

**WORKPLACE VIOLENCE AGAINST  
HEALTHCARE PROVIDERS  
AT NORTH OKKALAPA GENERAL HOSPITAL**

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## ABSTRACT

Workplace violence (WPV) in healthcare sector has recently become a prevailing problem, globally. It is undoubtedly demanding to identify the extent of the problem as well as the risk and consequences of the problems among healthcare personnel at public hospitals in order to promote the healthcare workers' job security including physical and psychological safety, satisfaction and productivity which in turn will improve quality of care and patient safety. The study was conducted to assess magnitude of workplace violence against health care providers at North Okkalapa General Hospital, Yangon. The study was a cross-sectional study conducted at North Okkalapa General Hospital (NOGH) with the study population of 24 assistant surgeons, 32 trained nurses, and 94 staff nurses who were at least one-year experience. The study assessed WPV among them by using self-administered questionnaires. Among the respondents, around 40.7% of the respondents had experienced at least one kind of workplace violence within the last year. Of the various types of violence, verbal abuse was the most common type of WPV which was 40% followed by bullying (18%), and physical violence (1.3%). Sexual harassment had not been reported in this study. Majority of violent acts took place at emergency department. Majority of assailants for physical violence and verbal abuse were patients and their relatives while main perpetrators for bullying were co-workers. Professional types were statistically associated with occurrence of verbal abuse and the doctors experienced verbal abuse significantly higher than nurses ( $P=0.045$ ). Workplace violence is an alarming condition and become one of the work-related problems among healthcare professionals. Therefore, clear policy regarding workplace violence and job security as well as effective and easy reporting procedures should also be set up from the central level up to the hospital level. Researches on workplace violence from the side of patients and patient's attendants should be implemented to assess patient's perspective to triangulate the view relating workplace violence to protect the healthcare professionals.