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**Work-related violence and its integration
into existing surveys**

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INTRODUCTION

There is concern among policy makers on the effect of work-related violence on workers and their capacity to work. Consequently, the problem of work-related violence has received significant attention in the past few years, on a scientific, economic and policy level. With increased pressure on organizations to operate effectively and efficiently, the pressure on workers and their level of stress rises. As an expected result, violence can enter the workplace at an increasing rate.

Work-related violence can take prevalent forms such as homicides or physical assaults, particularly in certain high risk occupations such as the police force, nursing, or teaching. However, these are not the only occupations in which workers can fall victims to violence. More subtle forms of violence, such as psychological violence, which are difficult to detect, have become prevalent; and harassment, bullying and mobbing are thought to be on the rise. The difficulty of identifying work-related violence as such poses challenges of appropriately representing work-related violence in national or international statistics.

Due to increased attention on work-related violence, also partly driven by the potential high costs to employers associated with absenteeism, lower productivity and higher turnover, a rise in research activities surrounding violence at work has occurred (Hoel, Sparks & Cooper, 2001). These activities range from research on violence and its contributors, research on the characteristics of perpetrators and victims as well as a discussion at the policy level such as introducing legislation and policies to prevent work-related violence. However, few statistics beyond the industrialized regions on work-related violence exist. There is yet no internationally agreed definition on work-related violence and a common methodology to produce statistics on this topic.

Some forms of work-related violence are already included in the international statistical definition of occupational injuries. The 'resolution concerning statistics of occupational injuries resulting from occupational accidents', adopted by the Sixteenth International Conference of Labour Statisticians in 1998 (ILO, 1998), covers incidents of work-related violence when an absence from work of at least one day occurs. Yet, not all forms of work-related violence, particularly if they are psychological in nature, result in absence from work of at least one day and would therefore not be included in the statistics of occupational injuries. Work-related violence therefore requires a definition of its own, which goes beyond occupational injuries.

This paper aims to provide the arguments for a standardized definition of work-related violence as well as towards a sound methodological logic to measure it, in order to promote more effective measurement of work-related violence in current statistics. This is seen as an important part of the commitment of the International Labour Organization to 'decent work', a means to promote human agency, dignity and self-respect. It is hoped that this paper will be a first step towards the standardized measurement of work-

related violence in countries around the world by revealing this important but neglected aspect of work.

The ILO has identified five major trends concerning work-related violence (2012a, p. 113):

1. “Extreme violence, such as workplace shootings, attracts attention from the public and the media.
2. The importance of repeated acts of psychological violence, such as continuous harassment, is increasingly being recognized.
3. Public authorities, workers and employers are increasingly aware of the need to control violence.
4. International attention is progressively extending to this area.
5. Not enough is known about violence at work in developing countries.”

Within the ILO, numerous activities and publications have been generated, particularly focusing on the policy level by identifying different types of work-related violence, how to detect and how to prevent it. Yet, little attention has been given to the statistical measurement of work-related violence, particularly in developing countries, and the comparability of data.

The aim of this paper is twofold: First, in an attempt to find a workable definition of work-related violence that lends itself to statistical measurement, understand the different types of work-related violence, and distinguish different forms of perpetrators, literature on work-related violence is reviewed in detail and existing surveys and data on these topics are analyzed. Second, the current methods of the statistical measurement of work-related violence are critically reviewed and an attempt is made to find ways in which to include questions on work-related violence into existing surveys to improve data availability across the globe.

This paper is set up as follows: the next section considers violence in general and work-related violence in specific with the aim to bring together existing definitions and get an overview of the different kinds of violence. The following section three presents and discusses different data items of work-related violence in an attempt to obtain a congruent picture of all different forms and concepts of work-related violence. A section engages in gender issues concerning work-related violence while another section looks in more detail at current statistics and existing surveys; and attempts to suggest how to incorporate work-related violence into existing surveys. The final section concludes and presents some recommendations for future work.

VIOLENCE – A GLOBAL PROBLEM

This chapter aims at bringing together the existing definitions of violence in general and work-related violence in specific based on an extensive, albeit not exhaustive, review of literature. This review reveals that there is neither an internationally agreed definition

on violence in general nor a definition that is commonly used in violence literature. Rather, different definitions have been developed for different purposes, for example, to target domestic violence and violence against women, or to reflect on violence from specific viewpoints, for example, as a public health issue. It is therefore difficult to compare statistics collected based on definitions which differ in scope and point of view, and which are measured using different methodologies. Despite this heterogeneity, one common feature in all definitions reviewed is that violence tends to be understood as incidents of force or power inflicted by humans on each other.

EXISTING DEFINITIONS OF VIOLENCE

The focus of violence has captured significant attention and is displayed in an uprise in surveys and statistics, particularly within the European Union. Table 1 below presents an overview of national definitions of violence. Violence is not always carried out in public and many forms of violence cannot be observed as a bystander. Therefore, it is important to discover these ‘hidden’ forms of violence and reveal them by implementing special surveys capturing violence not necessarily reflected in police reports and official crime statistics.

General definitions of violence

Due to the difficulty of different perceptions in different cultures and the fact that the borderline of acceptable behaviour is often vague, there is no uniform definition of violence. However, the definitions tend to “focus on threatening or causing *physical* harm” (Warshaw, 2006). Milczarek and the European Agency for Safety and Health at Work (2010) states that “violence is a generic term that covers all kinds of abuse: behaviour that humiliates, degrades or damages a person’s well-being, value or dignity” (p. 9) while Rosenberg and Mercy (1991) go in a little more detail by including fatal as well as nonfatal interpersonal violence where physical force or other means are used by one person with the intent of causing harm, injury or death to another (cited in Warshaw, 2006).

Table 1: Overview of definitions

Type of violence	Definition	Source	Concept	Definition	Source
Physical	The use of physical force against another person or group that results in physical, sexual or psychological harm. Includes beating, kicking,	ILO/IC N/HWO /PSI, 2003	Assault	Includes any attempt at physical injury or attack on a person including actual physical harm	Chappell & Di Martino, 2006

Type of violence	Definition	Source	Concept	Definition	Source
Psychological	slapping, stabbing, shooting, pushing, biting, pinching				
	Intentional use of power, including threat of physical force, against another person or group that can result in harm to physical, mental, spiritual, moral or social development. [It] includes verbal abuse, bullying/mobbing, harassment, and threats	ILO/ICN/HWO/PSI, 2003	Harassment	Any behaviour that demeans, humiliates, embarrasses, disturbs, insults or discomforts an individual, in whatever manner, by words, gestures, swearing or insults	Khalef, 2003
				Any conduct towards somebody based on their age, disability, HIV status, domestic circumstances, sex, sexual orientation, gender reassignment, ethnic background, colour, language, religion, political opinion, trade union affiliation or other opinion or belief, national or social origin, association with a minority, property, birth or other status that is unreciprocated or unwanted and which affects the dignity of women and men at work	ILO, 2012a
				Behaviours which depart from reasonable conduct and involve the misuse of physical or psychological strength	Chappell & Di Martino, 2006
				Encompasses the menace of death, or the announcement of an intention to harm a person or to damage their property	Chappell & Di Martino, 2006
				A form of psychological harassment consisting in persecutory behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers, including unjustified, constant negative remarks or criticism, isolating a person from social contacts and gossiping or spreading false information	Di Martino & Musri, 2001
	Psychological violence is often perpetrated through repeated behaviour, of a type, which alone may be relatively minor but which cumulatively can become a very serious form of violence	Di Martino et al., 2003	Bullying/Mob-bing	Repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers	ILO/ICN/HWO/PSI, 2003
				Repeated offensive behaviour through vindictive, cruel, malicious or humiliating attempts to undermine an individual or group of workers	Chappell & Di Martino, 2006
			Bullying	Bullying at work means harassing, offending, or socially excluding someone or negatively affecting someone's work tasks. In order for the label bullying to apply, a particular activity, interaction, or process has to occur repeatedly and regularly (e.g., weekly) and over a period of time (e.g., about six months). Bullying is an escalating process in the course of which the person confronted ends up in an inferior position and becomes the target of systematic negative social acts. A conflict cannot be called bullying if the incident is an isolated event or if two parties of approximately equal strength are in conflict	Einarsen, Hoel, Cooper & Zapf, 2011
				Mob-bing	Negative form of behaviour, between colleagues or between hierarchical superiors and subordinates, whereby the person concerned is repeatedly humiliated and attacked directly or indirectly by one or more persons for the purpose and with the effect of alienating him or her

Type of violence	Definition	Source	Concept	Definition	Source
Sexual violence				involves a group of workers ganging up on a target worker and subjecting that person to psychological harassment	& Di Martino, 2006
	any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work	WHO, 2002	Sexual harassment	Incongruous and misplaced conduct of a sexual nature which offends and constitutes a threat to or humiliation of the person who undergoes it	Khalef, 2003
				Any unwanted, unreciprocated and unwelcome behaviour of a sexual nature that is offensive to the person involved, and causes that person to be threatened, humiliated or embarrassed	ILO, 2012a
				Any form of unwanted verbal, non-verbal or physical conduct of a sexual nature [...] with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating or offensive environment	European Council Directive 2002/73/EC

Violence as a public health issue

The World Health Organization (WHO) (2002) defines violence from a health issue perspective, as “the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community that either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment or deprivation”. The WHO (2002) includes in its ‘World report on violence and health’ seven different forms of violence, namely, youth violence, child neglect, violence by intimate partners, abuse of the elderly, sexual violence, self-directed violence and collective violence.

Gender-based violence

Gender-based violence (GBV) relates to violent acts that occur against the will of the victim as a result of power imbalances, “as a result of the normative role expectations associated with each gender, along with the unequal power relationships between the two genders, within the context of a specific society.” (Bloom 2008, p14). Although most gender-based violence is against women, men and boys can also be victims of GBV. Examples are discrimination and physical attacks against homosexual behaviour by men, as well as violence experienced by men from their intimate partners, other family members and peers. Men can also be targeted because of their sex for sexual exploitation, forced conscription and sex-selective massacre, particularly in situations of war.

Violence against women

One form of gender-based violence which has received increased attention in the past years is 'Violence Against Women' (VAW). Ever since the 1993 United Nations Declaration on the Elimination of Violence against Women, that defines VAW as "any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life" (A/RES/48/104, 1993, Article 1), there has been a surge in research on VAW.

The 1993 resolution 48/104 VAW includes:

- a) "Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation;
- b) Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution;
- c) Physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs" (A/RES/48/104, 1993, Article 2).

