

Reduction of Psychosocial Stressors in 31 Austrian Companies

4th International Conference on Public Health
(ICOPH 2018, Bangkok)

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Background

Amendment of Austrian Protection of Employees Act

- 2010-2012 SLIC Campaign on Psychosocial Risk
- Austria part of the working group
- 2013 Austria amended its Protection of Employees Act
- Employers have to assess psychosocial risks in an objective and standardised way (interviews, group discussions, questionnaires)
- Evaluation of Psychosocial Stressors

Background

Planned Effects

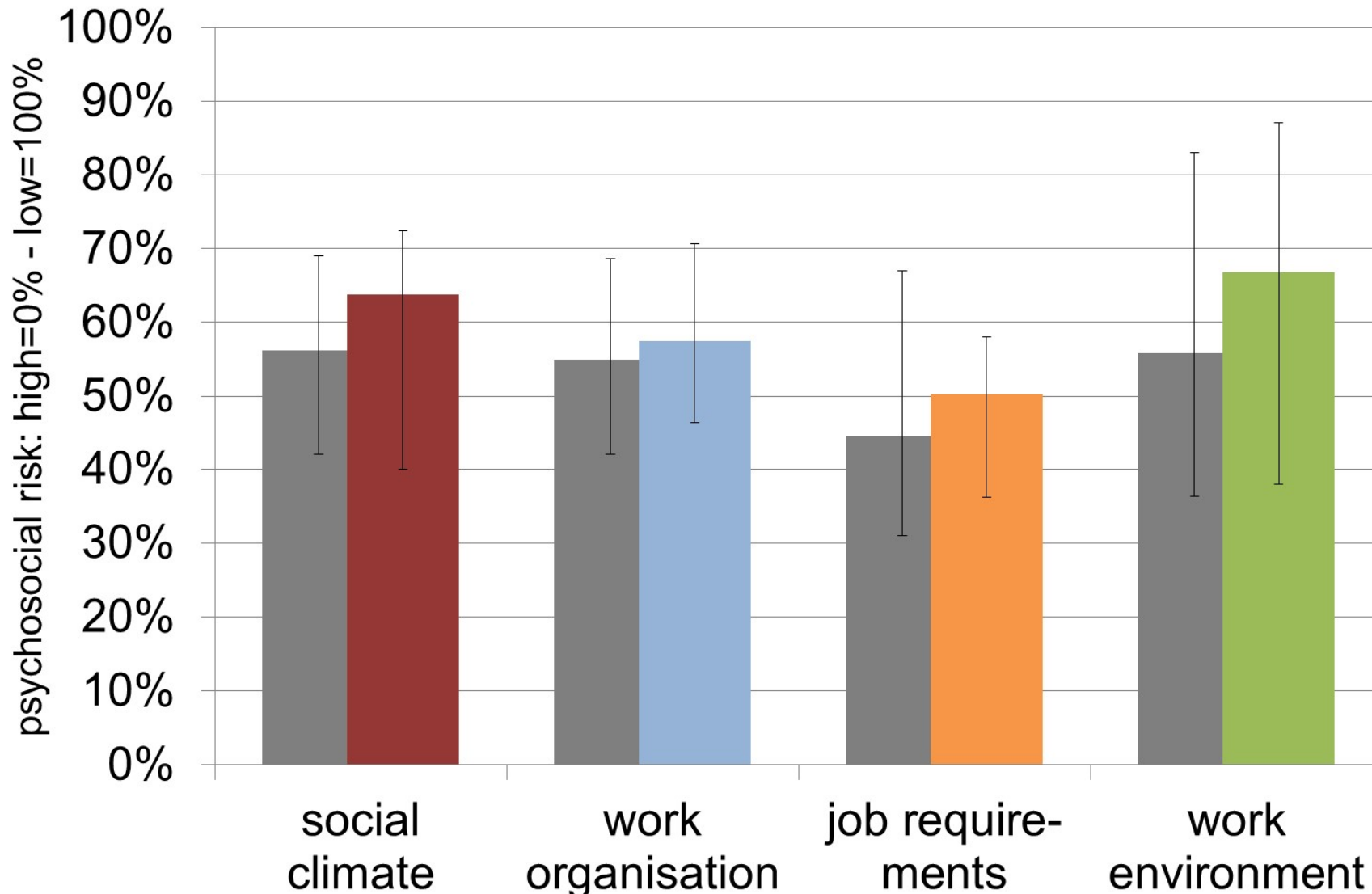
- Employers recognise and understand psychosocial risks
- Brings stakeholders together to discuss risks
- Forces employees to take measures to reduce risks
- Demands evaluation of interventions

