Modern Safety Management

Psychosocial Risks at Work

Croatian Institute for Health Protection and Safety at Work in action

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Psychosocial risks and stress at work

Stress at work is one of the major contemporary challenges for OSH.

PSYCHOSOCIAL RISKS

- Job demands
- Workload and work pace
- Work schedule
- Low control
- Role problems
- Low support
- Poor communication
- Interpersonal relationships
- Job insecurity

WORKPLACE STRESS

worker is unable to cope with the demands

STRESS REACTIONS

LONG-TERM CONSEQUENCES

WORKER:
Poor health and well being

ORGANIZATION:
Reduced productivity, increased costs
Workplace stress management

Managing stress at work includes:

Psychological risk assessment
Preventive measures implementation


- reference legislation for EU Member States that obligates employers to assess and manage all types of risks to workers’ health, including psychosocial risks

- The Framework agreement on work related stress (2004)
- The Framework agreement on harassment and violence at work (2007)
CIHPSW is multidisciplinary institution in occupational safety and health field

The main goal
• to develop and disseminate knowledge on sustainable and healthy work

The main mission
• to improve the quality of occupational health of all the Croatian employees

Managing stress at workplace
Managing Stress at Workplace

2013

Croatia joined European Union

Managing workplace stress
⇒ legal obligation and important topic on a national level

2014

Occupational Health and Safety Act

• defines obligations and responsibilities of employers and employees in relation to stress caused at work or in relation to work
• mutual cooperation of employers, employees and their representatives is necessary in order to prevent, eliminate or reduce stress at work or in relation to work
EU-OSHA’s campaign

EU-OSHA’s campaign
Healthy workplaces: Manage stress

Key objectives:

• to raise awareness and improve our understanding of stress and psychosocial risks
• to provide guidance, support and practical tools for managing risks
• to highlight the benefits of managing psychosocial risks for workers and businesses
CIHPSW’s research

2014 - 2015

Research

Shift work, psychosocial risks and workers’ health

Main activities:

• research of workplace stress and workers’ health
• analysis and evaluation of research results
• design and implementation of preventive measures for the employers

• healthcare sector, firefighting, chemical and printing industry, bakery, public transport
• 9 organizations, in total 1370 workers
Recognized need for accessible and systematic information on workplace stress!

Preparation of booklet

„CHALLENGE: STRESS AT WORK
Psychosocial risk prevention for healthy workplaces”

- psychosocial risks as sources of stress
- workplace stress models and stress reactions
- consequences of workplace stress on workers and organizations
- psychosocial risk assessment
- workplace stress prevention measures
- characteristics of healthy psychosocial work environment
- benefits of stress management
Expert seminar

Preparation of expert seminar
„CHALLENGE: STRESS AT WORK
Psychosocial risk prevention for healthy workplaces”

• organized by psychologist and doctor

Lectures
• psychosocial risks and workplace stress
• stress impact on health
• workplace stress management

Workshop
• psychosocial risk assessment
• coping strategies (for workers)

370 participants
December 2016 – April 2017
Tools and methodology

2016

HSE Health and Safety Executive

• adjusted for Croatian workers population

Sources of stress

• work demands
• job control
• role clarity
• interpersonal relationships
• information on change
• peer support and managers’ support

• subjectively greatest source of stress at workplace

Consequences of exposure to workplace stressors

• physical and psychological health hazards
• impact on safety at work
• reduction of work effectiveness
Healthy workplace should be realistic goal for every organization.

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