The Commission on Human Rights Resolution 2003/45 further adds economic exploitation to the definition of VAW (Commission on Human Rights resolution 2003/45). Moreover, the United Nations Economic Commission for Europe (UNECE) states that "gender-based violence occurs in diverse settings (e.g., family, community, etc.) and its victims represent a multitude of socio-economic status, level of education, culture, and ethnicity. Thus, VAW is an international phenomenon – one, in which the perpetrators are as diverse as the victims themselves (e.g. family members, strangers or acquaintances, friends or colleagues, intimate partners or representatives of the State). With regard to the victims, it is worth noting, that some social groups are at particular risk of becoming the victims of violence. Examples of such particularly vulnerable groups include minorities, migrants and refugees, indigenous women, women in institutions or with disabilities, women living in an armed conflict situation, etc." (UNECE, 2012).

Domestic violence

Domestic violence is defined by UNICEF (2000) as "violence perpetrated by intimate partners and other family members, and [is] manifested through:

- Physical abuse such as slapping, beating, arm twisting, stabbing, strangling, burning, choking, kicking, threats with an object or weapon, and murder. It also includes traditional practices harmful to women such as female genital mutilation and wife inheritance (the practice of passing a widow, and her property, to her dead husband's brother).

- Sexual abuse such as coerced sex through threats, intimidation or physical force, forcing unwanted sexual acts or forcing sex with others.
- Psychological abuse which includes behaviour that is intended to intimidate and persecute, and takes the form of threats of abandonment or abuse, confinement to the home, surveillance, threats to take away custody of the children, destruction of objects, isolation, verbal aggression and constant humiliation.
- Economic abuse includes acts such as the denial of funds, refusal to contribute financially, denial of food and basic needs, and controlling access to health care, employment, etc.” (p. 2).

Even though domestic violence is very prevalent and occurs across cultures, religions and ethnicities, it is still a hidden and often ignored form of violence. Perpetrators of domestic violence are not only an intimate partner, including a cohabiting partner, but also other household and/or family members. It can take place within the home or beyond the confines of home (UNICEF, 2000). “In other words, the term ‘domestic’ here refers to the types of relationships involved rather than the place where the violent act occurs” (UNICEF, 2000, p. 2).

Work-related violence

Work-related violence has many different names in literature such as “violence at work” or “workplace violence” but all of these terms essentially refer to the same concept, namely, to persons who fall victim to violence at the place of work or related to work. Violence at work has been defined by Wynne, Clarkin, Cox and Griffiths (1997) as “Incidents where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health” (p. 1). This definition is used in papers by Chappell and Di Martino (2006); Di Martino, Hoel and Cooper (2003); and a joint questionnaire by the WHO and ILO (2003).

The ILO (2004) defines work-related violence in its code of practice on ‘workplace violence in services sectors and measures to combat this phenomenon’ as “any action, incident or behaviour that departs from reasonable conduct in which a person is assaulted, threatened, harmed, injured in the course of, or as a direct result of, his or her work” (p. 4). The code of practice further defines the workplace as “all places where workers need to be or to go by reason of their work and which are under the direct or indirect control of the employer” (p. 6). It follows that the code of practice targets paid employees only.

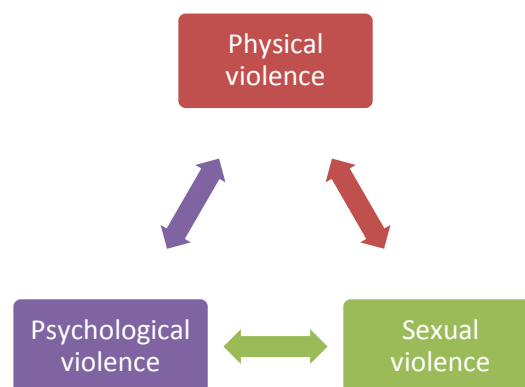
The ‘Opinion on Violence at the Workplace’ by the European Commission’s Advisory Committee on Safety, Hygiene and Health Protection at Work states that “violence can be defined as a form of negative behaviour or action in the relations between two or more people, characterized by aggressiveness, sometimes repeated, sometimes unexpected, which has harmful effects on the safety, health and well-being of workers at their place

of work. [...] Violence manifests itself in many ways, ranging from physical aggression to verbal insults, bullying, mobbing and sexual harassment [...]” (2001, p. 1).

TYPES OF VIOLENCE

Many different classifications on the types of violence exist, such as the distinction between physical, psychological and/or sexual violence (European Agency for Safety and Health at Work); verbal, physical, sexual and behavioural violence (Khalef, 2003); self-directed, interpersonal, and collective violence (WHO); and physical and psychological violence (Chappell & Di Martino, 2006). However, it is not always easy to distinguish between different types of violence as they often occur in combination or in sequence of one another. Moreover, one single event might not be perceived as violence, but repeated actions can accumulate to constitute violence (Milczarek et al., 2010; Di Martino et al., 2003). This paper distinguishes between physical, psychological and sexual work-related violence (see figure 1).

Figure 1: Types of work-related violence



Each of these can be subdivided into specific acts of violence, e.g. assault, abuse, bullying, mobbing, harassment, sexual harassment, racial harassment, threat, etc. All of these terms are common in literature on work-related violence and various definitions exist. To obtain an overview of the scope of each of these terms and what type of work-related violence is affected (physical, psychological or sexual), the most common definitions will be described and an attempt is made to distinguish these terms from one another. However, the borderline between the varying types of violence can never be totally clear-cut, and a certain overlap is visible. Figure 2 depicts the most common concepts for each type of violence.

Physical violence

The WHO and the ILO defined physical violence in a joint questionnaire as “The use of physical force against another person or group, that results in physical, sexual or psychological harm. Includes beating, kicking, slapping, stabbing, shooting, pushing,

biting, pinching” (ILO/ICN/HWO/PSI, 2003, p. 3). Physical violence therefore includes actions to intentionally harm someone physically and incorporates assaults, physical abuse and murder.

Some of the victims of more common forms of physical work-related violence such as shootings, stabbings, and beatings, include the police force, bank tellers, shop vendors (with a particularly high risk in high crime areas), personnel working late at night, teachers and staff working in health care or social services (Chappell & Di Martino, 2006; Di Martino et al., 2003; Di Martino, 2002; Warshaw, 2006). Physical violence is, when reported, documented either in administrative records such as police records, hospital records, court records; or in specially designed crime victimization surveys. It includes concepts such as killing, hitting, stabbing, strangling, burning, slurring, etc.

Figure 2: Physical, psychological and sexual violence and their associated concepts



The definitions for the terms **abuse** and **assault** are taken from Chappell and Di Martino (2006) and are used in much of the literature on work-related violence (for example Di Martino & Musri, 2001; ILO, 2012a; ILO/ICN/HWO/PSI, 2003; Milczarek et al., 2010). According to their definition, an **assault** “generally includes any attempt at physical injury or attack on a person including actual physical harm” (p. 30).

The term **abuse** “is used to indicate all behaviours which depart from reasonable conduct and involve the misuse of physical or psychological strength” (Chappell & Di Martino, 2006, p. 30).

Psychological violence

Psychological violence has received increased attention in recent years and it “can include diverse aggressive tactics, all of which have the potential to cause significant emotional injury among those victimized” (Chappell & Di Martino, 2006, p. 17). The term can be defined as the “intentional use of power, including threat of physical force,

against another person or group that can result in harm to physical, mental, spiritual, moral or social development. [It] includes verbal abuse, bullying/mobbing, harassment, and threats” (ILO/ICN/HWO/PSI, 2003, p. 3).

Di Martino et al. (2003) state that “psychological violence is often perpetrated through repeated behaviour, of a type, which alone may be relatively minor but which cumulatively can become a very serious form of violence” (p. 4). Psychological violence is often associated with emotional abuse and it constitutes unwelcomed, repeated behaviour that has serious negative psychological consequences for the victim. This is often the case with verbal abuse, bullying and mobbing.

Psychological violence is not easy to detect and the borderline of what constitutes acceptable behaviour and what does not is thin. Due to the difficulty of setting boundaries that work across different personalities and cultural norms, definitions are often vague and not measurable. Thus, statistics on psychological work-related violence are not well developed. Victims are often ashamed, not aware of or too scared to report actions classified as psychological violence. Psychological violence can include threats, criticism, name-calling, harassment (not sexual), stalking, verbal aggression, etc.

Threats “encompass the menace of death, or the announcement of an intention to harm a person or to damage their property” (Chappell & Di Martino, 2006, p. 30). **Verbal abuse** includes screaming, shouting, put-downs, name-calling, sarcasm, ridiculing the victim for their religious beliefs, ethnic background, etc.

Khalef (2003) defines **harassment** in broad terms covering “any behaviour that demeans, humiliates, embarrasses, disturbs, insults or discomforts an individual, in whatever manner, by words, gestures, swearing or insults” (p. 12) (after an ILO definition). According to the ILO (2012a), harassment is “any conduct towards somebody based on their age, disability, HIV status, domestic circumstances, sex, sexual orientation, gender reassignment, ethnic background, colour, language, religion, political opinion, trade union affiliation or other opinion or belief, national or social origin, association with a minority, property, birth or other status that is unreciprocated or unwanted and which affects the dignity of women and men at work” (p. 115). Di Martino and Musri (2001) add to the concept of harassment that it is an unwanted conduct which could be “verbal, non verbal, visual, psychological or physical” (p. 7). The ILO (2012a) further includes racial harassment as a special form of harassment and defines it as “any threatening conduct that is based on ethnic diversity, colour, language, national origin, religion, association with a minority, birth or other status that is unreciprocated or unwanted and which affects the dignity of women and men at work” (p. 115).

Di Martino and Musri (2001) define **bullying/mobbing** as “a form of psychological harassment consisting in persecutory behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers, including unjustified, constant negative remarks or criticism, isolating a person from social

contacts and gossiping or spreading false information” (p. 7). It can include cyber bullying, that is, bullying carried out through the internet. In its joint questionnaire, the WHO and ILO have a similar approach and define bullying/mobbing as “repeated and over time offensive behaviour through vindictive, cruel, or malicious attempts to humiliate or undermine an individual or groups of workers” (ILO/ICN/HWO/PSI, 2003, p. 3). However, additional to definitions that combine bullying and mobbing in one category (see for example ILO, 2012a; Di Martino & Musri, 2001) based on the fact that the underlying psychological processes to the victim are the same in either case (Di Martino et al., 2003), there is an extensive amount of literature that draws a clear distinction between bullying and mobbing. This literature particularly deals with statistics on work-related violence within the European Union.

