

# 國家科學及技術委員會補助國內研究生出席國際學術會議報告

112 年 09 月 26 日

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會議 時間 地點	2023/09/19-09/22 日本東京	本會核定 補助文號	112PGFA0 100816	會議參與方式	<input type="checkbox"/> 實體會議
					<input type="checkbox"/> 虛擬會議
會議 名稱	(中文) 「國際職業健康委員會 - 工作組織和心理社會因素 (ICOH-WOPS) 與亞太工作心理社會因素學會 (APA-PFAW) 2023 聯合大會」 (英文) : Joint Congress of the International Commission on Occupational Health – Work Organization and Psychosocial Factors (ICOH–WOPS) & Asia Pacific Academy of Psychosocial Factors at Work (APA–PFAW) 2023				
發表 論文 題目	(中文) 肌肉骨骼疾患職災補償勞工職場霸凌研究：量性研究 (英文) Workplace bullying in workers of musculoskeletal disorders seeking for compensation benefits: a qualitative study				

報告內容應包括下列各項：

#### 一、參加會議經過

本次研討會第一天報名工作坊，了解如何在職場預防社會心理危害相關介入。第二天進行海報論文發表，介紹台灣職災勞工在日常工作、發病後就醫、申請相關補助與回歸職場的經驗，發現很多人都提到許多負面經驗，有些甚至嚴重影響健康，利用負面行為量表檢視，發現其實很多都符合受霸凌的狀況。發表過程中與義大利、美國、日本的學者進行交流，普遍認為即使有負面行為量表，職場上使用仍然會受到侷限，雇主容易採取防禦的態度，使用質性訪談搭配量表作為模板分析是可行的選擇。第三天參加職場霸凌與性騷擾的專場，了解日本、丹麥與美國利用MENTUPP、ABC stress manager 等資訊工具預防職場心理壓力獲得不錯的成效，但相關研究對於職場霸凌回報的經驗也是回報有或無，但缺乏統一的標準與分析方法。最後一天參加非政府組織的倡議活動專場，了解透過第三方團體協助倡導勞工權益，可以提升勞工對於社會心理危害的認知，也跳出職場權力與資訊不對等的結構，更有助於提升勞工權益與改善工作環境。

#### 二、與會心得

目前職場霸凌是各國都相當重視的議題，台灣也針對職場不法侵害制定相關法規，但執行上仍會遇到定義、蒐證困難，而對於已經有傷病問題的勞工可能問題更加嚴重。目前許多公司開始導入資訊技術進行工作排程、績效考核、線上教育與心理壓力監測，有些甚至配合動檢查，讓勞工可以定期填寫個人狀況，這些或許可以更即時了解勞工身心健康與職場工作狀況，避免社會與心理危害發生。

#### 三、考察參觀活動(無活動者省略)

無。

#### 四、建議

可以發展國家身心健康管理平台(目前據了解僅有勞工健檢資料，大多由職護上傳)，透過資訊技術協助勞工填寫工作排程與身心壓力監測，可以即時追蹤改善並且落實勞動檢查、減少人力負擔，並且可協助學術研究發展。

# Poster Session

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## P1-34

# Workplace Bullying in Workers of Musculoskeletal Disorders Seeking for Compensation Benefits: A Qualitative Study

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**Background:** Workplace bullying is a global occupational health concern. Excessive workloads and adverse work conditions are known to increase the risk of workplace bullying, and psychological stress is known to influence the occurrence and prognosis of musculoskeletal disorders (MSDs). While MSDs are common causes of disability in the working population, few investigations have been conducted to explore whether workers with work-related MSDs might experience greater psychosocial work hazards, including workplace bullying. The Negative Acts Questionnaire (NAQ-22) has been widely used to assess the patterns and the severity of workplace bullying in the world. Using the NAQ-22 as a template, we aimed to investigate the experiences and patterns of workplace bullying among workers with MSDs in Taiwan.

**Methods:** Qualitative data were extracted from an interview study conducted among workers with work-related injuries and diseases. For this study, we analyzed data of 18 employees who had physician diagnosed WMSDs. Their work history, physical and psychosocial work conditions, the occurrence of MSDs, and their work-relatedness were analyzed. Furthermore, we applied the NAQ-22 was used as a template to identify workers' bullying experiences before and after the occurrence of MSDs. According to the NAQ-22, types of bullying behaviors were classified into work-related bullying (7 items), personal-related bullying (12 items), and physically intimidating bullying (3 items).

**Results:** Ten of eighteen participants reported at least one type of workplace bullying, and one participant reported 7 types of bullying behaviors in her daily work and the process during the application of work injury compensation. The most common type of bullying is "Pressure not to claim something to which by right you are entitled (n=9)", followed by "Hints or signals from others that you should quit your job (n=5)" and "Having your opinions ignored (n=3)". Compared to the participants who reported no workplace bullying, the participants with workplace bullying had poor self-rated health, more severe depression, pain, and suicidal ideation or homicide. In contrast, supportive behaviors from employers, co-workers, medical professionals, and workers' groups reduce the occurrence and impacts of workplace bullying.

**Conclusions:** Findings of this study suggested that workplace bullying was common among workers with MSDs. The designs of workplace health promotion strategies should pay attention to the problems of workplace bullying among workers with special health needs.

**Keywords:** MSDs, NAQ-22, workplace bullying, mental health, self-rated health.