



## Violence Against Health Workers: Differences Between Patients and Health Workers Perspectives

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**SUMMARY.** Violence against health care workers is a serious problem that is experienced all over the world with a high (and increasing) global prevalence. Two samples (170 patients/or their relatives and 140 health care workers) were collected from the emergency departments of the general hospitals in Karbala governorate during the period from 1st June through August 2022. A semi-structured questionnaire was used to collect data through a face to face interview. Significant differences were found in the perspectives of health care providers and the attendants of the health care facilities. A significantly lower proportion of the patients (than health care workers) believe that workplace violence is common, while a high proportion of them admitted that they have themselves committed violence against health care workers. Health care workers attributed violence against them to: low education, recklessness, ignorance, dissatisfaction, and bad manners of the people. On the other hand, some patients blamed the health workers or the health system (dereliction, carelessness, inexperienced doctors, and poor services) for the escalated violence.

**RESUMEN.** La violencia contra los trabajadores de la salud es un problema grave que se experimenta en todo el mundo con una prevalencia global alta (y creciente). Se recolectaron dos muestras (170 pacientes o sus familiares y 140 trabajadores de la salud) de los departamentos de emergencia de los hospitales generales en la gobernación de Karbala durante el período comprendido entre el 1 de junio y agosto de 2022. Se utilizó un cuestionario semiestructurado para recolectar datos. a través de una entrevista cara a cara. Se encontraron diferencias significativas en las perspectivas de los proveedores de salud y los asistentes de los establecimientos de salud. Una proporción significativamente menor de pacientes (que trabajadores de la salud) cree que la violencia en el lugar de trabajo es común, mientras que una alta proporción de ellos admitió que ellos mismos han cometido actos de violencia contra los trabajadores de la salud. Los trabajadores de la salud atribuyeron la violencia en su contra a: baja educación, imprudencia, ignorancia, insatisfacción y malos modales de las personas. Por otro lado, algunos pacientes culparon a los trabajadores de la salud o al sistema de salud (abandono, descuido, médicos sin experiencia y servicios deficientes) por la escalada de violencia.

**KEY WORDS:** health care workers, patients, workplace violence.

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