If a distinction between bullying and mobbing takes place, it is on the basis of whether perpetrators take action on a collective or an individual basis. Bullying refers to a situation in which a person is harassed by an individual and mobbing is a situation of collective harassment (Di Martino et al., 2003). The European Commission (2001) states that “mobbing is a negative form of behaviour, between colleagues or between hierarchical superiors and subordinates, whereby the person concerned is repeatedly humiliated and attacked directly or indirectly by one or more persons for the purpose and with the effect of alienating him or her”. The ILO defines mobbing as “systematic collective violence” and it “typically involves a group of workers ganging up on a target worker and subjecting that person to psychological harassment” (Chappell & Di Martino, 2006, p. 22). Mobbing can be expressed in many different actions, some of which include singling out and isolating the victimized worker, depriving him/her from social activities, or spreading false information (Chappell & Di Martino, 2006).

Bullying on the other hand is “repeated offensive behaviour through vindictive, cruel, malicious or humiliating attempts to undermine an individual or group of workers” (Chappell & Di Martino, 2006, p. 20). The importance of distinguishing bullying from other forms of violence is that it has to occur repeatedly and regularly (Chappell & Di Martino, 2006). Einarsen, Hoel, Cooper and Zapf (2011) for example state that “bullying at work means harassing, offending, or socially excluding someone or negatively affecting someone’s work tasks. In order for the label bullying to apply, a particular activity, interaction, or process has to occur repeatedly and regularly (e.g., weekly) and over a period of time (e.g., about six months). Bullying is an escalating process in the course of which the person confronted ends up in an inferior position and becomes the target of systematic negative social acts. A conflict cannot be called bullying if the incident is an isolated event or if two parties of approximately equal strength are in conflict” (p. 179).

Sexual violence

Sexual violence includes sexual harassment, unwanted sexual attention and rape. As already mentioned, the WHO (2002) defines sexual violence as “any sexual act, attempt

to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work" (p. 149).

Among sexual violent acts, it is worth to discuss the topic of **sexual harassment**. Sexual harassment "consists of incongruous and misplaced conduct of a sexual nature which offends and constitutes a threat to or humiliation of the person who undergoes it" (Khalef, 2003, p. 12). The ILO (2012a) defines sexual harassment as "any unwanted, unreciprocated and unwelcome behaviour of a sexual nature that is offensive to the person involved, and causes that person to be threatened, humiliated or embarrassed" (p. 115). The ILO Committee of Experts on the Application of Standards and Recommendations (CEACR), which examines the conformity of law and practice in the 177 member States of the International Labour Organization with international labour law, remarked that sexual harassment was a form of discrimination and could be understood as "any physical, verbal or non-verbal conduct of a sexual nature and other conduct based on sex affecting the dignity of women and men, which is unwelcome, unreasonable, and offensive to the recipient; and a person's rejection of, or submission to, such conduct is used explicitly or implicitly as a basis for a decision which affects that person's job"; it could also relate to "conduct that creates an intimidating, hostile or humiliating working environment for the recipient" (ILO, 2003).

The 'European Foundation for the Improvement of Living and Working Conditions' (2010) takes its definition from a European Council Directive 2002/73/EC and defines sexual harassment similarly, as "any form of unwanted verbal, non-verbal or physical conduct of a sexual nature [...] with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating or offensive environment" (cited in Eurofound, 2007).

A challenge with the concept of sexual harassment is that it is difficult to set universally acceptable boundaries to define behaviour that is accepted, and behaviour that is not accepted in normal social interaction between sexes. Eurofound (2003) includes four different forms of behaviour included in sexual harassment: "physical passes, proposals of sexual relations, impertinent remarks and dirty jokes" (p. 15). One characteristic that sets sexual harassment apart from other forms of sexual violence (such as domestic violence) is that it occurs within an organization (Hoel et al., 2001). Moreover, Piotrkowski (2006) establishes that "sexual harassment is neither an innocent flirtation nor the mutual expression of attraction between men and women. Rather, sexual harassment is a workplace stressor that poses a threat to a woman's psychological and physical integrity and security, in a context in which she has little control because of the risk of retaliation and the fear of losing her livelihood". However, a clear distinction from this definition by Piotrkowski is that even though victims of sexual harassment are more likely to be female, sexual harassment does not only affect women; it also affects men (Eurofound, 2010).

TOWARDS A STATISTICAL DEFINITION OF WORK-RELATED VIOLENCE

All the above definitions contain useful elements that provide a good idea of what types of violent acts could be included in work-related violence. However, they are not specific enough to produce statistics. For a definition to be useful for statistics, it needs to provide (a) clear guidelines regarding the **types of actions which constitute violence** and (b) clear criteria to determine the **types of violent actions that are work-related** and therefore qualify for inclusion as work-related violence.

TYPES OF ACTIONS WHICH CONSTITUTE VIOLENCE

Based on the various definitions of violence reviewed above, it is clear that violence includes incidents of physical violence, where one person exerts physical force over another person. It can also include incidents of psychological violence, such as threats of exerting such force, the coercion of other persons and the arbitrary deprivation of their liberty. An important type of violence, that can be both physical and psychological relates to sexual violence, covering all sexual acts, whether exerted physically or psychologically. Violence is generally understood as incidents carried out by one person over another, but it can be argued that it can also include acts of self-directed violence, including suicide, attempted suicide and self-mutilation, as defined by the WHO above.

A typology of violent acts could be that presented in Figure 2 above.

TYPES OF VIOLENCE ACTIONS THAT ARE WORK-RELATED

The workplace

Regarding the criteria to determine whether these violent acts are work-related the common approach in literature is to include all violent acts that occur within the workplace. As was mentioned above, the ILO code of practice (ILO, 2004) has defined the workplace for paid employees as “all places where workers need to be or to go by reason of their work and which are under the direct or indirect control of the employer”. As self-employed workers can also experience work-related violence, the above definition can be expanded to apply to them, perhaps by deleting the reference to the employer, as follows: “the place of work relates to all locations where workers need to be or to go by reason of their work”. Such a definition would cover not only closed and fixed premises but also open spaces, and for workers who are required to travel for work, or whose jobs are mobile, such as transport workers or workers in itinerant jobs, all roads travelled.

Such a definition will not cover the road travelled from the dwelling to the workplace nor any place where work is not carried out. Many current definitions, however, include incidents that happen during the commute to work, because they consider that it is intrinsically related to work: workers would not find themselves commuting if they did

not work, and therefore, it can be reasoned that they should also be covered. In addition, it could be argued that work-related violent acts can occur outside of the place of work, such as in the home of the victim or in a public place, if they occur for a reason that is related to work activities. For example, a colleague or client, present or former, may physically assault a person because of an event that happened at the workplace in the past, whether recent or distant. Such incidents may be considered work-related violence even if they happen outside the workplace, if they occur as a direct effect of one's work activity, as a direct consequence of an interaction with people which are specific to the type of work one performs or as a direct consequence of the enterprise where one works. Using the workplace as the only criterion to classify violent acts as work-related, may be insufficient.

Conversely, not all violence that takes place at the place of work is necessarily related to the work carried out by the person. This is the case of random violent acts carried out by persons who are entirely unrelated to the work of the victim, or acts carried out by persons whose relationship with the victim is not work-related. For example, if a person gets shot at the workplace or while commuting to the workplace by a complete stranger without a connection to the job or type of work of the victim, it can be claimed that the perpetrator is not related to the victim's work, and therefore, that the violent act should not qualify for inclusion in the concept of work-related violence. Similarly, when an intimate partner commits a violent act in the victim's place of work it could be argued that it qualifies more clearly for inclusion as domestic violence rather than work-related violence.

Thus, the case could be made that violence taking place at work should only be included if the person is victimized because he or she works in a specific occupation, for a specific employer, or knows or is known by the perpetrator through work. If these circumstances do not prevail, for example, if a person dies or is injured as a result of a random event such as a lost bullet at the workplace (or on their way to work), independent of his or her work, it should not be classified as work-related violence because it is neither directly related to work, nor a result of interaction taking place at work. However, if a person is attacked on their way to work due to a relationship that was built through work, e.g. by a customer, patient, etc., it should be included in statistics on work-related violence. Furthermore, if an incident is directly related to one's work, even if the victim is neither at the place of work, nor commuting to work, then it should be included in the statistics of work-related violence.

Type of perpetrator

The above arguments suggest that work-related violence may need to be defined not only on the basis of the **workplace** but also on the basis of the **type of relationship with the perpetrator**, in order to include violent acts that may occur outside of the workplace when they are a direct result of a relationship fostered at work, of the type of

occupation one has, or the interactions that take place at work, and to exclude acts of violence that are completely unrelated to work, even if they take place at the workplace.

The relationship that the victim of violent acts has with the perpetrator can be work-related or not. Work-related relationships can be distinguished by whether they are internal and external. Internal relationships include relationships with colleagues and with supervisors; external include third parties such as customers, clients, patients or students or strangers. (Chappell & Di Martino, 2000; Di Martino et al., 2003; ILO, 2004; Eurofound, 2010). Hoel et al. (2001) separate the type of perpetrator according to whether the offender has a legitimate right to be at premises or not, and violent incidents that take place between co-workers. The California Division of Occupational Safety and Health Administration (OSHA) (cited in Milczarek et al., 2010) distinguishes between four types of violence: intrusive violence that is a criminal intent by strangers; consumer-related violence; relationship violence; and organizational violence. Work-related violence can also be carried out by total strangers, such as when a robbery is committed at the place of work or a terrorist act is performed on a building.

The concept to distinguish by perpetrators used in this context is closely related to that of the ILO (2012a) which separates between perpetrator(s) being clients/customers, workers or strangers. It is suggested to separate violence perpetrated by strangers; by customers; by co-workers; and by supervisors.

- *Violence perpetrated by strangers* involves all kinds of violence by a person that does not know and is not known by the victim, who has no legitimacy to be at the premises of the victim's work or who is not necessarily directly involved at doing business. However, this type of violence results out of the type of work that the victim performs or is directly related to the circumstances of the victim's work. For example, these incidents include perpetrators that have no personal relation to a business but commit a crime such as a robbery. Since the crime itself is related to the type of work the victim does, it is considered work-related violence if it happens on the premises of the victim's work. Violence perpetrated by strangers is frequently physical in nature and often but not necessarily has a high risk of fatal injuries. A stranger is defined as a person who is not known by the victim and for whom the victim is unknown.
- *Violence perpetrated by customers* includes all types of violence in which a customer, which is the recipient of goods or services for a monetary or other valuable consideration, is under the care of the victim. These customers can for example include current or former clients, students, passengers, patients or any other person that has an interest in the victim due to his or her work. A customer may be unknown to the victim but the perpetrator (the customer) knows the victim through an activity related to the victim's work. The type of violence can range from applying physical force to verbal abuse, in- and outside the workplace.

