



79th



International
Scientific
Conference of
the University
of Latvia

Assessment and analysis of psychological abuse in the information technology (IT) sector

Agata Barkovska¹, Dr. Jelena Stanislavovienė^{1,2},

¹Vilnius University, Faculty of Medicine, Institute of Health Science, Vilnius, Lithuania

²State Mental Health Centre, Vilnius, Lithuania

Background, aim and methods of the study

Background

Psychological abuse (PA) at work (mobbing) is one of the most relevant public health problems at present (WHO, 2014).

A lack of researches in mental health fields among IT specialists.

Aim

- *The study was conducted to assess the prevalence of PA at work and its links to subjective health assessment and productivity among IT professionals.*

Methods

- *The study was conducted in 2020 March (n=114).*
- *A standardized Negative Acts Questionnaire (NAQ) was used (24 questions in total).*
- *The χ^2 criterion and Fisher's exact test were used for data analysis.*

Results (I)

- **10.5%** (n=114) respondents experienced manifestations of PA at work.
- Up to **30%** faced individual forms of abuse (were ordered to perform work of lower competence, were gossiped about, experienced offensive remarks, etc.).
- **92%** of the respondents who often experienced PA indicated decreased working capacity.

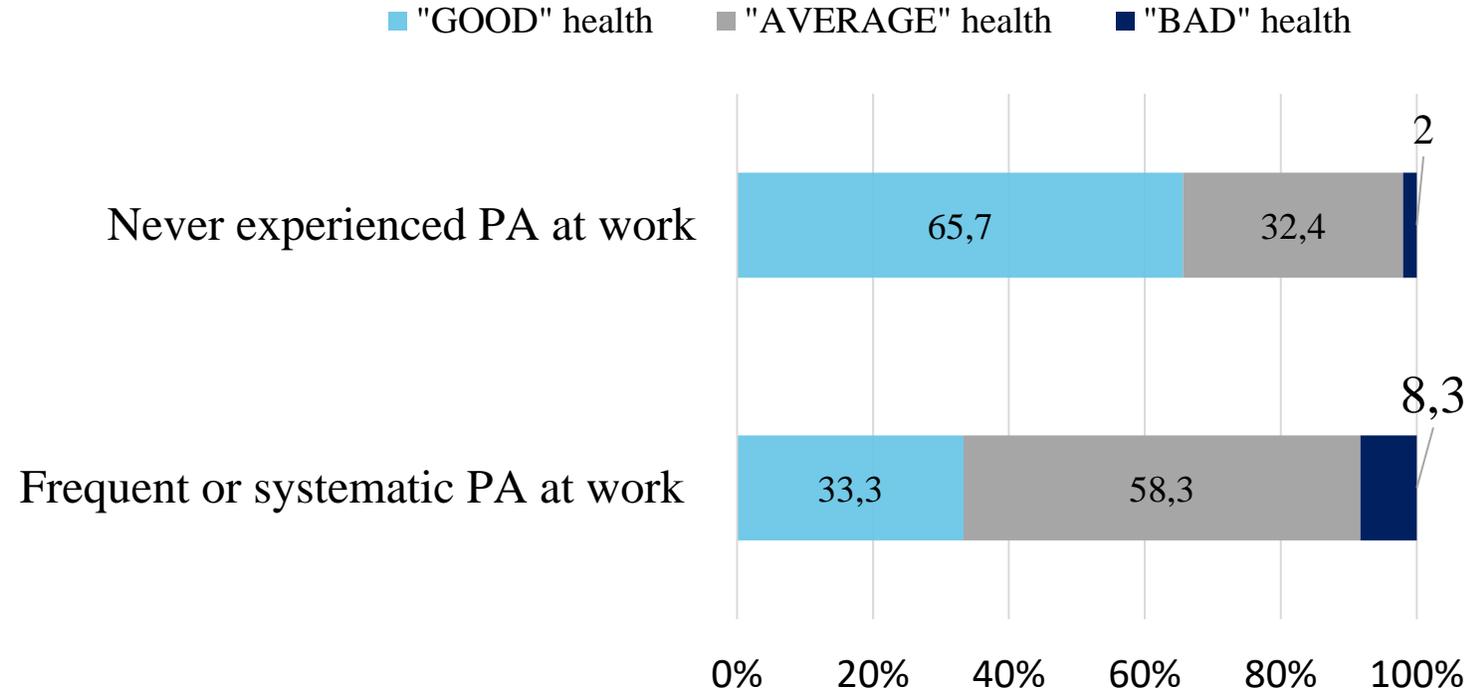
Experience of psychological abuse at work



■ Frequent or systematic cases ■ Never, several cases

Results (II)

The relationship between PA at work and subjective health assessment has been established, as well.



8.3% of IT specialists who experience frequent or systematic PA at work rate their health as “bad”, compared to respondents who have never experienced PA at work (2%). This difference is statistically significant, $p=0.048$.

Summary

The results of the study show that IT professionals face difficulties in recognizing the expression of abuse in staff.

Only 10 percent of respondents indicated that they had experienced psychological abuse at work, but up to 30 percent indicated that they systematically face individual forms of abuse. Also, the results of the study indicate that psychological abuse at work may be associated with lower productivity and poorer subjective assessment of health.