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Report on HORECA Staff Survey

Developed by



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Weed out Occupational Violence from HORECA!, project reference number: 2021-1-CZ01-KA220-VET-000025684.

Table of Content

Introduction	2
About WEED OUT	2
Survey Results	4
General information	4
Demographic Data	4
Ages	4
Gender	5
Education	6
Language Fluency	6
Country of Birth	7
Annual income	7
Occupational Violence Data	8
Employed at	8
Hotel Departments	9
Restaurant Departments	10
Catering Departments	10
Types of occupational violence	11
Types of psychological violence	11
Discrimination types	12
Frequency	12
Reporting incidents	13
Supervisor reaction	13
Satisfaction Level	14
Policy against occupational violence	14
Procedure of reporting occupational violence	15
Training	16
Rate the culture	16
Analysis	18
Conclusions	20
Annex I: Questionnaire	21
Annex II: Quantitative Results	23

Introduction

Workplace violence is not an exception that occurs only in individual workplaces but takes place in one form or another in virtually every organisation in the HORECA sector. But every incident is one too many and can have massive consequences in the long run, not only for the people involved but also for the company. Therefore, to establish a Methodology for identifying and Assessing Risks of Work-related violence hazards, WEED OUT surveyed to capture the understanding of occupational violence among the HORECA staff.

The first section of the report contains general information on the Erasmus+ project WEED OUT and a definition of violence and discrimination based on international standards. In the second section, the results of the questionnaire survey are analysed, and the qualitative needs assessment is described. Based on this, the last section contains the analysis of the results followed by a conclusion to develop a tailor-made course for managers. The appendix also contains the results of the quantitative survey of the individual countries as well as the questionnaire itself.

About WEED OUT

WEED OUT project is funded by the European Commission's Erasmus + programme. The project started in November 2021 and lasts for 2 years. This project will design a unique training program and develop the relevant tools for HORECA management to prevent, identify and manage occupational violence. In the case of occupational violence, preventive measures may not eliminate incidents of violent behaviours completely, but will reduce them considerably and discourage future ones. HORECA is a sector where occupational violence thrives, primarily because it is manned by people with lower formal qualifications or very little training or come from vulnerable groups of the population such as young people, women with family responsibilities, migrants, or members of ethnic minorities. Workplace violence is a health and safety hazard. All hazards require preventive measures to minimize the risk of them occurring. It is important therefore for HORECA management to know how to effectively defuse any such threat. In business, all these hazards are identified and described within a Risk Assessment Plan which is a part of a wider Occupational Health and Safety (OHS) management plan. Most OHS plans, although they recognize Occupational Violence as a risk, they often offer superficial remedies that touch the awareness level. HORECA faces chronic labour shortages, and the current levels of workplace violence may demotivate people to seek employment there. Furthermore, workplace violence has a ripple effect on society, the economy, and the quality of life of the Europeans. There a need for drastic actions to defuse the situation and reverse the current negative labour

conditions in the HORECA sector. People working in the HORECA sector are entitled to have safe and healthy working environments. It is time to "Weed out Occupational Violence from HORECA"!

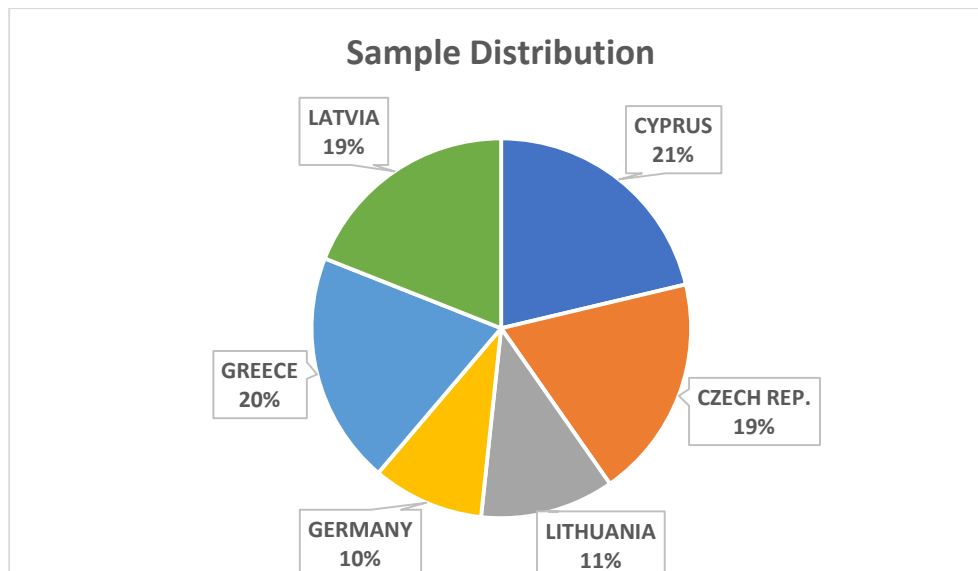
Project Objectives:

- Enhance the role of VET in the effective prevention and management of workplace violence in HORECA.
- Increase awareness among management and stakeholders.
- Offer HORECA managements training to manage their Occupational Health and Safety management plans against workplace violence.
- Foster inclusive, healthy and safe HORECA employment.
- Improve the Occupational conditions in the sector to attract more labour.
- Manage the emotional, social and psychological stress of the victims.
- Contribute to a violence-free Tourism and Catering sector in Europe.

Survey Results

General information

In order to grasp the perception of occupational violence among the HORECA staff, a sample of 300 successfully answered questionnaires was targeted. The actual sample was 263 questionnaires (88% of the desired sample) with the below distribution per contributor partner country.

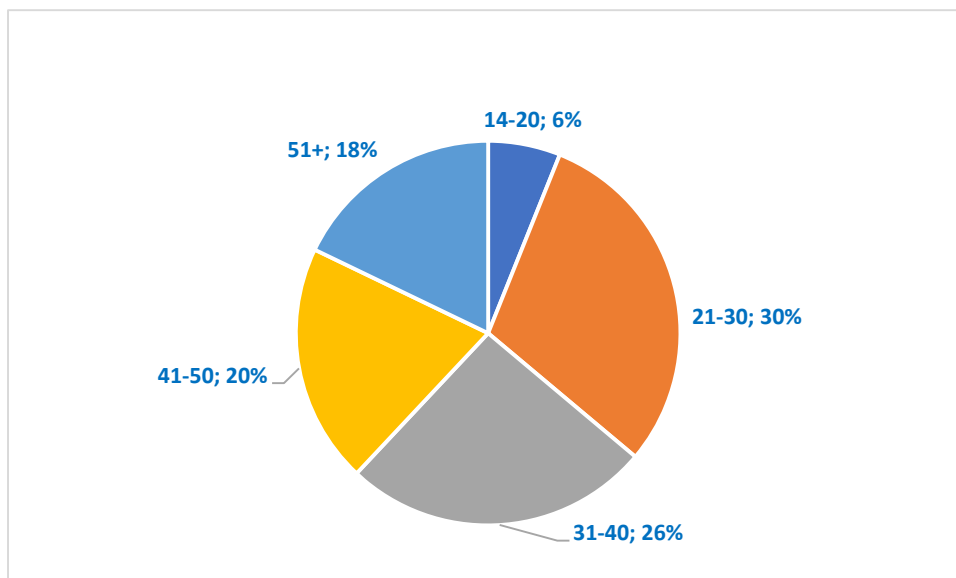


The questionnaire was created using Google Forms and the responses were all electronic. The need for a translated version to achieve wider participation came from the Latvian, Greek and Czech partners who eventually distributed a localised version. The Cyprus partners used both the English and Greek questionnaires.