- *Violence perpetrated by co-workers* incorporates violence that is perpetrated by a person that currently or formerly, directly or indirectly works with the victim even if perpetrator and victim are in different departments. It includes workers at the different hierarchical levels of an organization as long as they are not a supervisor, but includes supervised or subordinate workers. This type of violence can be physical but is often psychological in nature and includes verbal abuse, bullying or mobbing. It should be noted here, that co-workers can be higher in the organizational hierarchy; however, they do not directly supervise or manage the victim.
- *Violence perpetrated by supervisors* incorporates violence that results out of acts of violence carried out by a direct supervisor or a person in direct superior hierarchical position. The deciding factor of whether the perpetrator is considered a co-worker or a superior stems from the organizational chart of a business. If the victim is directly 'under' the perpetrator in the organizational chart, it is considered violence perpetrated by supervisors. However, as already mentioned, if the perpetrator is hierarchically superior but not directly supervising or managing the victim, then it is considered violence perpetrated by co-workers.

Based on the above discussion, a definition of work-related violence can be developed to generate measurable statistics that incorporates the three above-mentioned criteria: the scope of violent acts, the place of work and the type of perpetrator. For statistical purposes, the term "work-related violence" would seem to be a preferable term over "workplace violence" or "violence at work" because work-related violence is defined not only on the basis of the workplace but also according to the types of relationship with the perpetrator. The term work-related violence suggests that incidents that happen outside the premises of work could also be included if they are related to work.

Given the widespread measurement of violence at the workplace, irrespective of the type of perpetrator, it may be useful to also develop a definition for "workplace violence" that would cover all violence acts that occur at the place of work.

While clearly more in-depth discussion by both labour statisticians and experts in work-related violence is required to arrive at a specific definition, the following definition can be proposed for initial discussion:

- “1. *Work-related violence includes acts of violence that occur:*
 - (a) *at the workplace or in the commuting path to the workplace if they are perpetrated by customers, co-workers, supervisors or strangers;*
 - (b) *at any other location, if they are perpetrated by customers, co-workers or supervisors.*

2. (a) *An act of violence relates to incidents of force or power inflicted by humans upon each other which can be either be physical, psychological or sexual in nature.*

(b) *An act of violence may cover incidences of self-inflicted harm, if directly related to work.*

3. (a) *The workplace relates to any location, whether within fixed premises or in an open space, where workers need to be or to go by reason of their work. It includes the road travelled by workers who are required to travel to carry out the tasks and duties of their job. The workplace excludes the road travelled from the dwelling to the workplace (commuting path).*

(b) *The commuting path relates to the habitual route, in either direction, between the place of work or work-related training and:*

- i. *the worker's principal or secondary residence;*
- ii. *the place where the worker usually takes his or her meals; or*
- iii. *the place where he or she usually receives his or her remuneration."*

4. (a) *Workplace violence includes all acts of violence that occur at the workplace irrespective of the type of perpetrator.*

(b) *Workplace violence should distinguish violence perpetrated by customers, co-workers, supervisors or strangers should be separately identified from other types of perpetrators.*

RELATIONSHIP OF "WORK-RELATED VIOLENCE" WITH OTHER FORMS OF VIOLENCE

Overall, there is violence that affects men and violence that affects women. Work-related violence is obviously only one component of violence; other inter-related forms of violence are domestic violence or community violence. Generally speaking, men tend to be affected by general violence in greater numbers; however, the types of violence each of the sexes is affected by can be different, and affect them to different extents. For example, more incidents of work-related violence affect men while women are more likely to be victims of domestic violence or special types of violence within the concept of work-related violence (Chappell & Di Martino, 2006). All violence affecting women whether work-related or not is categorized as VAW which was first mentioned in the Declaration on the Elimination of Violence Against Women.

Domestic violence

Violence at the workplace has always included violent acts perpetrated by family members in the workplace. In this sense, work-related violence can overlap with domestic violence. However, it could be argued that a violent act perpetrated at the

place of work by an intimate partner who is not a customer, co-worker or supervisor should not be considered as work-related violence. This is because the perpetrator has a personal connection/relationship with the victim and although the act of violence is carried out at work, it does not stem from the type of work that one does and is not related to work; rather it is solely exercised at the place of work of the victim. These incidents should perhaps not be included as work-related violence because they are cases of domestic violence that happen to take place at the workplace; the relationship to the perpetrator is neither a result of work, nor is it directly related to the place or type of work. One could argue that even if the family member is a customer, co-worker or supervisor, the violent act would not qualify as work-related violence, because it is rooted in the personal relation that the perpetrator and victim share, as family ties take precedence over work-based relations.

Health statistics

As mentioned above, the 'World report on violence and health' (WHO, 2002) described seven forms of violence for health-related analysis. For work-related analysis, these forms of violence are not relevant as such, although incidents of violence may occur in each of these forms and it can be important to distinguish, among cases of work-related violence, those that are part of youth violence, child neglect, sexual violence, etc.. For example, within *child neglect*, which includes child abuse and neglect by parents or other caregivers and contains acts of physical abuse, sexual abuse, emotional abuse and neglect such as infanticide, mutilation, abandonment but also other forms of violence against children, those that are work-related, such as sexual exploitation in the form of child labour, would be covered by work-related violence. Sexual violence can clearly occur in the workplace, while commuting or outside the workplace.

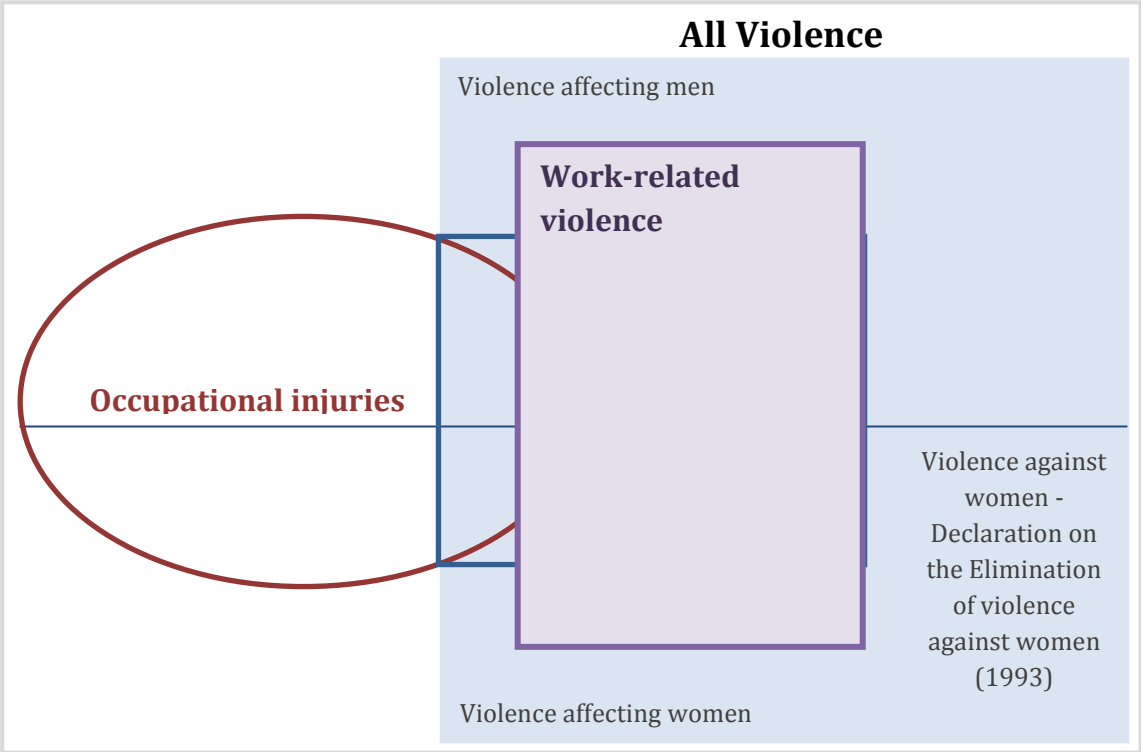
A more difficult issue concerns self-directed violence. This type of violence could include suicide, attempted suicide and self-mutilation, which can be carried out at the place at work and can be a direct consequence of a work-related problem. Thus, it could be argued that including these types of self-directed violence into the category of work-related violence makes sense. Nevertheless, all acts of violence that could lead to self-directed violence are perpetrated by customers, co-workers and supervisors, e.g. mobbing that lead to a suicide, or acts of violence perpetrated by strangers that occur at the workplace, are included in work-related violence.

Work-related violence within occupational injuries

The concept of occupational injuries and occupational accidents is an important one when considering work-related violence because these types of incidents interact with one another (see figure 3). The 'resolution concerning statistics of occupational injuries: resulting from occupational accidents', adopted by the Sixteenth International Conference of Labour Statisticians in 1998 (ILO, 1998), clearly states that an occupational injury is "any personal injury, disease or death resulting from an

occupational accident”, and that an occupational accident is “an unexpected and unplanned occurrence, **including acts of violence**, arising out of or in connection with work which results in one or more workers incurring a personal injury, disease or death”. It further specifies that occupational accidents include “travel, transport or road traffic accidents in which workers are injured and which arise out of or in the course of work, i.e. while engaged in an economic activity, or at work, or carrying on the business of the employer”. While it never defines the concept of violence, it is clear that incidents of work-related violence are by definition part of occupational accidents and thus are included in statistics of occupational injuries.

Figure 3: Interaction of work-related violence and occupational injuries



Occupational accidents, however, exclude commuting accident, that is, accidents “occurring on the habitual route, in either direction, between the place of work or work-related training and:

- a) the worker’s principal or secondary residence;
- b) the place where the worker usually takes his or her meals; or
- c) the place where he or she usually receives his or her remuneration.”

The resolution also states that the coverage includes “non-fatal injuries causing an absence from work of **at least one day**, excluding the day of the accident, and fatal injuries”. This means that acts of work-related violence would only be included in the statistics of occupational injuries if they cause an absence of work of at least one day. However, in the case of work-related violence, acts of violence, particularly if they are

psychological in nature, do not necessarily result in an absence due to the lack of a physical injury. Work-related violence may therefore include acts of violence that are not occupational injuries and statistics on occupational injuries will not cover work-related violent acts completely, particularly in cases of psychological and sexual violence:

- Occupational injuries that result from acts of violence (always occur at the place of work)
- + other acts of violence at the place of work that result in less than one day of absence from work
- = workplace violence acts
- acts of violence that occur at the place of work which are not work-related
- + acts of violence that do not occur at the place of work which are work-related
- = work-related violence acts

In order to produce statistics of work-related violence, all events of violence, even those that do not result in one day of absence should be covered.