Material and Methods

- Module 2 of Psychosocial Stressors (PBM2)
 - 30 core-questions in 4 dimensions
 - fulfils requirements of EN ISO 10075
- Evaluation of 280 companies
- Re-evaluation of 31 companies (14.699 employees)

Overall Results

Mean (max. - min.) before & after intervention



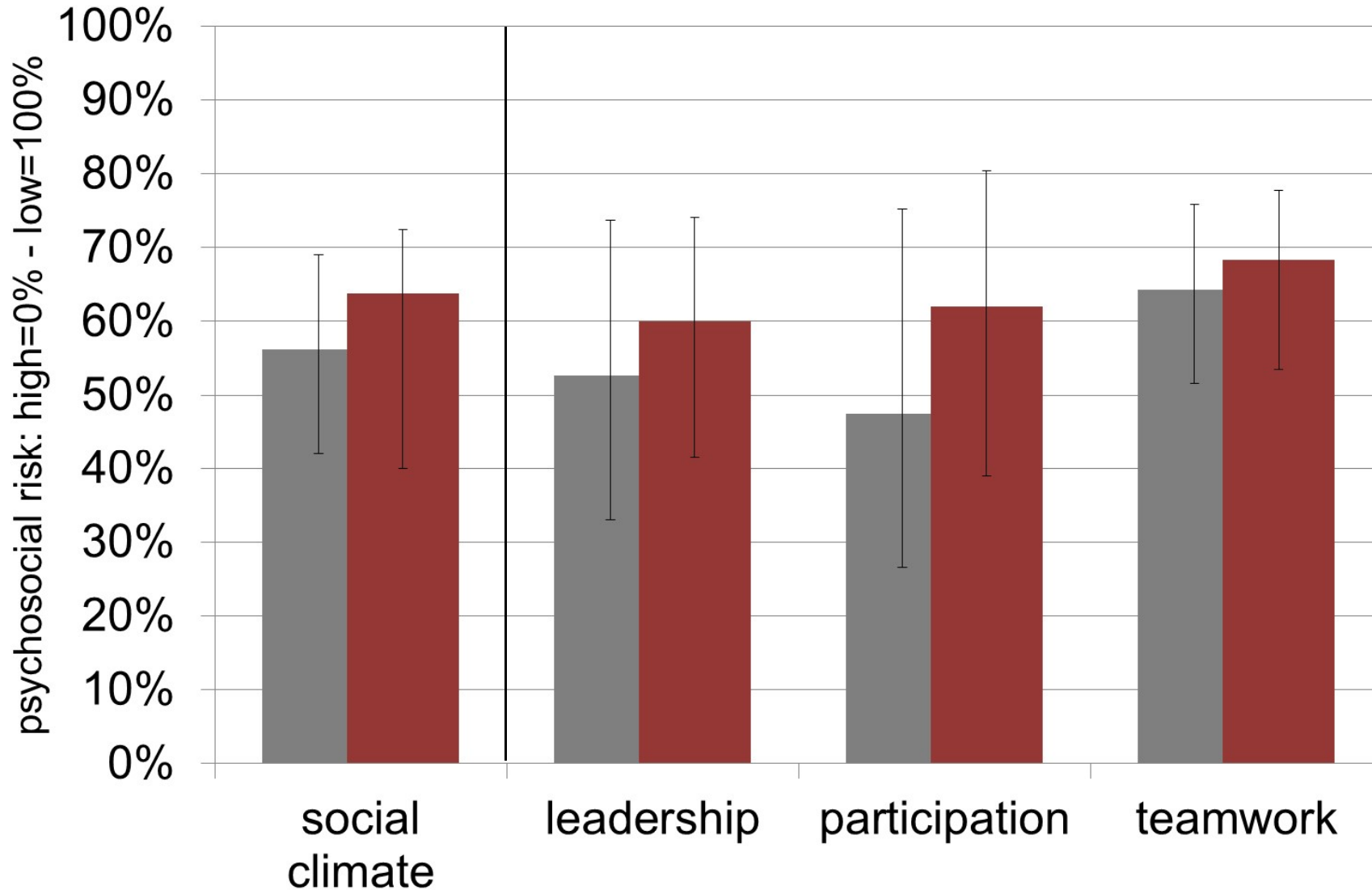
Overall Results

Paired sample t-test

	<u>Paired Differences</u>		<u>95% CI</u>		sig.
	Mean	Std. Dev.	lower	upper	
Social Climate	7,5%	9,4%	4,1%	11,0%	$p \leq 0,05$
Work Organisation	2,5%	6,8%	0,2%	5,0%	$p \leq 0,05$
Job Requirement	5,8%	10,0%	2,2%	9,5%	$p \leq 0,05$
Work Environment	11,0%	7,1%	8,4%	13,6%	$p \leq 0,05$

Social Climate & Themes

Mean (max. - min.) before & after intervention



Social Climate & Themes

Typical Measures in Social Climate

Leadership

- leadership training
- employee feedback
- standardised information, ...