Demographic Data

Ages

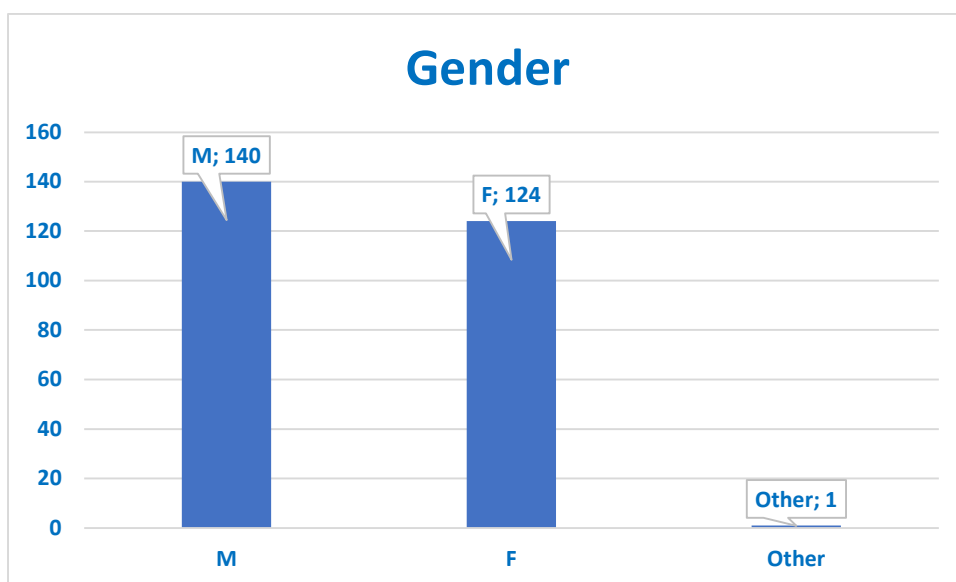
The ages of the respondents is almost equally distributed among the age groups designated apart from the 14-20 group which was naturally the smallest (6%). In many partner countries the legal age to acquire employment is 16 and 18. Other than this, in the 21-30 age group was the 30%, in the 31-40 was the 26%, in the 41-50 was 20% and finally in the 51+ was the 18%.



Interesting to note is that 44% of the Czech questionnaires were answered by the 21-30 age group, while 36% of the Cypriot came from the 51+.

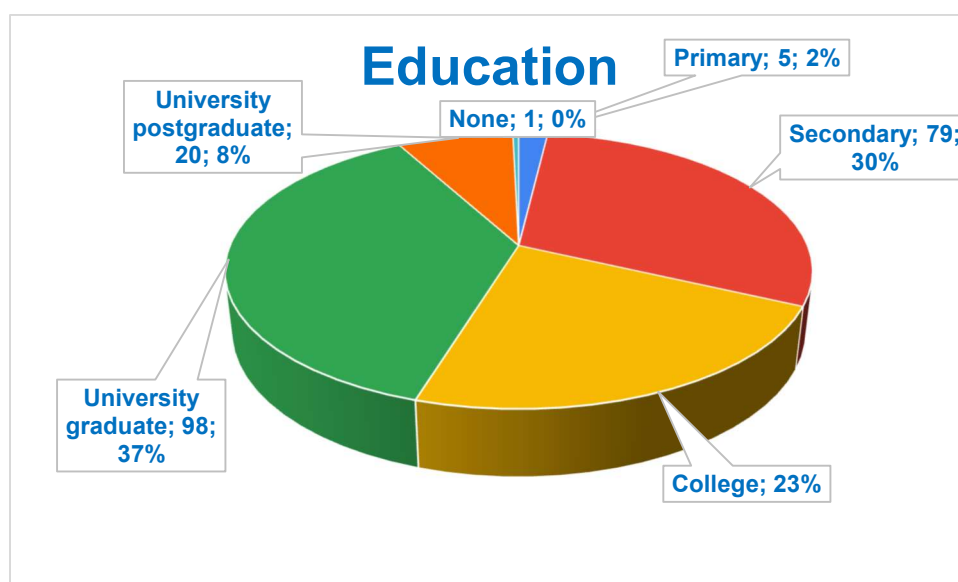
Gender

There is a balance in terms of gender as well, 53% were men and 47% were women. In the Cypriot survey, 80% of the respondents were men and 20% were women. In the Latvian survey, 77% were women and 23% were men.



Education

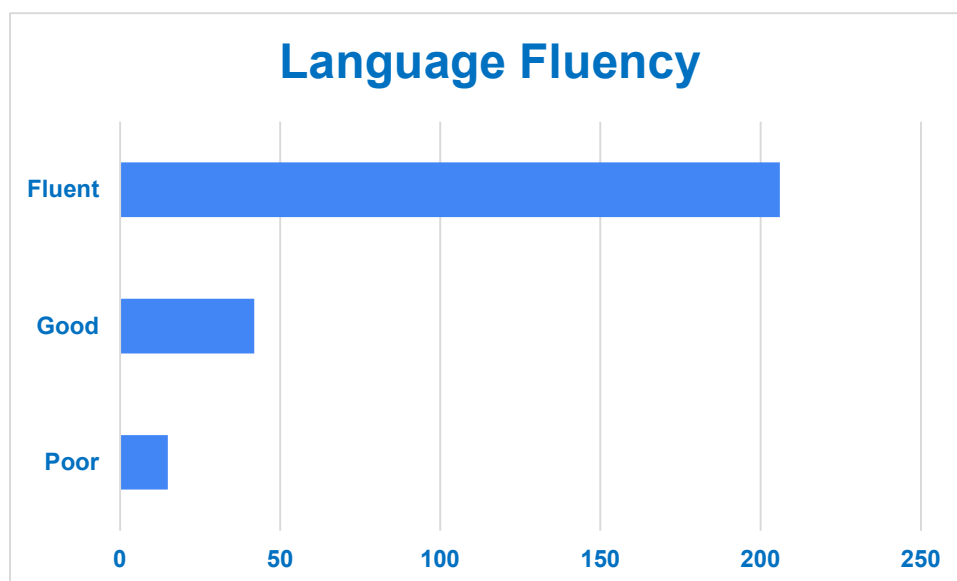
In terms of education, there is a good spread of the sample to all education categories. There were only 6 respondents who had primary or no education at all. 30% had Secondary, 23% had College (vocational), 37% had University and 8% Postgraduate education.



Interesting to note is that 46% of the Cypriot respondents were University graduates, while 52% of the Czech have had Secondary education.

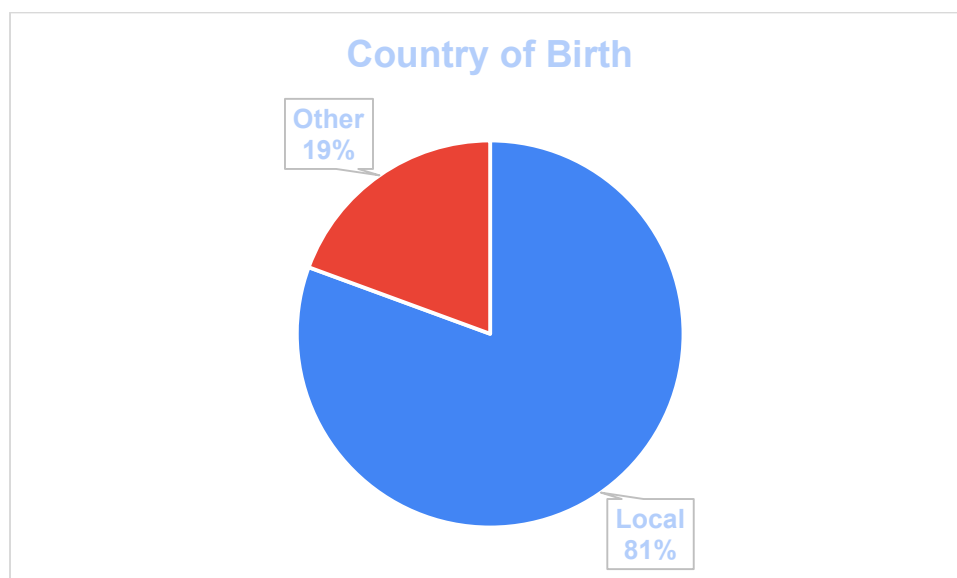
Language Fluency

The majority of the respondents had declared that were fluent (76%) in the local language, 16% had good command and only 8% had poor knowledge of the host country's language. In most partner countries, it was evident that the questionnaires were answered by locals, the most balanced results came from Germany where 40% declared to be fluent, 40% had a good command while 20% had a poor knowledge of German.



