O-019

Gender differences in relationships between work strain and health in a 4002 call-handlers' population.

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Background

In recent years, if call centers have known a considerable development, work conditions have been regularly denounced and its impact on health pointed out in particular by French occupational physicians who requested us for an evaluation of work conditions and call-handlers' perceived work strain (WS) and health.

Aim

In this work, we test call-handlers' gender differences in relationships between perceived WS and health indicators in taking into account classical individual confounders.

Methods

4002 (2929 women and 1073 men) call-handlers of 107 call-centers completed a self-reported questionnaire on perceived WS (Karasek and Siegrist's questionnaires, consumer violence, ethical conflicts, etc.), health items (GHQ-12, Nordic questionnaire, BMI, stress symptoms) and main confounders. Moreover, their 107 managers were asked to fill an individual absenteeism form. Multiple regression analyses performed separately in men and women tested relationships between 11 WS and 7 health scores (self-reported and measured). Inter-gender comparisons on these relationships were observed in taking into account distribution of WS scores and possible insufficient statistical power in men.

Results

Over the 77 tested relationships, 8 are strongly different in women and men such as Karasek's psychological demand which is related to Likert score GHQ in men and not in women and related to BMI in women and not in men. Four relationships are different due to possible insufficient statistical power in men and the other 65 are similar.

Conclusion

Main result of this study is to identify impact specificity of WS on health in men and women performing the same job.