Participation

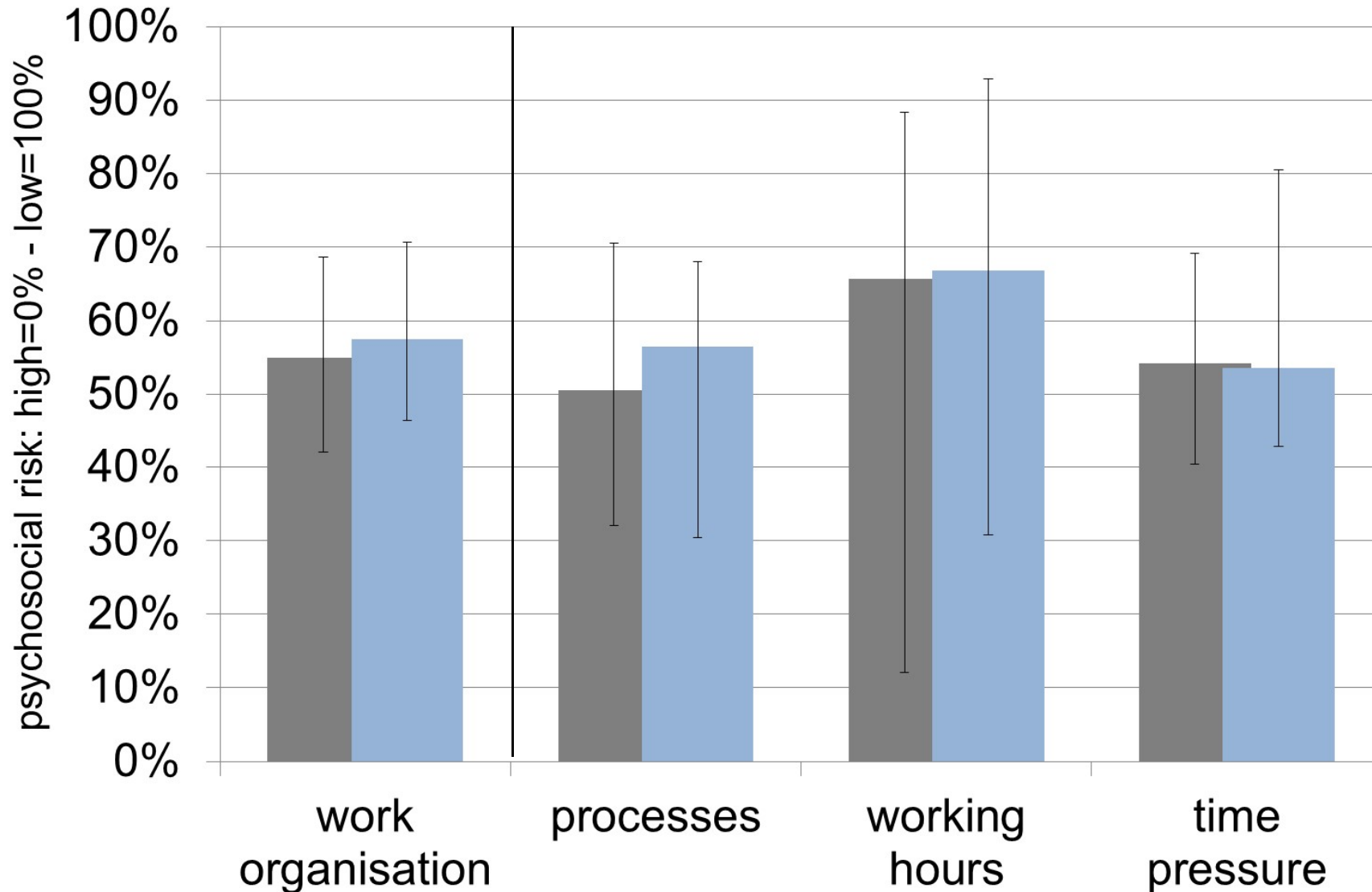
- participation workshop
- development of measures with employees,...

Teamwork

- team training
- mediation of conflicts
- interface workshops
- meetings,...

Work Organisation & Themes

Mean (max. - min.) before & after intervention



Work Organisation & Themes

Typical Measures in Work Organisation

Processes

- flow charts
- clear responsibilities and tasks
- consistent instructions, ...