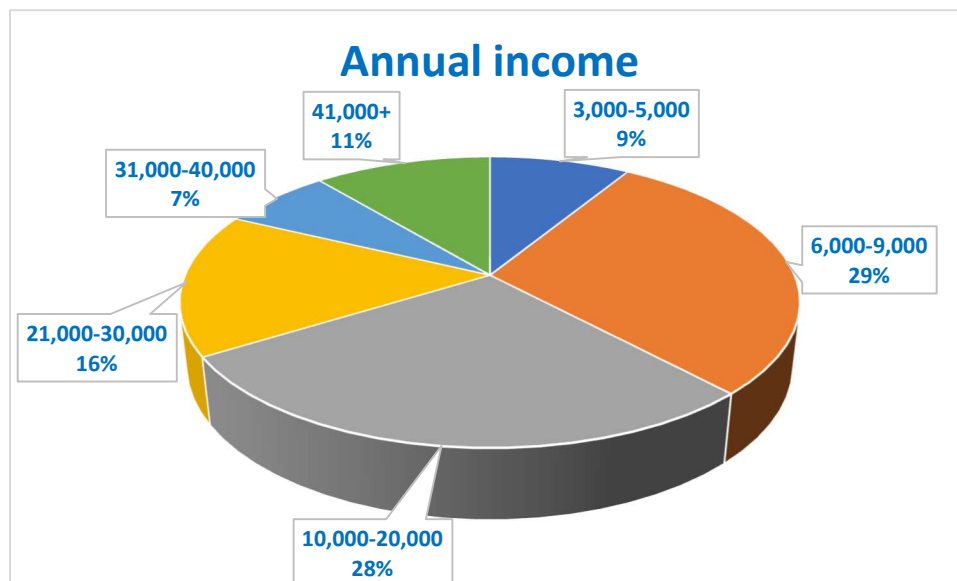
Country of Birth

The results in the previous chart suggest that the respondents of the survey came from the host country. This was verified by the below chart, 81% were indeed local and only 19% was non-local. In line with the previous question, the German survey was primarily answered by non-German speakers (68%) and only 32% were native speakers.



Annual income

The sample's annual income was distributed across all income categories which demonstrates that apart from the first-line staff, sufficient participation came from managers. The majority of the respondents had an income between €6,000-€20,000 (57%), 16% had an income of €21,000-€30,000, while 18% had an income over €31,000. The latter shows that a significant percentage were HORECA management.



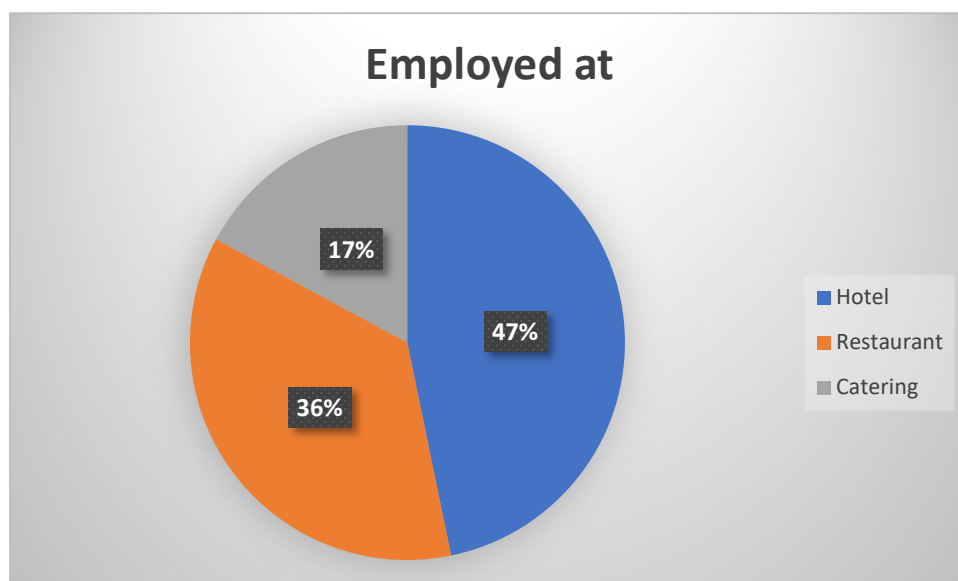
The Cypriot survey was answered by 55% of HORECA staff declaring income above €31,000. On the contrary, 92% of the Greek, 90% of the Lithuanian and 82% of the Latvian survey were answered by staff who had an income below €20,000.

Occupational Violence Data

Employed at

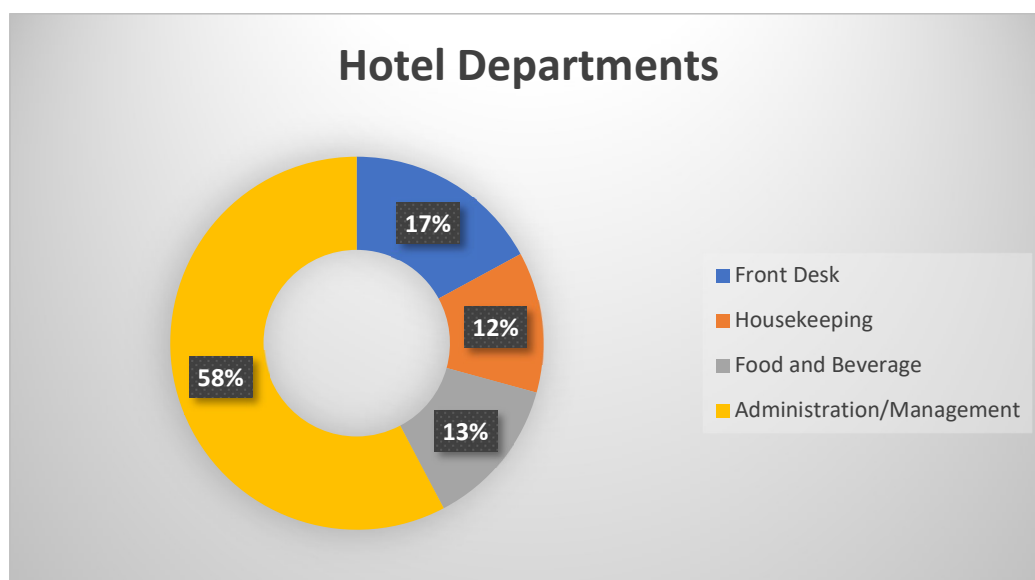
Of the total 263 respondents, the majority belonged to the hotel sector (47%) that is 123 questionnaires, while 36% (95 questionnaires) came from the restaurant sector and 17% (45 questionnaires) from catering.

The Cypriot survey was dominated by the hotel industry with 86%, 48% of the Czech survey came from the restaurant sector, while 40% of the German survey was answered by catering staff.



Hotel Departments

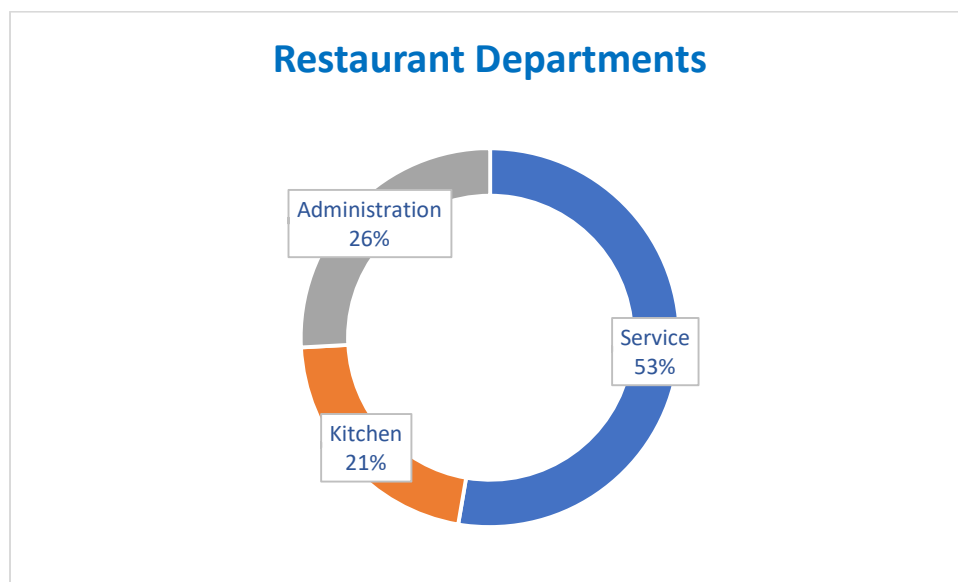
From the 123 questionnaires answered from the hotel sector, the majority 58% was administration/management staff, 17% Front Desk staff, 13% Food and Beverage staff and 12% housekeeping staff.