DATA ITEMS

This section presents and discusses information on work-related violence that need to be collected in an attempt to receive a congruent picture of all diverse forms and concepts of work-related violence. The most important indicator relates to the **number of persons affected by work-related violent acts** during a specified reference period. A related indicator relates to the **number of cases of work-related violent acts during a specified reference period**, where a person may experience more than one violent act during the reference period. These indicators should be broken down by relevant characteristics of the victims, of their jobs, of the perpetrators and of the violent acts themselves. The following paragraphs describe some of these classifications.

INTERNAL AND EXTERNAL WORK-RELATED VIOLENCE

A distinction between internal and external work-related violence is important and relevant for understanding the greater picture. The ILO (2004) defines internal work-related violence as that “which takes place between workers, including managers and supervisors” (p. 4). External work-related violence on the other hand is defined as violence that “takes place between workers (and managers and supervisors) and any

other person present at the workplace” (p. 4). This definition is also used by Eurofound (2010) and has gained wide acceptance in literature. For example, violence perpetrated by clients, patients, acquaintances or persons unrelated to the victim is classified as external work-related violence.

OCCUPATIONS AND WORK ENVIRONMENT

There are certain occupations that pose an increased risk for a worker to fall victim to violence. Even though each situation in which work-related violence takes place has to be individually analyzed and treated with care, there are certain occupations that place workers under scrutiny of work-related violence.

The occupations that put workers at an increased risk are those where workers tend to (after Chappell & Di Martino, 2006; ILO, 2012a):

- Work alone (such as taxi drivers, workers in small shops or gas stations)
- Work with the public (such as workers in public transportation, retail shops, hotels, catering, restaurants, etc.)
- Work with valuables and handle cash (such as workers in shops, banks and post offices)
- Work with people in distress (such as workers in hospitals or mental health institutions; workers in communities with poverty; workers in climate of stress and insecurity)
- Work in environment increasingly “open” to violence (such as workers in education or schooling and workers in call centres)
- Work with people with special vulnerability (such as precarious work situations and workers in conflict zones)

High risk occupations include security and public law enforcement as well as all occupations that deal with people. According to the ILO (2012a), the factors increasing the risk of work-related violence to the highest extent are precarious work situations, gender and organizational pressure/stress. Of particular importance is the gender concentration bias of high and low risk occupations, e.g. whether occupations are dominated by women or men, as there may be a connection between the sex of workers in an occupation and its degree of risk to violence. Together with occupational information, the industry in which the work is carried out is also important.

Statistics on work-related violence should identify whether the victim was in any of these high risk situations in order to get a good overview of what situations and occupations are particularly prone to work-related violence, to understand how and why work-related violence occurs as well as to give an indication on how to reduce it.

TYPE OF PERPETRATOR

The relationship that existed to the perpetrator(s) should be indicated (violence perpetrated by customers, by co-workers, by strangers, or by supervisors) to know whether the violence was on internal or external nature.

DEMOGRAPHIC AND JOB CHARACTERISTICS

To acquire more detail about the victims and perpetrators, demographic characteristics such as age, sex and age of the victim and of the perpetrator, etc. should be included into the survey. Job information could include the job tenure of the victim and perpetrator and the industry and institutional sector of the enterprise where the victim and perpetrator work. It is also important to include whether violence stems from a hostile work environment, given lack of regulations, mechanisms, or codes of conduct that would reduce the likelihood of violent acts to occur.

CONSEQUENCES OF WORK-RELATED VIOLENCE

Statistics should also cover the consequences of violent work-related incidents such as lost days of work, staff turnover, and dismissals due to violent incidents. It is significant to show these negative effects of work-related violence because management teams of organizations can see the direct negative impact on their organization through lost work days and lower motivation of employees and will give this topic a greater priority. As Hoel et al. (2001) point out, "By emphasizing the potential cost to an organization, it is hoped that organizations will see the advantage in investing time and money in the prevention of these problems" (p. 25). The consequences to the victim or work-related violence are particularly related to health issues such as anxiety, depression, insomnia, etc. These individual consequences can spill over to the organizational level and as an outcome, victims are more often absent due to sickness, show reduced work performance and productivity, quit their job more often and the organization incurs a high labour turnover, etc. (Hoel et al., 2001).

Another important topic to consider is whether existing policies to combat work-related violence are in place within the organizations, such as a formal reporting structure or (legal) framework in place within the organization if an incident of work-related violence occurs.

GENDER ISSUES

Gender plays a specific role when talking about work-related violence. Not only are women at particular risk for certain types of violence (e.g. sexual harassment), many of the high risk sectors and occupations are dominated by female workers (e.g. nursing, teaching, etc.). "Gender is an important dynamic in the workplace at large. Women have traditionally been relegated in many societies to lower-paid and lower-status employment than men. Equal opportunity initiatives have begun to redress this imbalance, but the effects of the sexual division of labour and gendered stereotypes

remain all too prevalent in many sectors of industry and in many parts of the world“ (Chappell & Di Martino, 2006, p. 62).

According to the latest European Working Conditions Survey (EWCS), women and men are equally likely to experience physical violence in countries of the EU27 as well as Norway, Croatia, the former Yugoslav Republic of Macedonia, Turkey, Albania, Montenegro and Kosovo. However, due to the sexual division of labour, the types of work-related violence experienced by men and women are different and women are more likely to be exposed to bullying and sexual harassment than men. Being a young female poses a particular risk to being victimized (Eurofound, 2010; Chappell & Di Martino, 2006).

However, statistics on gender-based violence have to be taken somewhat with care. Women are often less reluctant than their male counterparts to label themselves as being victimized by work-related violence and specific factors such as the sex of the supervisor; the sector females work in; or the proportion of females that work in the service industry and are therefore in close contact with customers may play an important role in explaining these differences (Eurofound, 2010; Di Martino & Musri, 2001; Di Martino et al., 2003). This is why the inclusion of these topics into surveys on work-related violence is very important. Furthermore, according to Chappell and Di Martino (2006), women are more likely to report certain types of violence (such as bullying) and less likely to report others (sexual harassment). Eurofound (2010) states that “the sectors in which there is a high level of social interaction tend also to have the highest levels of incidence of work-related violence. These are health and social work, education, public administration and, to a lesser extent, the transport and communication and hotels and restaurant sectors” (p. 13). They also mention that “women are concentrated in many of the higher-risk occupations, essentially as teachers, social workers, nurses and other health-care workers, as well as bank and shop workers” (p. 64).

It is important to consider the different types of occupations that men and women are employed in and to capture these in surveys on work-related violence because some occupations have a higher risk of work-related violence than others. If females are more likely to work in high risk occupations, the number of female workers victimized by work-related violence is higher.

STATISTICAL MEASUREMENT

In broad terms, there are three different sources that collect data on work-related violence: 1) administrative sources, 2) household-based surveys, and 3) establishment-based surveys.

ADMINISTRATIVE SOURCES

Work-related violence captured in administrative sources are typically taken from police records, compensation records of insurance companies, crime records, court records, hospital records, etc. Di Martino et al. (2003) state that “in many EU countries, incidences of physical violence are incorporated into national statistics of occupational accidents, in line with national reporting systems and criteria” (p. 35). However, several problems persist with the statistical measurement of work-related violence through administrative sources. The scope is too limited to represent all possible forms of violence and usually only cases of violence that result in serious injuries are captured. Thus, statistics typically only include physical (sometimes sexual) but not psychological violence. Furthermore collecting data on social statistics such as work-related violence is difficult because violence happening at the place of work is usually not explicitly labelled as such and it is often only recognized when days of work are lost. Thus, the scope is generally limited to cases with regular workdays and only includes workers in the formal sector who are insured.

As a result of all these problems, it is difficult to use administrative sources as the sole source to statistically measure work-related violence. Due to this difficulty, the focus in this report is placed on data collected from surveys.

HOUSEHOLD-BASED SURVEYS

Due to the difficulty of clearly distinguishing work-related violence from other types of violence and from workplace injuries not due to violence, it is important to collect information on violence related to work directly from the affected population through household-based surveys.

Household-based surveys collect important socio-economic data from individuals within a private household with information on various topics such as income, living conditions and labour force participation. They serve the purpose of providing data as basis for policy- and decision-making and are a key source of statistics on social and economic indicators in developed and developing countries. The idea behind household surveys is to sample part of the population living in households, to make observations within the sampled households and draw implications for the whole population. There are many different types of household surveys and some surveys are conducted periodically while others are conducted in an ad-hoc manner (United Nations Statistics Division, 2005a; United Nations Statistics Division, 2005b).

Household-based surveys as a source to obtain information on work-related violence have some advantages over administrative sources. They contain more information on the individuals such as demographic information, they place questions in a specific context at work and they ask victims, witnesses or perpetrators directly. However, there are also limitations, such as asking information for a specified time period which

depends on the recall capacity of respondents, their willingness to talk about/admit certain incidents, the quality of the interviewer, etc. (WHO, 2002).

Further advantages of incorporating questions on work-related violence into household-based surveys are that victims of violent incidents can answer directly and in detail. However, some might be too embarrassed, unwilling or unable to give detailed information if asked in front of other members of the household. General questions about the nature of violence related to work can be asked; information on the responses of organizations in which incidents take place and measures that organizations implement to combat work-related violence are gathered since they are of utmost importance to the prevention of future incidents.

With the aim to include work-related violence into existing surveys, it is important to incorporate topics surrounding incidents on violence at work very precisely and address issues specifically. It is of particular significance, that questions relating to incidents of work-related violence are not phrased in general terms such as “have you ever experienced verbal abuse” because incidents are more complex and not as clear cut. Not all victims realize that they are victims and it is thus important to include detailed information about different activities/behaviours, the different types of work-related violence and examples of each type.

A survey on work-related violence should ideally include the different types of work-related violence, whether it is physical, psychological or sexual and what particular form within these three types, e.g. bullying, sexual harassment, assault, etc. Moreover, a specific reference period has to be indicated. Including the previous twelve months as reference period is long enough to cover violent work-related incidents and short enough to still recall them. However, it somewhat depends on how often the survey is conducted. The question of the frequency of incidents within a specified time frame also has to be incorporated as work-related violence does not always consist of a single event; rather it is the accumulation of incidents that constitute work-related violence. Some surveys also include a question about ever having experienced an event of violence and it could serve as an addition to surveys.

There are three possible ways in which work-related violence can be incorporated into surveys and each of these pertains to a special type of household-based survey which will be briefly discussed:

- a) Persons are asked if and when they were victims of violence in general and work-related violence in particular;
- b) Persons are asked about their working conditions in general and work-related violence in particular; and
- c) Persons are asked about work-related violence exclusively

The first two options contain work-related violence as a subset of other topics while the third one is broader in scope and could grasp more detail.