Working hours

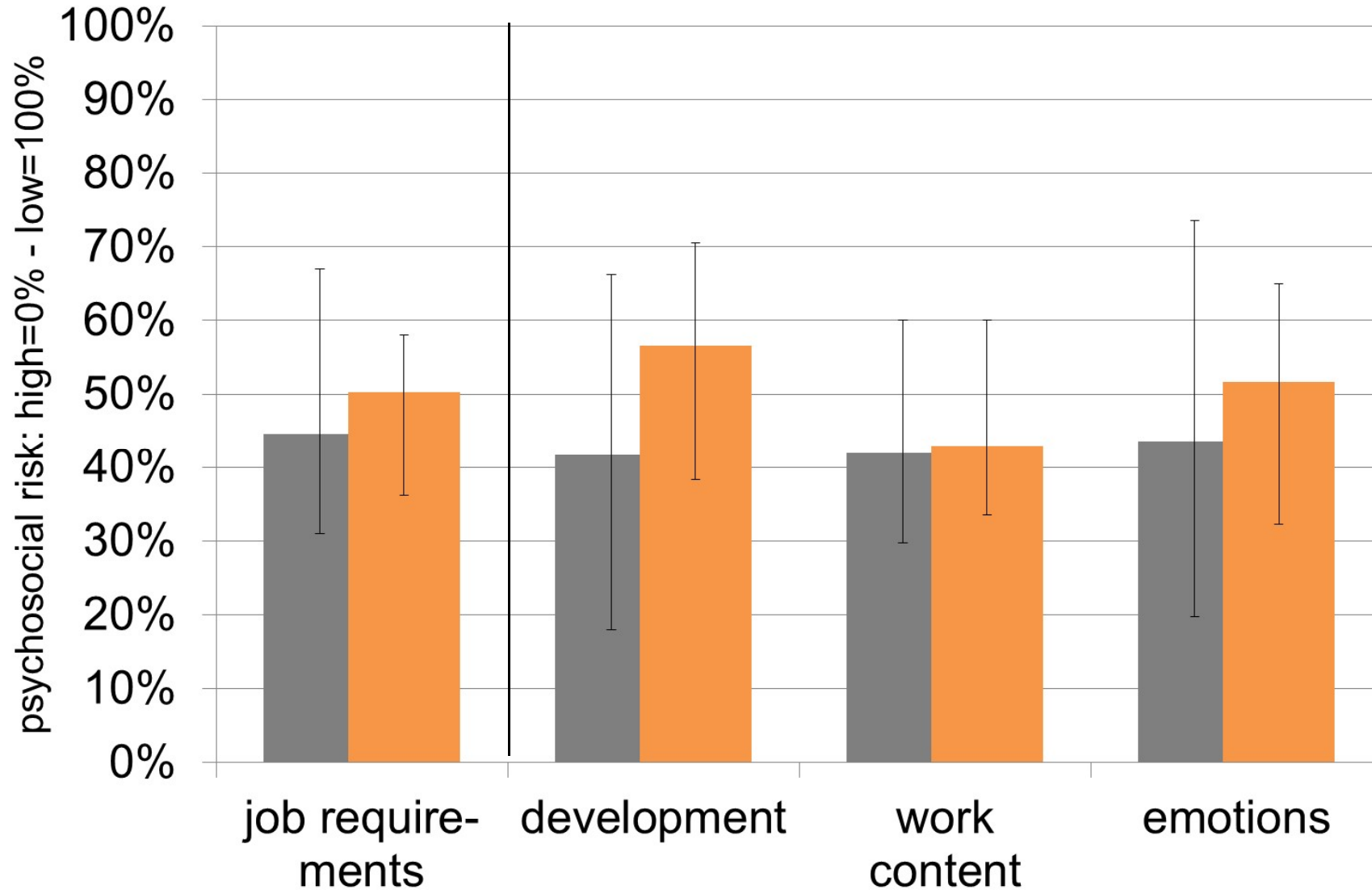
- reduction of working overtime
- optimisation of breaks
- predictability
- shift schedules, ...

Time pressure

- workload reduction
- process optimisation
- distribution of work, ...

Job Requirements & Themes

Mean (max. - min.) before & after intervention



Job Requirements & Themes

Typical Measures in Job Requirements

Development

- training opportunities and plans
- specialisation
- career plans, ...