In all partner countries, the majority of the hotel staff came from admin/management. This was expected as the survey was answered electronically and this category of staff has more access to technology than the rest.

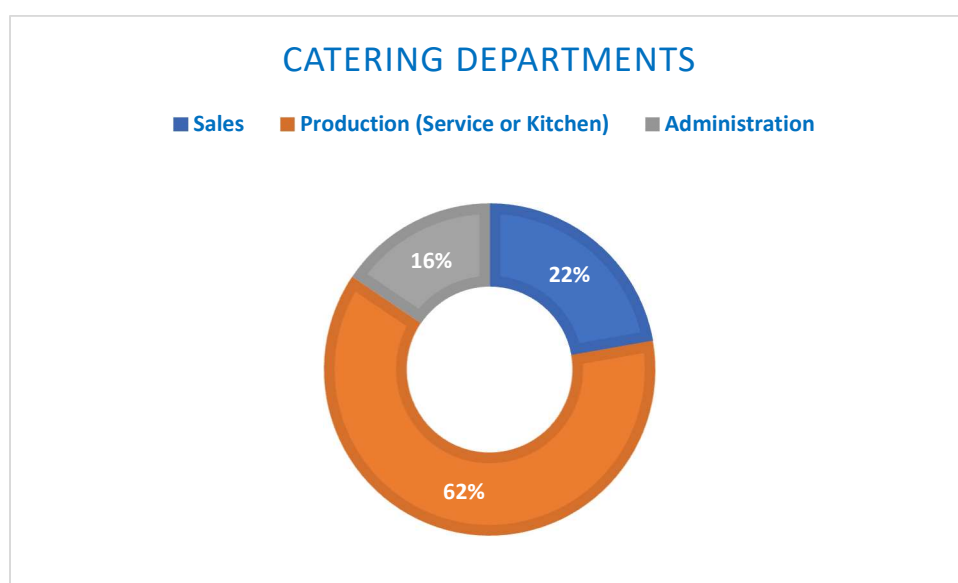
Restaurant Departments

Of the 93 restaurant respondents, more than half (53%) were service staff, 26% admin staff and 21% kitchen staff. 61% of the Latvian and 69% of the Greek restaurant staff were service staff.



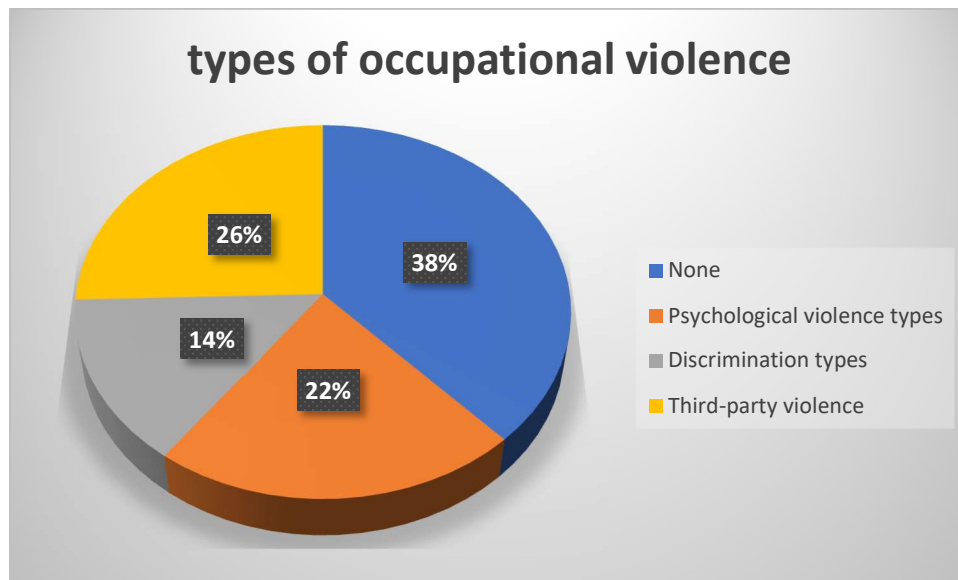
Catering Departments

Out of the 45 questionnaires from the catering sector 62% came production, 22% from sales and the remaining 16% from admin.



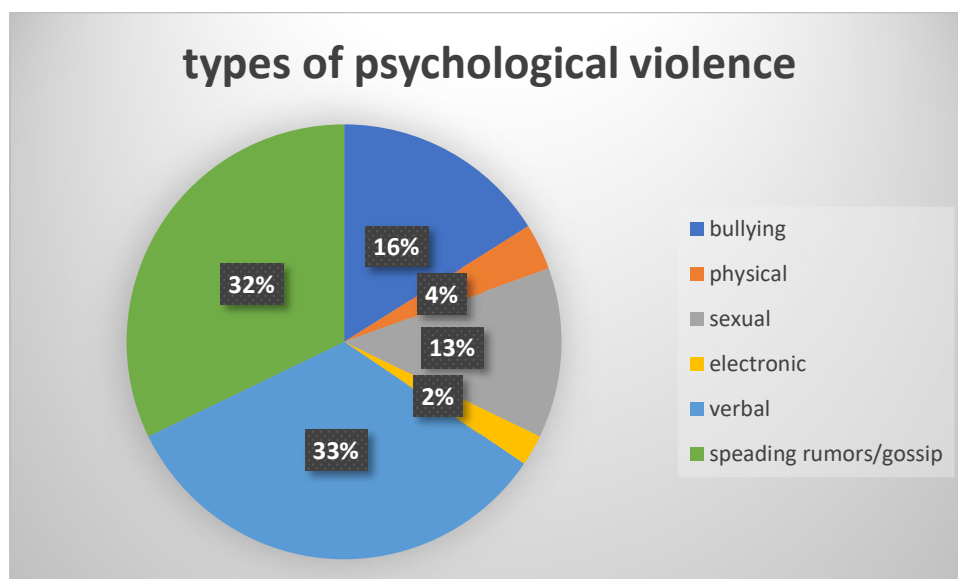
Types of occupational violence

Out of the entire sample, 38% declared they had never been involved in any occupational violence incident. 26% had suffered from third party violence, 22% from psychological violence and 14% from discrimination.



