



# Statistics on work-related violence

## Introduction

- Importance
  - Effects on employees
    - Reduced well-being
    - Reduced capacity to work
  - Effects on employers
    - Higher costs due to absenteeism, lower productivity, higher turnover, etc.
- Existing statistics
  - Are scarce
  - Are not comparable
  - No common methodology
- No internationally agreed statistical definition on work-related violence

# Types of violence



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# Violence concepts



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- Different perceptions of violence in different cultures
  - Borderline of acceptable behaviour vague
- Focus of all definitions on “threatening or causing physical harm”

## Related violence concepts

- Violence as public health issue – WHO
- Gender-based violence
- Violence against women – UN Declaration
- Domestic violence – UNICEF
- Occupational injuries – ILO

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# Defining work-related violence



- Useful definition to produce statistics must include
  - Types of actions that constitute violence
  - Types of violent actions that are work-related
- Common definition: An **act of violence** that occurs at the **place of work**

## Act of violence

Any incidence of forms or power inflicted by one or more persons (**perpetrator**) over another person (**victim**)

## Place of work

Any location, whether within fixed premises or in an open space, where workers need to be or to go to by reason of their work

## Worker coverage

Generally employees

# Challenges with definition I



## Worker coverage

- Extend to **self employed workers**
- Extend also to **non-employed persons**

## Coverage of acts of violence

- Extend to **self inflicted violence?**

## Acts of violence can occur outside the place of work

- As direct effect of one's work
- As direct consequence of interaction with people specific to type of work

## Not all acts of violence at work are work-related

- Caused by personal relationships
- Random occurrences



**Relationship with the perpetrator becomes important!**

## Challenges with definition II



- Using workplace as only criterion to classify violent acts as work-related is not sufficient
- Include violent acts that are direct result of



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## Relationship with perpetrator



- **Supervisor**
  - Person who is or was in a direct superior position in the hierarchy
- **Co-worker**
  - Person who directly or indirectly works or worked with victim (may be superior or subordinate in hierarchy)
- **Customer**
  - Current or past recipient of goods or services from victim (i.e. client, student, patient)
- **Acquaintances and family**
  - Persons who know and are known to the victim, but who are not supervisors, co-workers or customers
- **Strangers**
  - Persons unknown to the victim

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## Proposed definition



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- Work-related violence includes all acts of violence that are
  - Carried out at the place of work by supervisors, co-workers, customers or strangers
  - Carried out while commuting to work or any other location by supervisors, co-workers or customers
- An act of violence
  - Relates to incidents of force or power inflicted by humans upon each other either physical, psychological or sexual in nature
  - May cover incidences of self-inflicted harm, if directly related to work
- “Workplace” violence includes all acts of violence that occur at the workplace irrespective of the type of perpetrator
- Work-related violence should distinguish violence perpetrated by customers, co-workers, supervisors or strangers

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## Data items



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- Number of persons affected by work-related violent acts during a specified reference period
  - By demographic and work characteristics of the victim
  - By demographic and work characteristics of the perpetrator
  - By characteristics of the violent act
- Frequency of violent acts during the specified reference period
- Impact of violent acts on the work and life of the victim

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# Measurement



## Administrative registers

- Kept by the police, insurance companies, courts, hospital
- Limited coverage of events – compensated events, reported events

## Establishment surveys

- Surveys directed at managers will refer to reported cases of violence
- Surveys directed at workers may cover all work-related violence, even those that do not lead to days lost
- May have limited coverage of workers

## Household surveys

- As part of general violence/working conditions surveys
- Rarely specific to work-related violence

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# Issues for discussion



- Is this topic important in your country
- Do you collect statistics on work-related /workplace violence? If yes, do they ...
  - Include all /some violent acts at the place of work
  - Include all/some violent acts during commuting
  - Include some violent acts outside of the workplace
  - Distinguish violent acts by type of perpetrator
- Should this topic be further developed ?

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