Work content

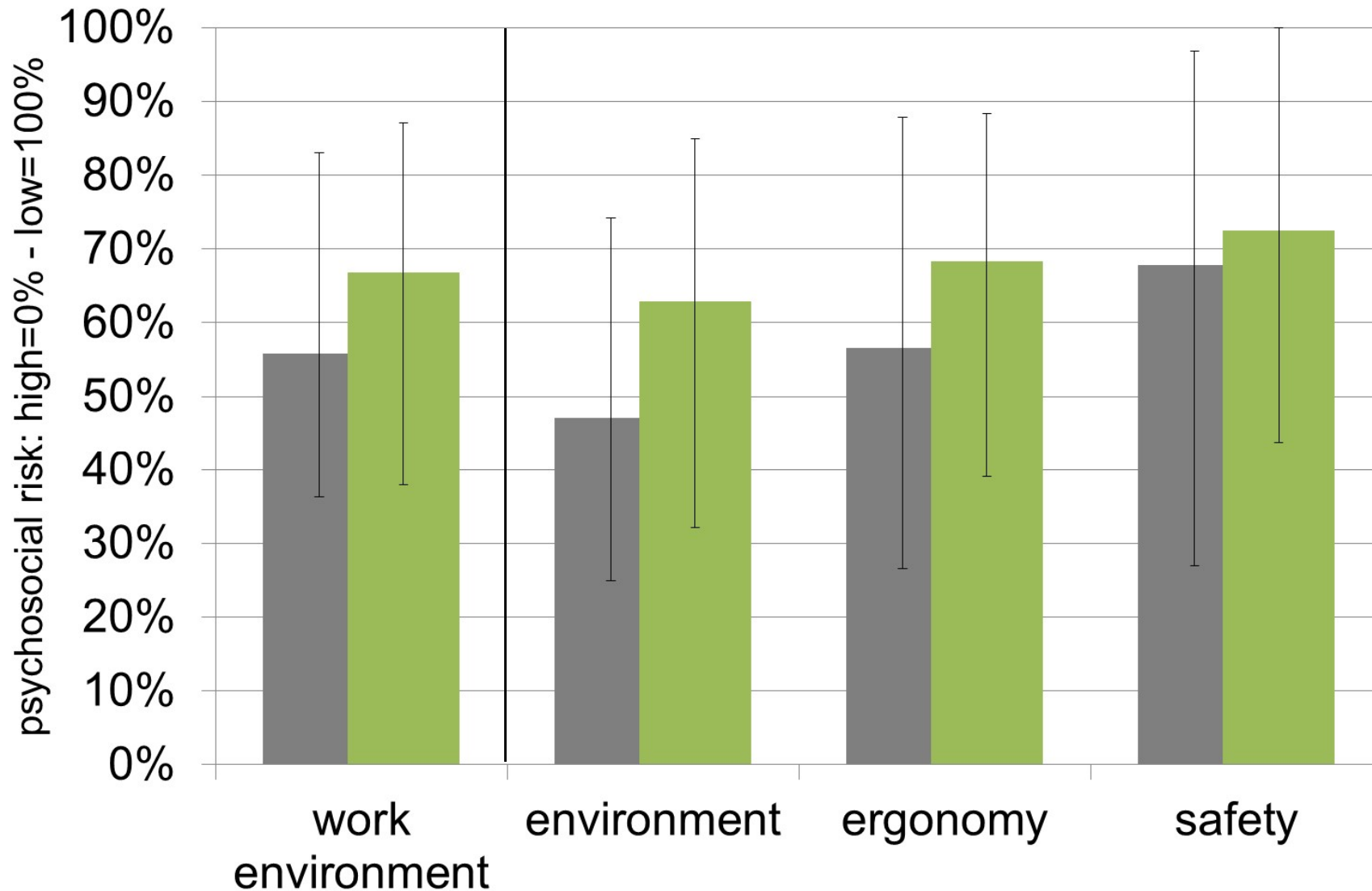
- job rotation
- job enrichment
- job enlargement
- specialist support, ...

Emotions

- handling of difficult customers
- mediation of conflicts
- clarify job insecurity, ...

Work Environment & Themes

Mean (max. - min.) before & after intervention



Work Environment & Themes

Typical Measures in Work Environment

Environment

- optimisation of light, noise and climate, ...
- personal protective equipment, ...

Ergonomics

- ergonomic inspection und consulting
- more and better equipment, ...

Safety

- safety inspections
- personal protective equipment
- compliance with safety rules, ...

Conclusion

- First positive effects of amendment of Austrian Protection of Employees Act
- PBM2 is useful
 - to evaluate psychosocial stressors
 - to support the development of specific measures
 - to assess the effects of measures to reduce psychosocial risk
- All companies developed ways to reduce risk
- Measures can also inspire other companies

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