Types of psychological violence

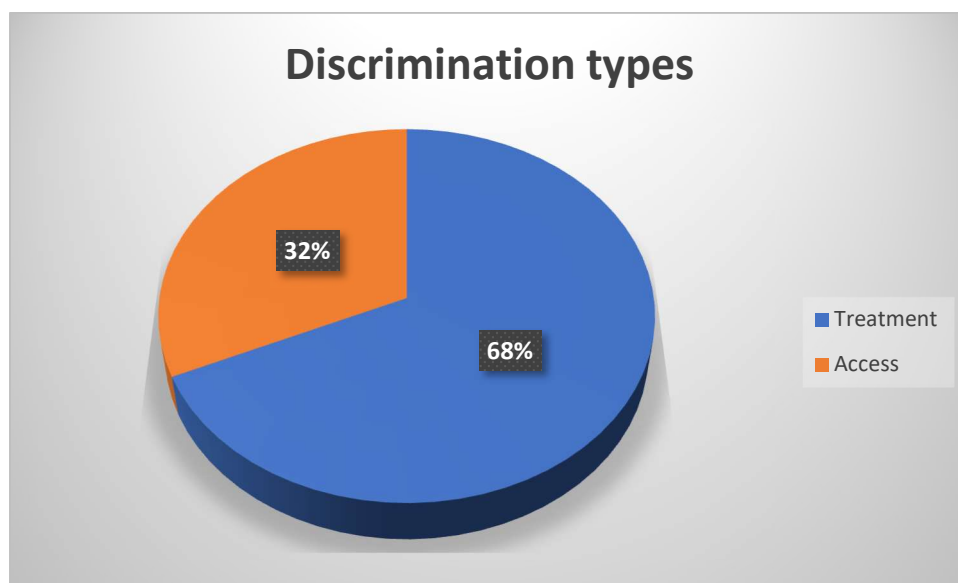
Of all the reported cases of psychological violence, verbal abuse and spreading rumours/gossip were the leading types with 33% and 32% respectively. Bullying and sexual abuse followed suit with 16% and 13%. The less "popular" types were physical violence and electronic bullying with 4% and 2%. Electronic bullying is less encountered in the HORECA sector primarily because the front-line staff does not have direct access to internet-based devices. Their personal mobile phone may be a tool to use to exercise electronic bullying but people in front-line can only use it during breaks.



Verbal abuse seems to be the dominant form of psychological violence in almost all partner countries.

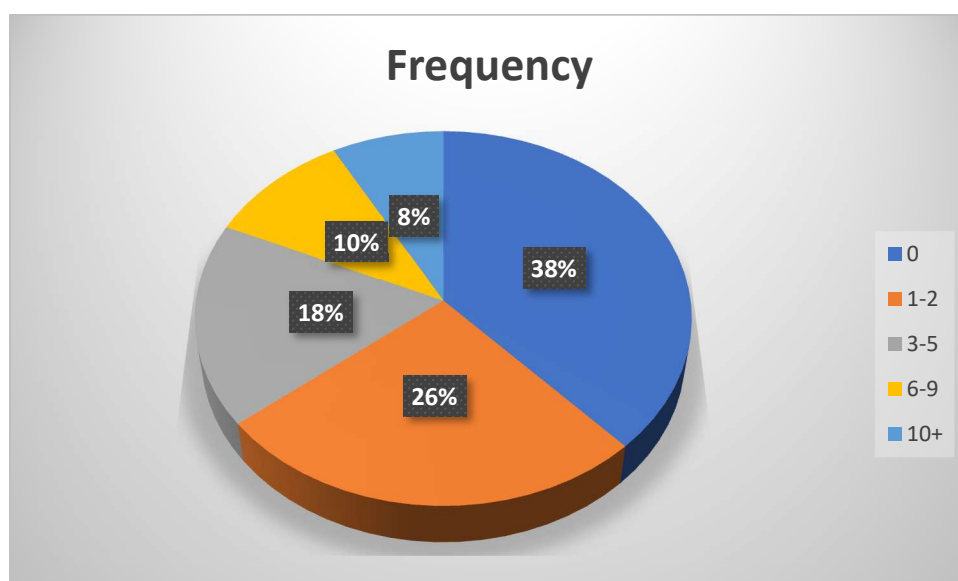
Discrimination types

68% of the HORECA staff who suffered discrimination felt that it was treatment related, meaning they were treated differently than other colleagues with the same or similar skills because of their gender, origin/ethnicity, sexual orientation, religion etc. 32% felt their case or cases were access type, meaning they were denied opportunities because of any of the above reasons.



Germany, Latvia and Greece seems to have a lot more case of treatment discrimination than of the access type.

Frequency

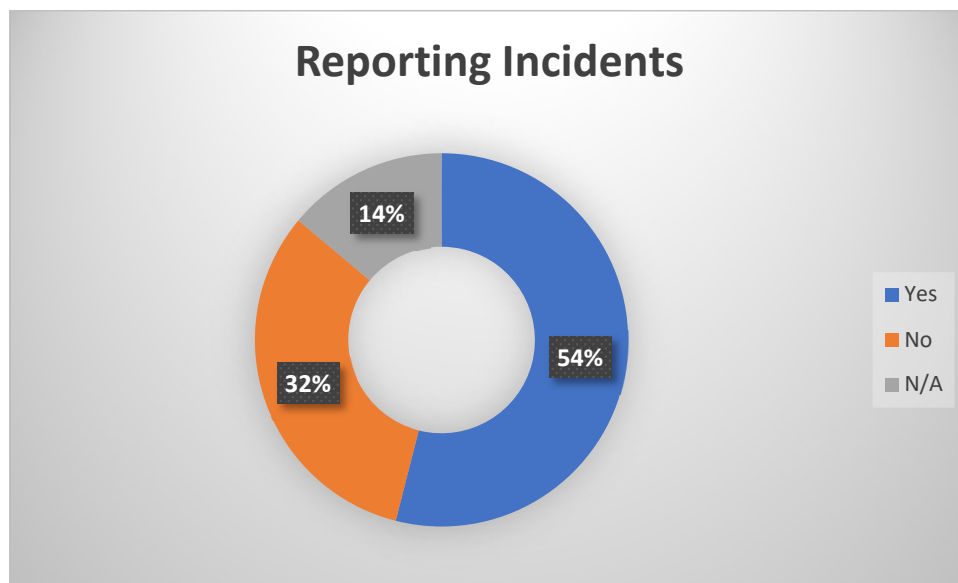


As stated earlier 38% of the respondents declared they had never encountered occupational violence in their HORECA career. Off the remaining 62%, 26% has only 1-2 cases, 18% 3-5 cases, 10% 6-9 cases and 8% have had more than 10 cases.

It's worth noting that 60% of the responses in Greece claimed they had 1-2 incidents.

Reporting incidents

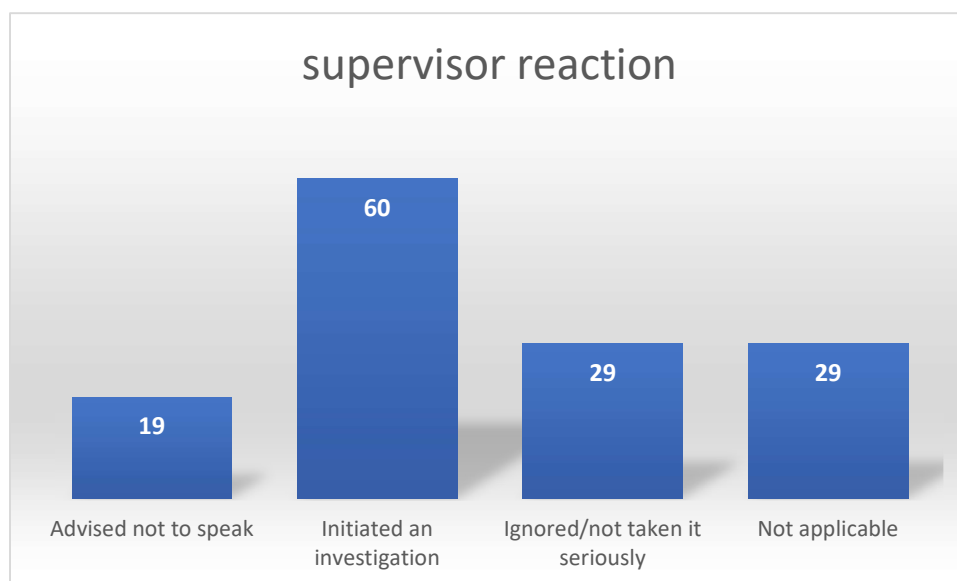
From the sample who had experienced at least one incident of occupational violence, 54% had the courage to report it, 32% did do so while 14% of the responses said that their case was not applicable for reporting.



Germany and Greece had the highest reporting percentages from the partner countries with 68% and 64% respectively. Half of the incidents of occupational violence are reported in Cyprus and the Czech Republic.