Three different household surveys seem to be a good fit to supplement them with questions on work-related violence, the Labour Force Survey (LFS), Crime Victimization Survey (CVS), and Working Conditions Survey (WCS). The LFS and CVS pertain to option a) above as they could ask persons if and when they were victims of violence in general and work-related violence in particular. The Working Conditions Survey pertains to option b) above as persons are asked about their working conditions in general and questions on work-related violence could be integrated. If persons are asked about work-related violence exclusively, which pertains to option c) above, the survey has to be specifically designed which is usually a complex and time-consuming process. No matter what type of survey is chosen, they have to be conducted with a regular frequency and collect data in a consistent manner which is comparable across time and countries.

Labour Force Survey

LFS are statistical surveys designed to produce work-related statistics and seize data on the labour market. LFS can include topics such as current employment, current unemployment, underemployment, hours of work, income from paid employment, income from self-employment, employment in the informal sector, and informal employment. They are usually conducted on a regular basis (e.g. once a year) and are available in many countries, including transitioning and developing countries. According to the ILO LABORSTA database, more than 140 countries or territories conducted labour force surveys from 1999 to 2008.

The biggest advantage of LFS is that they are available in decent quality around the world. Moreover, they contain demographic information and information on the employer and occupation of the household member(s) since these are an integrated parts of LFS.

An important challenge of using LFS is that they are already extensive and highly standardized. Thus, if an additional module with questions on work-related violence is added, it could make the surveys too long. Furthermore, questions on work-related violence might be out of context. Even though they fit in with the general theme of producing work-related statistics, work-related violence adds a completely different dimension and the respondents have to have a large transition of thought from one topic to the other. Similarly, the fact that reference periods in LFS are usually a lot shorter (e.g. for what sort of work were you available *last week*) than what is needed for work-related violence (e.g. one year as discussed above) complicates matters.

Crime Victimization Survey

Some countries (among them the United States, Australia and Great Britain) conduct CVS or Crime Surveys. In contrast to police records on crimes, this household survey includes crimes that are not reported to the police.

CVS collect data on victims of crime, the frequency with which people fall victims to crimes as well as consequences and characteristics of victimization. All types of crimes are included in CVS such as assaults, homicides, robberies, burglaries, theft, etc. Included in these surveys are questions pertaining to work-related violence with specific reference to certain sectors or industries. Good information is also available on the characteristics of victims and perpetrators. However, CVS are heavily focused on physical violence such as homicides, burglaries and assaults and reporting on psychological violence is less established.

A major problem with inclusion of work-related violence into CVS, is that CVS surveys are not implemented often and, as already mentioned, are heavily focused on physical violence. Adding psychological violence to existing CVS as well as introducing CVS to other countries that currently do not have this type of survey might pose challenges.

Working Conditions Survey

The most significant standardized survey that includes topics on work-related violence with a regular frequency is the EWCS by the 'European Foundation for the Improvement of Living and Working Conditions' (Eurofound). This survey is conducted every five years and data collection started in 1990. The aims of the EWCS are to "assess and quantify working conditions of both workers and the self employed across Europe on a harmonised basis; analyse relationships between different aspects of working conditions; identify groups at risk and issues of concern as well as of progress; monitor trends by providing homogeneous indicators on these issues; and contribute to European policy development" (Eurofound, 2012). Every five years, a random sample, consisting of all current European Union member countries plus other European countries, is selected and interviewed face to face. The survey is consistent and comparable across countries and in 2010, 44,000 workers were interviewed including the EU27, Norway, Croatia, the former Yugoslav Republic of Macedonia, Turkey, Albania, Montenegro and Kosovo (Eurofound, 2012). The latest version of the EWCS "contained six questions on various types of adverse social behaviour [at the workplace], relating to: verbal abuse; unwanted sexual attention; threats and humiliating behaviour; physical violence; bullying and harassment; and sexual harassment" (Eurofound, 2012, p. 57). However, a problem with this study is that time-series data are inconsistent because of changes in the way questions were phrased from one year to the next and the definitions of concepts that were used (Eurofound, 2007).

The WCS is specifically targeted at countries within Europe and difficulties of implementation in transitioning or developing countries might occur. However, a partnership between the ILO and Eurofound set the goal to develop a Global Working Conditions Survey (GWCS). Two prototype surveys have been designed and conducted; one in Tanzania and one in Mozambique. The GWCS includes questions on work-related violence; however, no information can be found on how detailed the questionnaire is

and the results only show data on 'physical violence from people from the workplace'; 'physical violence from other people'; as well as 'bullying and harassment'.

Other surveys

There are also studies that are specific to violence and are conducted as household-based surveys. These special studies on work-related violence pertaining to option c) above are conducted at selective times and are often designed for certain types of violence or in specific industries and occupations. However, these studies are very specific and individually designed to cover certain topics, industries or occupations within the scope of work-related violence. They often include lengthy questionnaires and processing is time consuming and complex. Moreover, they are specific for certain areas or industries and not steady across time. The main drawback is that they are not consistent in different years and not comparable between different countries or sometimes even within the country. Thus, time series data are not available and statistics lack comparability.

ESTABLISHMENT-BASED SURVEYS

Establishment surveys collect information about establishments rather than about households, related to labour, such as employment, wages, hours of work, labour cost, and inputs, costs, production, etc. They obtain the information from owners or managers, instead of from household members.

Even though there are numerous countries that conduct establishment surveys, they are not as standardized and as widespread as household surveys. According to the ILO, there are 84 countries with establishment surveys that measure employment and wages as the main topic including developing and developed countries.

It is possible to include issues on work-related violence in establishment surveys by either inquiring from owners and managers about work-related violence or by inquiring directly from workers. The first approach faces the serious problem that it is not the victim of work-related violence who is responsible for answering establishment surveys and they may not be aware of incidents of violence that take place within their organization if there is no formal reporting system in place or the organizational culture is not open to assess these incidents. Furthermore, business owners or managers might be reluctant to correctly answer questions on work-related violence because it reflects poorly on their organization or they know of incidents but did not set corrective measures. Another problem of obtaining information from managers or owners is the lack of knowledge of incidents that did not happen at the premises but are related to work. However, if incidents are reported in establishment surveys, it is possible to receive information on victims and perpetrators and all other individuals involved such as bystanders. Moreover, all incidents in the same organization are reported and not just a single incident as might be the case in household-based surveys. It is also possible to

draw conclusions of what type of organizations or industries are particularly prone to work-related violence.

Where the information is gathered from workers themselves, these constraints are lifted. Such an approach utilizes the strength of establishment surveys, to conduct surveys at the place of work, but overcomes its negative aspects, surveying managers and business-owners.

Just as with household-based surveys, three different possibilities on how establishment surveys can include topics on work-related violence exist:

- a) Workers are asked if and when they were victims of violence in general and work-related violence in particular;
- b) Workers are asked about their working conditions in general and work-related violence in particular; and
- c) Workers are asked about work-related violence exclusively

Each of these three options was already discussed in the section on household-based surveys above.

Table 2 below gives an overview of surveys collecting data on or including work-related violence.

Table 2: Overview of surveys on work-related violence

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Australia	Crime Victimization Survey	Physical violence (physical and sexual assault)	2009/2011	HH (1)	Every year	32,555 private dwellings from which one person aged 15 years and over was randomly selected	Australian Bureau of Statistics
Australia	Personal Safety Survey	Physical violence, physical or sexual assault, sexual violence, harassment	2005	HH (1)	Ad-hoc	11,800 females and 4,500 males	Australian Bureau of Statistics
Australia	Women's Safety Survey	Physical violence, physical or sexual assault, sexual violence, harassment	1996	HH (1)	Ad-hoc	6,300 women	Australian Bureau of Statistics
Austria	Mobbing/Bullying am Arbeitsplatz. Eine empirische Analyse zum Phänomen sowie zu personalwirtschaftlich relevanten Effekten von systematischen Feindseligkeiten	Bullying, mobbing	1995	EST/HH (3)	Ad-hoc	Employees of a hospital and employees of a research institute	Klaus Niedl
Argentina	Crime Victimization Survey	Physical violence	1995/2010	HH (1)	Every year		Dirección Nacional de Política Criminal
Barbados	Crime Victimization Survey	Physical violence	2002/2010	HH (1)	Every year	1,125 households	Sir Arthur Lewis Institute of Social and Economic Studies
Brazil, Bulgaria, Lebanon, Portugal, South	Work-related violence in the Health Sector	Physical violence & psychological violence (verbal	2003	HH (3)	Ad-hoc	Nurse/midwife, pharmacists, managers; auxiliary/ancillary; ambulance;	ILO, WHO, ICN, PSI

² The possible options are:

HH = Household-based surveys

EST = Establishment-based surveys

EST/HH= Establishment-based surveys but surveying workers

The number in parenthesis refers to the type of survey:

Type 1: Individuals are asked violence in general and work-related violence in particular

Type 2: Individuals are asked about working conditions in general and work-related violence in particular

Type 3: Individuals are asked about work-related violence exclusively

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Africa, Thailand		abuse, bullying/mobbing, sexual harassment, racial harassment)				administration/clerical; professions allied to medicine (therapists/radiographers/assistants); technical staff (laboratory/sterilisation); support services (security, catering, kitchen, maintenance, reception)	
Bulgaria	Quality of Life and Working Conditions Survey	discrimination, intimidation and physical violence in workplace	2001 2005 2010	HH (2)	Ad-hoc	1,002 people of working population, aged 18+ years	Ministry of Labour and Social Policy & Working Conditions Fund
Bulgaria	survey on workplace violence towards female employees of urban transport companies Sofia	Physical and psychological violence	2010	EST/HH (3)	Ad-hoc	Women employed by 4 companies in Sofia	Federation of Transport Trade Unions
Canada	General Social Survey - Victimization (GSS)	Physical violence	1999/ 2009	HH (1)	Every 5 yrs	25,000 respondents living in households	Statistics Canada
Canada	General Social Survey	Physical violence	1985 1986 1988	HH (1)	Every year except 1987 & 1997	Sample size varies by year and ranges from approximately 10,000 to 25,000 individuals aged 15 and older	Statistics Canada
Colombia (Bogotá, Cali and Medellín)	Crime Victimization Survey	Physical violence	2003	HH (1)	Ad-hoc	652 households in Bogota, 632 in Cali and 1,546 in Medellín	National Department of Statistics & National Planning Department
Cyprus	Survey on harassment at work	(Sexual) harassment	1997	EST/HH (3)	Ad-hoc	1,500 male and female workers	Research and Development Centre at Intercollege
Czech Republic	Quality of Working Life survey	Bullying, physical violence	2006	HH (2)	Ad-hoc	2,043 respondents aged 15 and over	Czech Statistical Office
Czech Republic	Omnibus survey	Mobbing	2009 2011	HH (3)	Ad-hoc	1,000 respondents aged 15 and over	STEM/MARK marketing agency
Czech Republic	Survey on sexual harassment	(Sexual harassment), bullying	2005	HH (3)	Ad-hoc	1,025 respondents	Sociological Institute of Czech Academy of Sciences
Denmark	Coping with bullying in the workplace	Physical violence, Bullying	2001	HH (3)	Ad-hoc	4,000 household for physical violence; 1,857 for bullying	Høgh & Dofradottir
Denmark	Basic	Bullying	2001	EST/HH	Ad-	99 students from the	Mikkelsen &

