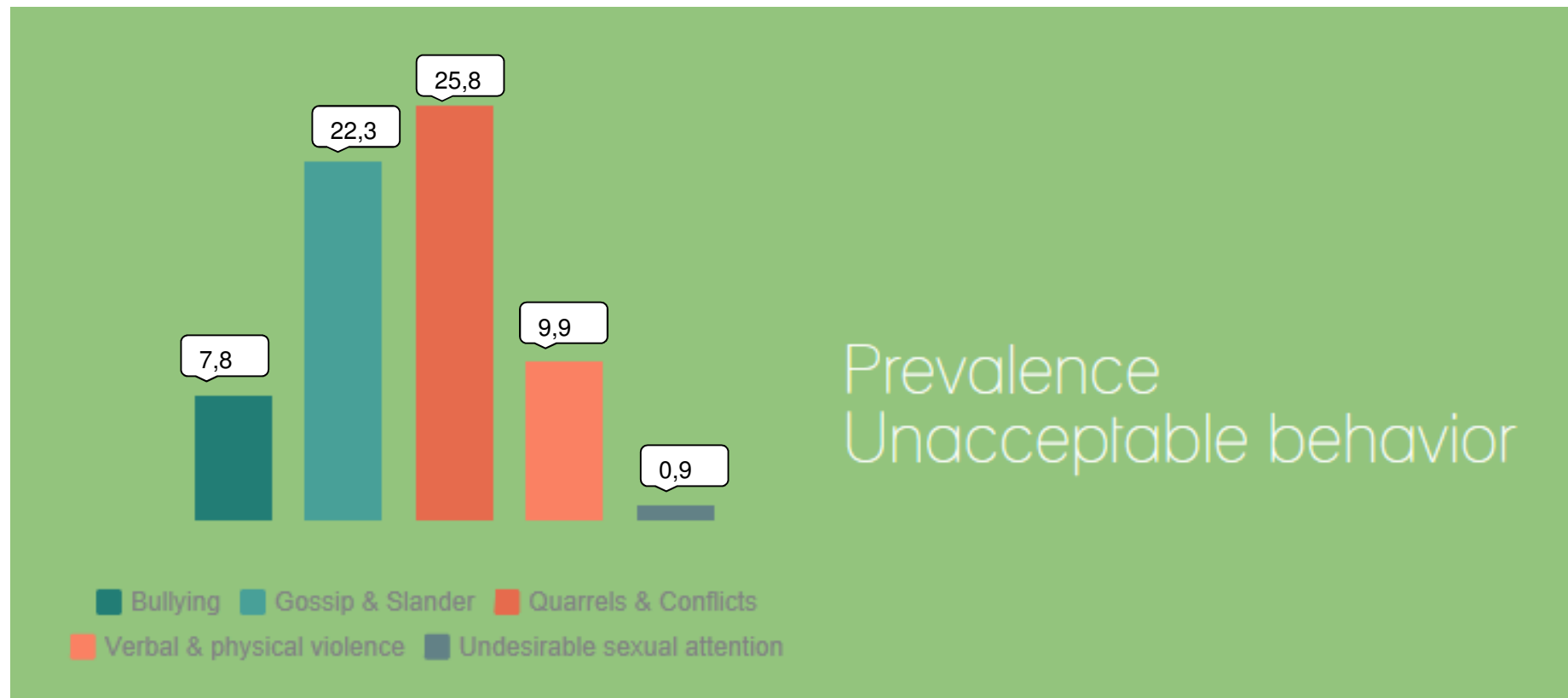
- participation in decision making (scale 0-4)
- role clarity (scale 0-4)
- opportunity to develop skills (scale 0-4)
- enough growth opportunities / career prospects (yes/no)
- good balance between work and your private life (yes/no)
- work more hours than desired (scale 0-4)
- sufficient work resources (scale 0-4)
- discomfort from physical work environment (yes/no)

## Other considered variables

- gender
- older workers ( $\geq 45$  yr.)
- employment contract
- physical strain (scale 0-16)