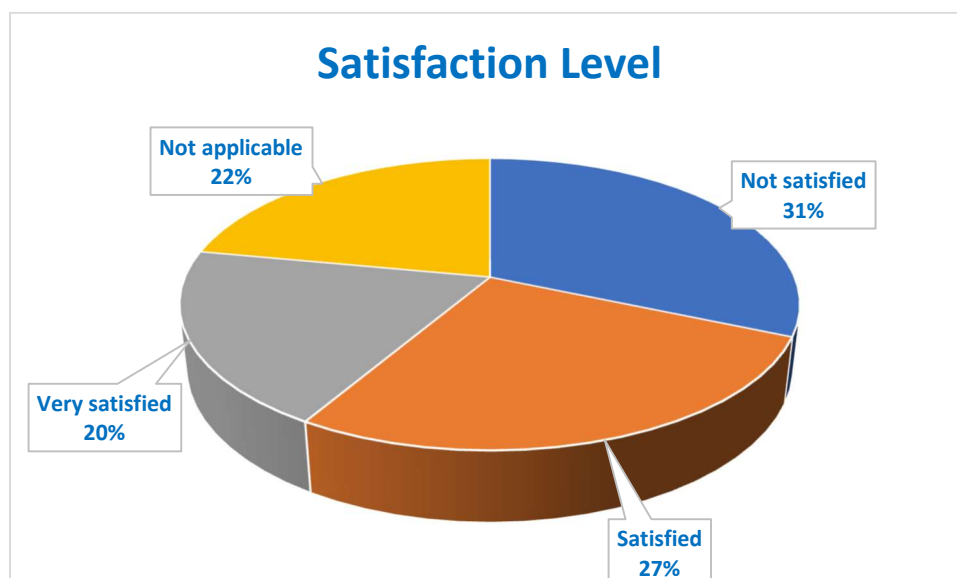
Supervisor reaction

Only 44% of the incidents were considered serious enough to have an investigation. For 35% of the cases, these were either ignored (21%) or the supervisor advised not to speak (14%). The remaining 21% reported their case was not applicable.



Satisfaction Level

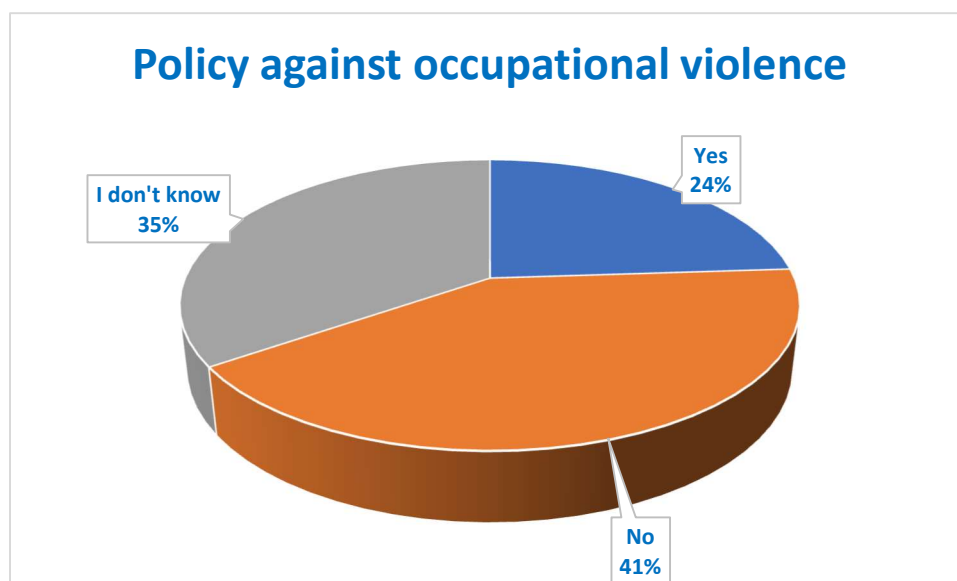
Of the reported cases, one-third (31%) said they were not satisfied with the way their incident was handled while more than half (51%) was satisfied or very satisfied. 22% felt their case was not applicable.



The highest levels of non-satisfied handling of incidents was noted in Cyprus (62%) and Germany (44%). The highest levels of satisfaction came from Greece (97%) and Lithuania (78%).

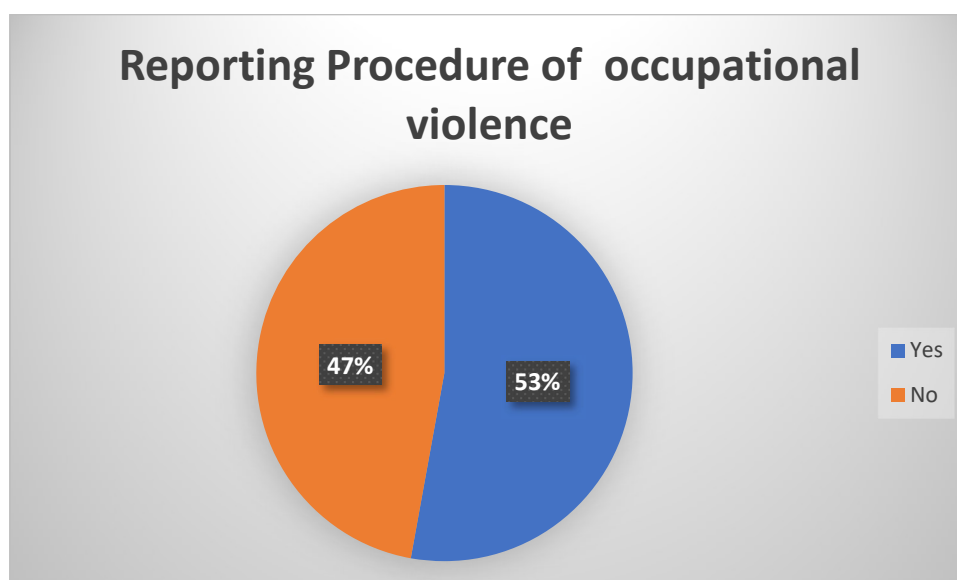
Policy against occupational violence

When asked if they knew of a policy against occupational violence where they work, 41% responded emphatically with a “No”. 24% said “Yes” while 35% “didn’t know”. Those who answered that they did not know, in essence, mean “No” because if there was of a policy they would have known. So more than ¾ of the responders were not aware of any policy, while ¼ felt there was.



Procedure of reporting occupational violence

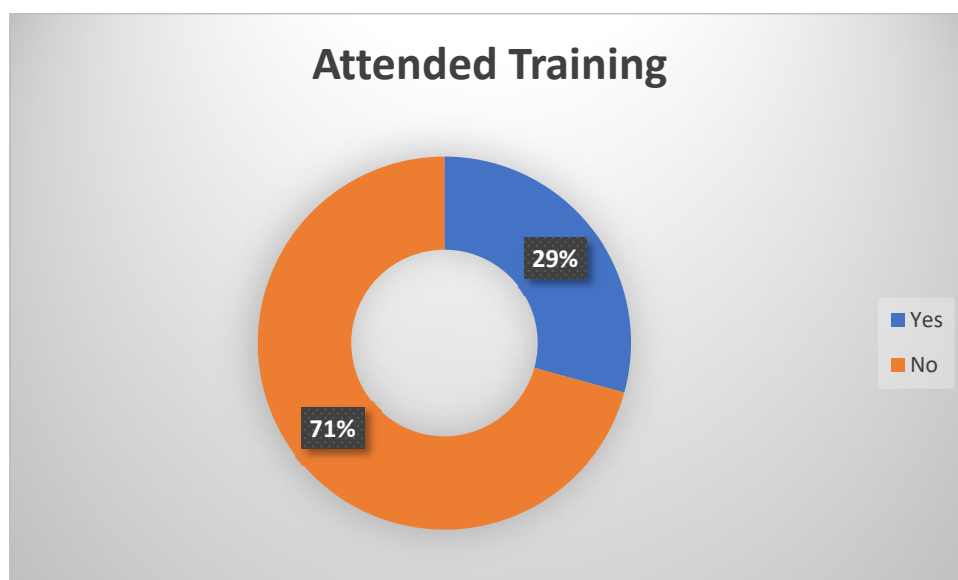
Quite surprisingly, 53% of the respondents said there is a reporting procedure in place for occupational, while 47% said there is not. In the previous question on policy, 76% said either there was no policy or did not know of any policy. The only logical explanation is that although there is no policy there are informal procedures such as encouragement to report occupational violence.