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Denmark	assumptions and symptoms of post-traumatic stress among victims of bullying at work			H	hoc	Royal Danish School of Educational Studies	Einarsen
	The Danish Work Environment Cohort Study (formerly Danish Employee Study)	Physical & psychological exposures	1990/2010	HH (2)	Every 5 yrs	working conditions, health and lifestyle among Danish employees and the self-employed	National Institute of Occupational Health (NIOH)
Denmark		Physical violence	2001	EST/H H (3)	Ad-hoc	1,989 union members	FTF (trade union confederation)
Denmark	Bullying at the workplace	Bullying, mobbing	2006/2008	EST/H H (3)	Ad-hoc	3,363 respondents employees at 60 different enterprises	National Research Centre for the Working Environment
El Salvador	Crime Victimization Survey	Physical violence	2003/2008	HH (1)	Ad-hoc	2,464 people aged 18 years and over	Instituto Universitario de Opinión Pública
El Salvador	Victimization and perception of safety	Physical violence	2004/2009	HH (1)	Ad-hoc	2004: 2,300 individuals 2009: 2,414 individuals	Ministerio de Gobernación & UNDP
Estonia	Work Life Survey	Physical violence	2009	EST (2)	Ad-hoc	8,814 persons from 1,163 enterprises/institutions	Statistics Estonia
Estonia	Safety Survey	Physical violence	2009	HH (1)	Ad-hoc	7,267 persons (15-74-year-old permanent residents living in private households)	Statistics Estonia
Estonia, Latvia, Lithuania, Finland	Working Life Barometer in the Baltic Countries	Physical violence,	1999/2002	HH (2)	Ad-hoc	900 in Estonia, 904 Latvia, 909 Lithuania	Ministry of Labour
Finland	Aggression among university employees	Bullying	1994	EST/H H (3)	Ad-hoc	338 university employees	Björkqvist, österman & Hjelt-Bäck
	The sources of bullying-psychological work environment and organizational climate	Bullying	1996	EST/H H (3)	Ad-hoc	949 municipality employees	Vartia
Finland	Gender differences in workplace bullying among prison officers	Bullying	2002	EST/H H (3)	Ad-hoc	896 prison officers	Vartia & Hytti
Finland	Quality of Work Life Survey	Physical violence, bullying, harassment	1984/2008	EST/H H (2)	1984, 1990, 1997, 2003	About 4,000 employees	Statistics Finland
Finland	Work and Health Survey	Violence at work	1997/2009	HH (2)	Every 3 yrs	5,000 employees aged 25 -64 years old	Finnish Institute of

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Finland							Occupational Health
Finland	Working Conditions Survey	Physical violence, bullying, discrimination	2005	HH (2)	Ad-hoc	1,090 households	Ministry of Labour
Finland	Name calling, bullying, kicking – nurses' daily work	Physical violence, Bullying	1999	EST/HH (3)	Ad-hoc	2,688 responses from all occupational groups belonging to the trade union TEHY (Union of Health and Social Care Services) in health care	Union of Health and Social Care Services
France	Working Conditions Survey	Physical violence, bullying, harassment	2005	HH (2)	Ad-hoc	19,000 people	National Council for Statistical Information
Germany	Survey on Mobbing	extent, structure and consequences of 'mobbing' at the workplace - ie bullying and harassment	2002	HH (3)	Ad-hoc	4,936 respondents	SFS Institute for Social Research
Germany	Das Sick-Building-Syndrom unter besonderer Berücksichtigung des Einflusses von Mobbing	Bullying	2000	EST/HH	Ad-hoc	1,989 administrative employees	Mackensen von Astfeld
Germany	The Mobbing Report	Bullying	2002	HH (3)	Ad-hoc	2,500 employed individuals	Meschkat, Stackelbeck & Langenhoff
Germany	Survey on the experiences with the Law for the protection of employees against sexual harassment in the workplace	Sexual harassment	2005	EST (3)	Ad-hoc	1,000 companies/public agencies	Federal Ministry for Family Affairs, Seniro Citizens, Women and Youth
Guatemala	Living Conditions Survey	Physical violence	2006	HH (2)	Ad-hoc	68,739 individuals	Instituto Nacional de Estadística
Hungary	Working Conditions Survey	Bullying, violence and discrimination	2001	HH (2)	Ad-hoc	3,571 respondents	Ministry of Internal Affairs
Ireland	Bullying at Work in Ireland: A National Study	Bullying	2000	HH (3)	Ad-hoc	1,009 individuals	O'Moore
Ireland	Survey by the Task Force on the Prevention of Workplace Bullying	Bullying	2000/2001	HH (3)	Ad-hoc	5,252 individuals in the labour force	Ministry for Labour, Trade and Consumer Affairs
Ireland	Bullying in the	Bullying	2001	HH (3)	Ad-	5,252 individuals	Health and

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Ireland	Workplace		2007/2007	HH (3) EST (3)	hoc	3,500 adults 869 private & 779 public sector employers	Safety Authority
	Bullying in defense forces	Harassment, bullying	2008	EST/H H (3)	Ad-hoc	Employees of Irish Army, the Naval Service and the Air Corps	Independent Monitoring Group
Ireland	Survey on Bullying	Bullying	2001	EST/H H (3)	Ad-hoc	5,252 individuals in paid work outside the home	Economic and Social Research Institute
Ireland	Survey on Bullying	Bullying	2006	EST (3)	Ad-hoc	Public and private sector employers	Economic and Social Research Institute
Italy	Quality of work survey	Sexual harassment, bullying, intimidation	2002	HH (2)	Ad-hoc	2,000 workers	Institute for the Development of Vocational Training
Italy	Ad-hoc module in survey on citizens' safety	Harassment	2010	EST/H H (3)	Ad-hoc		Italian National Institute of Statistics
Jamaica	Crime Victimization Survey	Physical violence	2006/2009	HH (1)	Ad-hoc	3,590 households	Ministry of National Security
Korea	Working Conditions Survey	Violence, harassment, discrimination	2006/2010	HH (2)	Ad-hoc	10,000 employees, based on based on the European Working Conditions Survey	Korean Occupational Safety and Health Agency (KOSHA)
Lithuania	Bullying or mobbing: its causes, consequences and the factors particular to Lithuania	Bullying, mobbing	2005	EST/H H (3)	Ad-hoc	108 people who experienced bullying at their workplace	Centre for Business Ethics of Vilnius University
Mexico	Safety Survey	Physical violence	2002/2010	HH (1)	Every year	71,370 households	Instituto Ciudadano de Estudios Sobre la Inseguridad
Mozambique	Global Working Conditions Survey (prototype)	Physical violence from people from workplace; physical violence from other people; Bullying and harassment	2009	HH (2)	Ad-hoc	1,288 respondents (920 from households and 368 from tourism enterprises). Households; based on the global version of the European Working Conditions Survey	Centre for Policy Analysis & ILO (Survey designed by ILO & Eurofound)
New Zealand	Survey of Working Life	Harassment, bullying, discrimination	2009	HH (2)	Every 3 yrs	14,510 employed individuals	Statistics New Zealand
Norway	Bullying at work: Epidemiological	Bullying, harassment	1996	EST/H H (3)	Ad-hoc	7,986 employees	Einarsen & Skogstad

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Norway	findings in public and private organizations						
	Level of Living Survey	Physical violence, threat, (sexual) harassment	2006/07	HH (2)	Ad-hoc	12,550 individuals, 9,961 of whom were employed	Statistics Norway
Paraguay	Crime Victimization Survey	Physical violence	2009	HH (1)	Ad-hoc	5,500 dwellings	Ministerio del Interior
Poland	Survey on Mobbing for teachers	Mobbing	2006	EST/HH (3)	Ad-hoc	1,098 teachers in five Polish cities	Central Institute for Labour Protection
Poland	Survey on harassment and mobbing	Harassment, mobbing	2006/2007	EST/HH (3)	Ad-hoc	643 employees chosen at random from a number of enterprises throughout Poland	University of Gdańsk
Portugal & UK	Comparing the nature of workplace bullying in two European countries	Bullying	2000	EST (3)	Ad-hoc	221 large multinational organizations	Cowie, Jennifer, Neto, Angula, Pereira
Portugal	Survey on moral harassment in the healthcare and social work sector	Moral harassment at work	2007	EST/HH (3)	Ad-hoc	732 professional working in 33 organizations of the healthcare and social work sector, covering hospitals, healthcare centers, crèches, homes for elderly people and day-care centers in 3 geographic areas	Association for Competence Development
Romania	Working Conditions Survey	Discrimination, violence and harassment at the workplace	2001/2010	HH (2)	Every year	10,920 households	National Institute of Statistics
Romania	Health and safety at the workplace	harassment or psychological violence; (threat of) physical violence	2007	HH (2)	Ad-hoc	28,080 dwellings	National Institute of Statistics
Slovak Republic	survey on the incidence of mobbing or bullying and sexual harassment at the workplace	Mobbing, bullying, sexual harassment	2006	EST/HH (3)	Ad-hoc	1,041 economically active adults	Institute for Labour and Family Research
Slovenia	Survey on harassment in the workplace	(Sexual) harassment	2007	EST/HH (3)	Ad-hoc	1,820 respondents	Office for Equal Opportunities
Spain	National Survey on Working	Physical violence,	1987/1993	EST (2)	Ad-hoc	4,054 managers and 5,236 workers	Spanish National