# Final logistic regression models (n=8794) for being victim of different types of unacceptable behavior

	bullying OR (95% CI)	gossip & slander (OR 95%CI)	conflicts & quarrels OR (95% CI)	aggression OR (95% CI)	undesired sex. behavior OR (95% CI)
OSC	0.82 (0.79-0.84) <sup>‡</sup>	0.83 (0.82-0.85) <sup>‡</sup>	0.88 (0.86-0.90) <sup>‡</sup>	0.92 (0.90-0.94) <sup>‡</sup>	0.89 (0.84-0.95) <sup>†</sup>
quality of leadership	1.12 (1.05-1.20) <sup>†</sup>	1.07 (1.03-1.12) <sup>†</sup>			
social support superior	0.88 (0.83-0.94) <sup>‡</sup>				
reward	0.79 (0.74-0.85) <sup>‡</sup>	0.94 (0.90-0.98) <sup>†</sup>	0.94 (0.90-0.97) <sup>†</sup>		
quantitative demands	0.84 (0.80-0.89) <sup>‡</sup>	0.91 (0.88-0.95) <sup>‡</sup>	1.05 (1.01-1.09) <sup>†</sup>	1.05 (1.00-1.11) <sup>*</sup>	
emotional demands	1.29 (1.22-1.36) <sup>‡</sup>	1.25 (1.21-1.30) <sup>‡</sup>	1.32 (1.28-1.36) <sup>‡</sup>	1.57 (1.49-1.65) <sup>‡</sup>	1.30 (1.13-1.51) <sup>‡</sup>
working time control		0.96 (0.93-0.98) <sup>†</sup>	1.03 (1.00-1.05) <sup>*</sup>		
participation decision making	1.15 (1.04-1.28) <sup>†</sup>			0.88 (0.81-0.95) <sup>†</sup>	1.36 (1.06-1.76) <sup>*</sup>
role clarity	1.19 (1.06-1.33) <sup>†</sup>	1.16 (1.07-1.26) <sup>‡</sup>	1.16 (1.07-1.25) <sup>‡</sup>	1.15 (1.04-1.28) <sup>†</sup>	1.40 (1.03-1.89) <sup>*</sup>
opportunity to develop skills		0.92 (0.86-0.98) <sup>*</sup>			0.64 (0.50-0.83) <sup>†</sup>
more hours			0.93 (0.89-0.98) <sup>†</sup>	0.89 (0.83-0.95) <sup>†</sup>	1.19 (1.00-1.42) <sup>*</sup>
good work private life balance	0.66 (0.54-0.81) <sup>‡</sup>		0.86 (0.75-0.99) <sup>*</sup>		
sufficient work resources				0.90 (0.82-0.98) <sup>*</sup>	
discomfort phys. work environ.		1.25 (1.12-1.40) <sup>‡</sup>	1.15 (1.03-1.28) <sup>*</sup>		
gender (women vs. men)	1.42 (1.18-1.70) <sup>‡</sup>	1.17 (1.04-1.31) <sup>†</sup>	1.22 (1.10-1.36) <sup>‡</sup>		2.62 (1.56-4.40) <sup>‡</sup>
≥45 yr (vs. <45 yr)		0.64 (0.57-0.72) <sup>‡</sup>	0.81 (0.73-0.91) <sup>‡</sup>	0.73 (0.63-0.86) <sup>‡</sup>	
physical strain	1.10 (1.07-1.14) <sup>‡</sup>	1.10 (1.08-1.12) <sup>‡</sup>		1.11 (1.08-1.14) <sup>‡</sup>	1.18 (1.10-1.28) <sup>‡</sup>
employment contract (vs. open-ended contract)					
fixed-term contract			0.68 (0.54-0.87) <sup>†</sup>	1.52 (1.13-2.04) <sup>†</sup>	2.03 (0.98-4.17)
interim, ...			0.86 (0.57-1.31)	0.64 (0.31-1.34)	0.82 (0.11-6.08)
statutory			1.11 (0.96-1.27)	1.53 (1.28-1.84) <sup>‡</sup>	0.42 (0.19-0.92) <sup>*</sup>

<sup>\*</sup>p<0.05 <sup>†</sup>p<0.01 <sup>‡</sup>p<0.001

# Risk factors

Emotional demands (especially aggression)



Participation decision making

# TOP 3 protective factors

1. OSC
2. Good work life balance
3. Social support & reward



≥45: ↓ being victim of aggression

gossip and slander

conflicts and quarrels



Woman: higher link, except for aggression



Employment contract (protective)

- Interim -> ↓ aggression
- Temporary contracts (fixed term & interim) -> ↓ conflicts & quarrels

→ Psychosocial factors -> unpredictable

- Working with people: we cannot see what's inside people's mind
- Subjective

→ Prevention



→ Psychosocial problems:

- More than one cause
- Several influencing factors

A close-up photograph of several computer keyboard keys. In the foreground, a bright blue key with a white question mark is prominent. Surrounding it are several white keys, including one with an upward-pointing arrow and another with a downward-pointing arrow. The keys are slightly out of focus, creating a shallow depth of field.

CAROLINE TAN - SECUREX

EVA DE WINTER – SECUREX