In Latvia 92% of the responses indicated that there is no reporting procedure. In Cyprus, Greece and the Czech Republic there was a clear message that there are reporting procedures as 68%, 64% and 77% respectively voted in favour.

Training

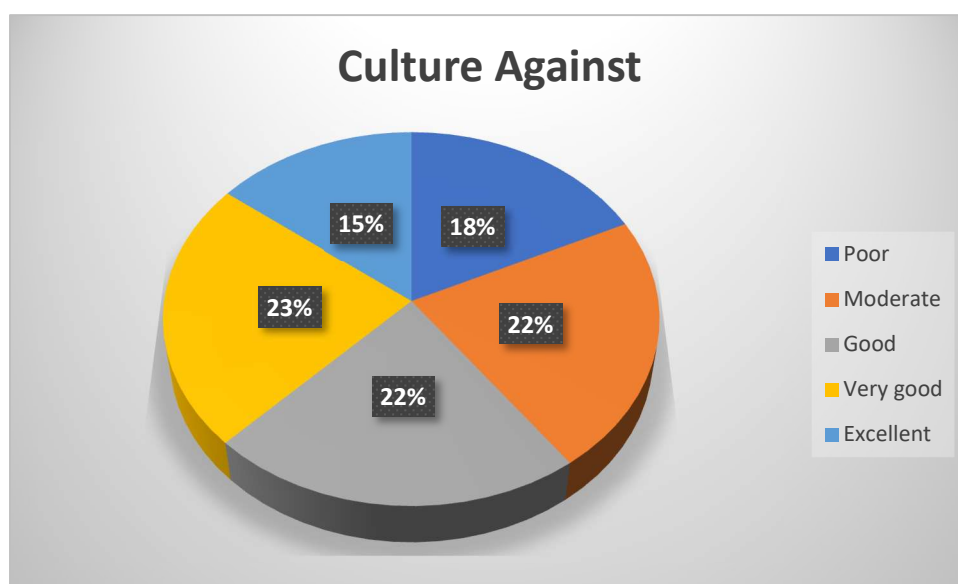
As far as any training linked to policies and procedures on occupational violence, 71% said they never attended any, while 29% gave a positive response.



The Latvian respondents were very firm as 98% answered with an emphatic “NO”. Lithuanians also were firm as 83% gave a negative answer.

Rate the culture

When asked to rate the culture against occupational violence of their organisation 40% were not happy with it (poor or moderate), while 60% were happy.



70% of the Latvian responses expressed dissatisfaction, while 2% of the Greek responses (1 vote) rated the policies and procedures as moderate.

Analysis

The objective of this survey was to capture the feeling of the HORECA staff on occupational violence at work and to assess the present conditions in managing the problem.

The WEED OUT consortium managed to gather responses from all partner countries and achieved 88% of the desired sample. Lithuania and Germany remained below the 50-questionnaire target level.

The responses covered all active age groups in a proportional manner. The 14-20 age group was the least represented but that was expected as legal employment varies from country to country. In most partner countries, the legal age of employment is 18. There are many restrictions when employing people below 18 years of age. All other age groups were adequately represented with the most being the age group 21-30.

Gender-wise, the survey was in balance with slightly higher participation from the male population (53% vs 47%). We had some uneven participation in the Cypriot and Latvian survey in favour of both genders which, at the end, restored the balance.

The educational background of the participants was also in good equilibrium as we had good representation from all levels of education. One third had secondary, more than one third University, one fifth had vocational and one fifth had post graduate education. Also here we had some uneven participation from Cypriot university graduates (46%) which were balanced out from 52% of Czech secondary education participation.

The majority of participation was from the host partner countries with a ratio of 80-20.

The annual income statistics indicated a strong participation of the first line staff (57%), while there was adequate engagement of middle (16%) and higher management (18%) in the survey.

The distribution of the sample among the different HORECA industries was uneven. The hospitality sector captured almost half (47%), with the restaurant/café businesses having 36% and catering with only 17%.

Analysing each of the HORECA sub-sectors, in hospitality most participation came from the Admin/management staff (58%), in restaurants from Service and in catering from Production.

In terms of types of occupational violence encountered in HORECA, psychological violence is on the top of the list, surprisingly followed by third-party violence. Discrimination is a distant third. As noted above, the sample included 80%+ native population and only 20% of foreign staff. This is properly why discrimination gained 14% of the votes.

Analysing each occupational violence type, in psychological violence verbal and spreading rumours/gossip constituted 65% of all incidents of this category. In all partner countries, these two types dominated the list.

For the discrimination types, treatment-related discrimination was the most popular. This was somewhat expected as the hospitality sector (which was dominant in this survey) is seasonal and its season is very intense.

The reported frequency of occupational violence incidents in HORECA is somehow low. This was also expected due to the lack of awareness of what constitutes occupational violence (26% reported 1-2 incidents). Off the 38% who claimed they never had such an experience, a good percentage must have underestimated some of the experiences they have had.

Half of the respondents who had occupational violence experiences came forward and reported their incident but the other half did not for some reason. This is because their environment did not offer them the security, or they were not convinced of the transparency or the effectiveness of the procedures in place.

Not even half of the reported incidents went through any sort of investigation. The rest were either ignored or silenced, as there were any convincing procedures in place to manage them.

Those incidents that went through to the investigation stage produces satisfactory outcomes (69%). Almost one third remained dissatisfied with the course of the investigation.

It is evident that most organisations lack structured policies against occupational violence. 65% did not know of any policy while for the 35% who claimed they knew it is doubtful, as most cases were handled in an informal manner.

Training on occupational violence of the HORECA staff is practically non-existent. Referencing occupational violence does not constitute training on how to recognise, report and recover from it.

Conclusions

It is evident that the HORECA sector is vulnerable to occupational violence. The extent of the problem can only be estimated, as what constitutes occupational violence is not cleared to the staff's mind. In some countries, mistreating staff may be considered the norm because neither the perpetrators nor those who are being mistreated value what occupational violence really is.

Therefore, HORECA needs structured policies and transparent reporting procedures to be developed and be put in place. Staff needs to undergo continuous training on how to recognise and how to use these procedures to report such incidents. The sector needs to be open about this matter and encourage its staff to report occupational violence incidents; no matter how small or big they are, by offering incentives and ensuring a secure and transparent environment. This is the only way to discourage perpetrators for repeating their unlawful behaviour.

HORECA is a sector where labour shortages are continuous. One of the reasons that have made this labour problem chronic is occupational violence. By introducing clear and transparent procedures to manage this problem will ensure a healthy working environment and will encourage more people to join the sector. A healthy workplace will subsequently increase production and quality and bring about new appreciation of the services provided.

Annex I: Questionnaire

HORECA Staff Questionnaire

1. **Country of Residence** (pull down list of partner countries)
2. **Age** (14-20, 21-30, 31-40, 41-50, 51+):
3. **Gender** (male, female, other):
4. **Education** (none, primary, secondary, college, graduate, postgraduate)
5. **Knowledge of native language:** (poor, good, fluent)
6. **Country of birth:**
7. **Annual income in thousands of euros** (3-5, 6-9, 10-20, 21-30, 31-40, 41+):
8. **Employed at:**
 - Hotel (Front Desk, Housekeeping, Hotel F&B, Café/Administration/Management)
 - Café/Restaurant (Service, Kitchen, Administration)
 - Catering (Sales, Production, Administration)
9. **Which of the following types of occupational violence have you experienced in the workplace?**
 - a) **None**
 - b) **Psychological violence types**
 1. Bullying
 2. Physical
 3. Sexual
 4. Electronic
 5. Verbal,
 6. Spreading of rumours/gossip
 7. Other (please specify)
 - c) **Discrimination types** (due to race, gender, sexual orientation, religion, age, etc):
 - a) **Treatment** (being treated differently from other employees who have similar skills and responsibilities)
 - b) **Access** (denied opportunities, because of unlawful reasons)
 - d) **Third-party violence** (customer, client, guest, supplier)
 - e) **Other (please specify)**
10. **Approximately, how many occupational violence incidents have you had in total in your HORECA career?**
 - a) 0, b) 1-2, c) 3-5, d) 6-10, e) 10+

11. Did you report any of these incidents to the management?

Yes/No/Not applicable

12. What was the supervisor/department head/management reaction?

(1) Advised not to speak, (2) initiated an investigation, (3) Ignored/not taken it seriously

13. Rate the supervisor's/ department head/management reaction

(1) Not satisfied (2) satisfied (3) very satisfied

14. Does the organization you work for, have a policy against occupational violence?

Yes/No/I don't know

15. Are you aware of any procedure you have to follow if you experience any of the above types of occupational violence?

Yes/No

16. Have you attended any training sessions relevant to your organization's policy and procedures in case an incident of occupational violence occurs?