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Spain	Conditions	psychological harassment, discrimination	1997 1999 2004				Institute of Safety and Hygiene in the Workplace
	Safety Survey	Physical violence	2005 2009 2010	HH (1)	Ad-hoc	2005: 66,000 HH 2009: 71,370 HH 2010: 73,370 HH	Instituto Nacional de Estad
Spain	The incidence of Mobbing or Bullying at Work in Spain	psychological harassment	2002	EST/H H (3)	Ad-hoc	2,410 workers with subsample of 1,303 workers in all sectors and subsample of 1,107 workers in tourism industry	Piñuel y Zabala & Oñate Cantero
Spain	Sexual harassment of women in the workplace	Sexual harassment	2006	EST/H H (3)	Ad-hoc	2,007 women aged between 16 and 64 years who are currently employed, or who were employed during 2005	Women's Institute (Spanish Ministry of Employment and Social Affairs)
Sweden	Physical, psychosocial and organisational factors	Bullying	2001	EST/H H (3)	Ad-hoc	3,470 employees of Sweden Post	Voss, Floderus, Diderichsen,
Sweden	Work Environment Survey	Violence or threats of violence, harassment	1989/ 2011	HH (2)	Every 2 yrs	14,000 members of employed population	Swedish Work Environment Authority & Statistics Sweden
Sweden	Swedish Longitudinal Occupational Survey of Health	Work-related conflicts and solutions to conflicts	2006/ 2010	HH (2)	Every 2 yrs	5,985 people who answered the Swedish Work Environment Survey and lived in the capital city of Stockholm or the western Västra Götaland County Council	Swedish Council for Working Life and Social Research & the Swedish Research Council
Sweden	Working Life and Health	Violence and threats at the workplace, Bullying, Sexual harassment	2004	EST (2)	Ad-hoc	3,000 private companies with 20 or more employees	The National Institute for Working Life
Sweden	The Work Environment 1999	Physical violence	1999	EST/H H (2)	Ad-hoc	14,234 individuals	Statistics Sweden
Sweden	nationwide survey of workplace violence was conducted in the healthcare sector	Physical violence, harassment	2004	EST/H H (3)	Ad-hoc	2,214 individuals working in the healthcare sector throughout Sweden	National Institute for Working Life
Sweden & United Kingdom	Comparative study of the experiences of violence of English and Swedish mental	Physical violence	2001	EST/H H (1)	Ad-hoc	720 Swedish nurses; 296 English nurses	Nolan, Soares, Dallander, Thompson, Arnetz,

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
Tanzania	health nurses						
	Global Working Conditions Survey (prototype)	Physical violence from people from workplace; physical violence from other people; Bullying and harassment	2009	HH (2)		1,240 households; based on the global version of the European Working Conditions Survey	University of Dar es Salaam & ILO (Survey designed by ILO & Eurofound)
The Netherlands	TNO Work Situation Survey	Physical and psychological violence, bullying, harassment	2000/2012	HH (2)	Every 2 yrs	4,000 workers through postal questionnaires – representative sample of Dutch labour force	Statistics Netherlands
The Netherlands	Working Conditions Survey	Physical and psychological violence, bullying, harassment	2003/2010	HH (2)	Every year from 2005	10,000 (2003); 25,000 (2005) - Representative sample of the Dutch labour force (15-64 years), excluding self-employed people	Statistics Netherlands
The Netherlands	Permanent Quality of Life Survey	Physical and psychological violence, bullying, harassment	1977	HH (2)	Every 3 yrs annual since 1989	10,000 (Module Health & Working Conditions); approx. 4,000 workers	Central Bureau of Statistics (CBS)
The Netherlands	Mobbing, systematisch pestgedrag in organisaties	Bullying	2001	EST/HH (3)	Ad-hoc	427 office business; 3,011 financial institution employees; 66,764 employees across 14 industrial sectors	Hubert, Furda & Steensma
United Kingdom	The incidence of workplace bullying	Bullying	1997	EST/HH (3)	Ad-hoc	1,137 part time students at Staffordshire University	Rayner
United Kingdom	Survey on Bullying	Bullying	1997	EST/HH (3)	Ad-hoc	736 public sector union members	UNISON/ Staffordshire University
United Kingdom	Workplace bullying in NHS community trust	Bullying	1999	EST/HH (3)	Ad-hoc	1,100 national health service employees	Quine
United Kingdom	Destructive conflict and bullying at work	Bullying	2001	EST/HH (3)	Ad-hoc	70 organizations in public, private and voluntary sector with 5,288 individuals	Hoel & Cooper
United Kingdom	TUC biennial survey	Bullying, sexual and racial harassment	1998/2010	EST/HH (2)	Every 2 yrs		Trade Union Congress
United Kingdom	The 2004 Workplace Employment Relations Survey	Workplace conflict	1990/2004	EST (2)	Ad-hoc	2,295 workplaces with 5 or more employees - 2,300 managers, 1,000 employee representatives and 22,000 employees	Department of Trade and Industry
United Kingdom (England & Wales)	British Crime Survey	Physical violence	1982/2011	HH (1)	Every 4 yrs, since 2001,	50,000 people aged 16 and over	Home Office

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
					every year		
United Kingdom	Retail Crime Survey	Physical violence	1994/2011	EST (1)	yearly	52 retailers, employing 1,567,344 staff	British Retail Consortium
United Kingdom	Self-reported working conditions	Physical violence	1995	HH (2)	Ad-hoc	2,000 adults aged 16 or over in private households	Health and Safety Executive
United Kingdom	Bullying and sexual harassment in the workplace	Bullying, sexual harassment	2005	HH (3)	Ad-hoc	3,936 employees	Department of Trade and Industry
United Kingdom (Scotland)	Scottish Crime and Justice Survey	Physical violence	1993 1996 2000 2003 2004 2006 2008/09 2009/10 2010/11	HH (1)	Every year	1993: 5,030 individuals 16 and over 1996: 4,290 individuals 2000: 5,059 individuals 2003: 5,041 individuals 2004: 3,000 individuals 2006: 4,988 individuals 2008/09: 16,000 individuals 2009/10: 16,000 individuals 2010/11: 13,010 individuals	Scottish Government
United Kingdom (Northern Ireland)	Northern Ireland Crime Survey	Physical violence	1994 1998, 2001 2003/04 2005	HH (1)	Ad-hoc	6,750 individuals aged 16 or over	Department of Justice
United States	National Crime Victimization Survey	Physical violence	1973/2010	HH (1)	Twice a year	40,000 households comprising nearly 75,000 persons	U.S. Department of Justice
United States	Quality of Work Life Survey	Harassment	1977/2010	HH (2)	Every 2 yrs	1,796 persons	National Institute for Occupational Safety and Health
Uruguay	Crime Victimization Survey	Physical violence	2011	HH (1)	Ad-hoc	1,700 individuals aged 17 and over	Cámara Nacional de Comercio y Servicios
Venezuela	Crime Victimization Survey and Public Safety Survey	Physical violence	2009	HH (1)	Ad-hoc	20,055 individuals	Consejo Nacional de Prevención y Seguridad Ciudadana & Instituto Nacional de Estadística
1998: 16 countries 1992: 28 countries	International Crime Victims Survey	Sexual harassment, violence, assault,	1989 1992 1996 2000	HH (1)	Ad-hoc	Samples of 1,500 to 2,000 interviews were suggested per country	United Nations Interregional Crime and

Country or region	Name of survey	Topic(s) covered	First/latest survey	Type of survey ²	Frequency	Target population	Institution or person(s) collecting information
1996: 45 countries 2000: 38 countries 2004: 38 countries		attack	2004				Justice Research Institute

EXISTING STATISTICS

Generally speaking, there are few statistics on the topic of work-related violence because data collection is expensive and the topic is not a priority in many countries. Currently, most statistics come from administrative sources, which, as already mentioned, only include physical violence or household-based surveys that collect data on the same forms of violence such as violence against women, domestic violence, violence at the workplace, etc. Moreover, current statistics more often cover physical than psychological or sexual violence because it is easier to measure.

Statistics on work-related violence are more prevalent in developed than in developing economies. Despite the fact that awareness of work-related violence has increased in the past years, even in developing countries, there are numerous reasons for the lack of statistics from developing countries. Some are related to less developed statistical systems, the priority given to other more pressing issues, and the lack of implementation of ways to measure data.

Since statistics are often not collected on a regular basis or use different definitions for certain concepts, particularly for certain forms of violence (e.g. psychological violence) and use different measurement methods, statistics are not comparable across different years within a country or across different countries. To improve statistical comparability it is thus suggested to develop an internationally recognized definition on work-related violence and each of the concepts within the scope of work-related violence with the goal to use these definitions as a basis for data collection. A suggestion on how to measure work-related violence that includes the three main forms, physical, psychological and sexual, should be created to raise awareness of the importance of creating statistics on this topic.

CONCLUSION

There is concern among policy makers on the effect of work-related violence on workers and work-related violence has received significant attention in the past few years. Within the ILO, activities on work-related violence have been focused on the policy level by identifying different types of violence at work, how to detect and how to prevent it. Yet, little attention has been given to the statistical measurement of work-related violence, particularly in developing countries, and the comparability of data. This study

attempted to fill this gap and started with a review of the existing definitions on work-related violence with the aim to find a workable definition, understand the different types of work-related violence, and distinguish different forms of perpetrators. Moreover, we aimed to critically review the current methods of the statistical measurement of work-related violence and attempted to find ways in which to include work-related violence into existing surveys.

There is no internationally agreed definition on work-related violence and it is therefore difficult to compare data collected based on different definitions. Therefore, as a necessary step towards measurable statistics of work-related violence, a new definition was introduced to clearly distinguish violence that should be included in the concept of work-related violence and other forms of violence that are reflected in different statistics such as domestic violence or other crime statistics. The new definition focuses on the classification of work-related violence according to the type of relationship with the perpetrator rather than to solely place the focus on the premises in which a violent act occurs and defines it as follows: "Work-related violence includes psychological, physical and sexual acts of violence perpetrated by customers, co-workers and supervisors, even if they occur outside the workplace; and acts of violence perpetrated by strangers only if they occur at the workplace." This means that a violent act that is a direct result of a relationship fostered at work or of the type of occupation one has will be classified as work-related violence, while an act that is completely unrelated to work would not be included even if it takes place at work.

Statistics on work-related violence are sporadic and scarce, particularly in transitioning and developing countries. Furthermore, comparability of data is problematic because different definitions and different ways in which to measure work-related violence are used. Countries within the European Union have the most readily available statistics; yet, there are many problems with data availability, consistency, and comparability as statistics are often collected for a specific purpose, a certain industry, occupation, or group of victims.

Currently, statistics on work-related violence are collected either through administrative sources, household-based surveys or establishment-based surveys. Work-related violence captured in administrative sources are typically taken from police records, compensation records of insurance companies, crime records, court records, hospital records, etc. The scope of administrative sources is too limited to represent all possible forms of violence and usually only cases of violence that are physical in nature are captured. We therefore suggest integrating work-related violence into existing household-based or establishment-based surveys to collect information within the affected population. These surveys can include work-related violence as a subset of other topics such as working conditions or violence in general; or they measure work-related violence exclusively. No matter what in what type of survey and in what way work-related violence is incorporated into surveys, it is important to

include detailed information on the context of violent incidents and consequences within the organization of these incidents.

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