Yes/No

17. Rate the culture against occupational violence of the organisation you work for:

Poor - moderate – good – very good - excellent



Annex II: Quantitative Results

1. Country of Residence

COUNTRY	RESPONSES
CY	56
CZ	50
LT	30
DE	25
GR	52
LV	50
TOTAL	263

2. Age

Age Group	CY	CZ	LT	DE	GR	LV	Total
14-20	2	4	5	1		4	16
21-30	8	22	9	9	16	15	79
31-40	15	12	6	9	14	12	68
41-50	11	7	4	5	15	11	53
51+	20	5	6	1	7	8	47
Total	56	50	30	25	52	50	

3. Gender

Gender	CY	CZ	LT	DE	GR	LV	Total
M	45	23	15	15	30	12	140
F	11	27	14	10	22	40	124
Other	0	0	1				1
Total	56	50	30	25	52	52	

4. Education

Education		CY	CZ	LT	DE	GR	LV	TOTAL
Primary	5	1	3			1		10
Secondary	79	4	26	5	8	19	17	158
College	60	12	4	9	12	14	9	120
Univ. graduate	98	26	14	16	4	14	24	196
Univ. postgraduate	20	13	2		1	4		40
None	1		1					2
TOTAL		56	50	30	25	52	50	

5. Knowledge of native language

Language	CY	CZ	DE	LV	LT	GR	TOTAL
Poor	1	2	5	3	4		15
Good	6	4	10	18	2	2	42
Fluent	49	44	10	29	24	50	206
TOTAL	56	50	25	50	30	52	263

6. Country of birth

Country of Birth	CY	CZ	DE	LV	LT	GR	TOTAL
Local	42	41	8	48	25	48	212
Other	14	9	17	2	5	4	51
TOTAL	56	50	25	50	30	52	263

7. Annual Income in thousands of euro

Annual income	CY	CZ	DE	LV	LT	GR	TOTAL
3,000-5,000		9		7	7		23
6,000-9,000	5	11	4	23	4	30	77
10,000-20,000	10	12	7	11	16	18	74
21,000-30,000	10	15	5	7	1	4	42
31,000-40,000	11	2	3	1	1	0	18
41,000+	20	1	6	1	1	0	29
TOTAL	56	50	25	50	30	52	

8. Employed at

Employed at:	CY	CZ	DE	LT	LV	GR	TOTAL
Hotel	48	15	6	11	17	26	123
Restaurant	7	24	9	16	23	16	95
Catering	1	11	10	3	10	10	45
TOTAL	56	50	25	30	50	52	263

Hotel Departments

Hotel Departments	CY	CZ	DE	LT	LV	GR	TOTAL
Front Desk	4	4	1	1	4	7	21
Housekeeping	1	3		2	3	6	15
Food and Beverage	5	1		3	1	6	16
Administration/Management	38	7	5	5	9	7	71
TOTAL	48	15	6	11	17	26	123

Restaurant Departments

Restaurant Departments	CY	CZ	DE	LT	LV	GR	TOTAL
Service	5	10	5	4	14	11	49
Kitchen	2	7	1	1	5	4	20
Administration		7	3	9	4	1	24
TOTAL	7	24	9	14	23	16	93

Catering Departments

Catering Departments	CY	CZ	DE	LT	LV	GR	TOTAL
Sales		4	2	1	1	2	10
Production (Service or Kitchen)		4	7	2	7	8	28
Administration	1	3	1		2		7
TOTAL	1	11	10	3	10	10	45

9. Which of the following types of occupational violence have you experienced in the workplace?

Types of occupational violence	CY	CZ	DE	LT	LV	GR	TOTAL
None	27	23	2	21	14	13	100
Psychological violence types	15	12	3	2	10	16	58
Discrimination types	6	4	9	1	9	9	38
Third-party violence	8	11	11	6	17	14	67
Other							0
TOTAL	56	50	25	30	50	52	

Psychological violence types

types of psychological violence	CY	CZ	DE	LT	LV	GR	TOTAL
bullying	5	3	2		2	2	14
physical	1	2			0		3
sexual		5			2	4	11
electronic	1			1	0		2
verbal	8	8		1	7	5	29
spreading rumours/gossip	9	8	1		5	5	28
other							0
TOTAL	24	26	3	2	16	16	87

Discrimination types

Discrimination types	CY	CZ	DE	LT	LV	GR	TOTAL
Treatment	2	4	7		9	6	28
Access	4		2	1	3	3	13
TOTAL	6	4	9	1	12	9	41

10. Approximately, how many occupational violence incidents have you had in total in your HORECA career?

Frequency	CY	CZ	DE	LT	LV	GR	TOTAL
0	27	23	2	21	14	13	100
1-2	8	13		5	12	31	69
3-5	13	6	5	4	10	8	46
6-9	4	5	12		6		27
10+	4	3	6		8		21
TOTAL	56	50	25	30	50	52	263

11. Did you report any of these incidents to the management?

Reporting incidents	CY	CZ	DE	LT	LV	GR	TOTAL
Yes	16	14	17	7	10	25	89
No	13	10	5	2	18	5	53
N/A		3	3		8	9	23
TOTAL	29	27	25	9	36	39	165

12. What was the supervisor/department head/management reaction?

Supervisor reaction	CY	CZ	DE	LT	LV	GR	TOTAL
Advised not to speak		5	6	1	3	4	19
Initiated an investigation	8	7	8	6	3	28	60
Ignored/not taken it seriously	8	6	3		11	1	29
Not applicable			8	2	19		29
TOTAL	16	18	25	9	36	33	137

13. Rate the supervisor's/ department head/management reaction

Satisfaction Level	CY	CZ	DE	LT	LV	GR	TOTAL
Not satisfied	18	7	11		13	1	50
Satisfied	7	7	9	6	3	11	43
Very satisfied	4	4		1	1	21	31
Not applicable		9	5	2	19		35
TOTAL	29	27	25	9	36	33	159

14. Does the organization you work for, have a policy against occupational violence?

Policy against	CY	CZ	DE	LT	LV	GR	TOTAL
Yes	21	16	6	6	2	12	63
No	18	19	10	4	29	29	109
I don't know	17	15	9	20	19	11	91
TOTAL	56	50	25	30	50	52	263

15. Are you aware of any procedure you have to follow if you experience any of the above types of occupational violence?

Reporting	CY	CZ	DE	LT	LV	GR	TOTAL
Yes	38	32	12	13	4	40	139
No	18	18	13	17	46	12	124
TOTAL	56	50	25	30	50	52	263

16. Have you attended any training sessions relevant to your organization's policy and procedures in case an incident of occupational violence occurs?

Training	CY	CZ	DE	LT	LV	GR	TOTAL
Yes	38	15	6	5	1	12	77
No	18	35	19	25	49	40	186
TOTAL	56	50	25	30	50	52	263

17. Rate the culture against occupational violence of the organisation you work for

Rate	CY	CZ	DE	LT	LV	GR	TOTAL
Poor	23	7	4		13		47
Moderate	6	10	10	9	22	1	58
Good	6	18	4	14	14	3	59
Very good	21	10	6	5	1	18	61
Excellent		5	1	2		30	38
TOTAL	56	50	25	30	50	52	263