



OH COW

Occupational Health Clinics
for Ontario Workers Inc.

Centres de santé des
travailleurs (ses) de l'Ontario Inc.

EKOS 2023 Survey - Qualitative Comments

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Importance of qualitative comments

- Provides in-depth insights into **experiences** and **perspectives** to gain a potentially deeper understanding of the data.
- Helps understand **complex** issues, by helping understand the importance of the **context** to the participants, as well as the **process** by which events and actions have taken place.
- Helps to clarify both independent and dependent variables, and help with theoretical explanations.

Importance of qualitative comments

- Puts “flesh to the bone” to compliment the quantitative results.
- Can help identify emerging themes that might not be addressed in the survey. Provides a breadth of coverage, capturing a wide range of possible responses.
- Can help explore workplace specific concerns and suggestions that can lead to more actionable findings.
- Can help to enhance the understanding of the organizational culture.

- *“I work in a stressful situation where the stress of others is often either my responsibility to solve or dumped on me by my staff. It is intense, deeply personal, stressful and high paced. It is service to others and the single most fulfilling job I have ever held. I have the support of my family in doing this job even when it comes at their expense. No survey like this adequately addresses situations where there is a moral imperative to do the job because it is the right thing to do.” EKOS 2019 survey comment*

Qualitative Data Analysis: Steps Involved

- Data preparation: cleaning and organizing data for analysis
- Coding: assigning labels or codes to segments of data based on their content
- Creating categories: Grouping similar codes
- Theme identification: identifying recurring patterns or themes in the coded data

Organization of analysis

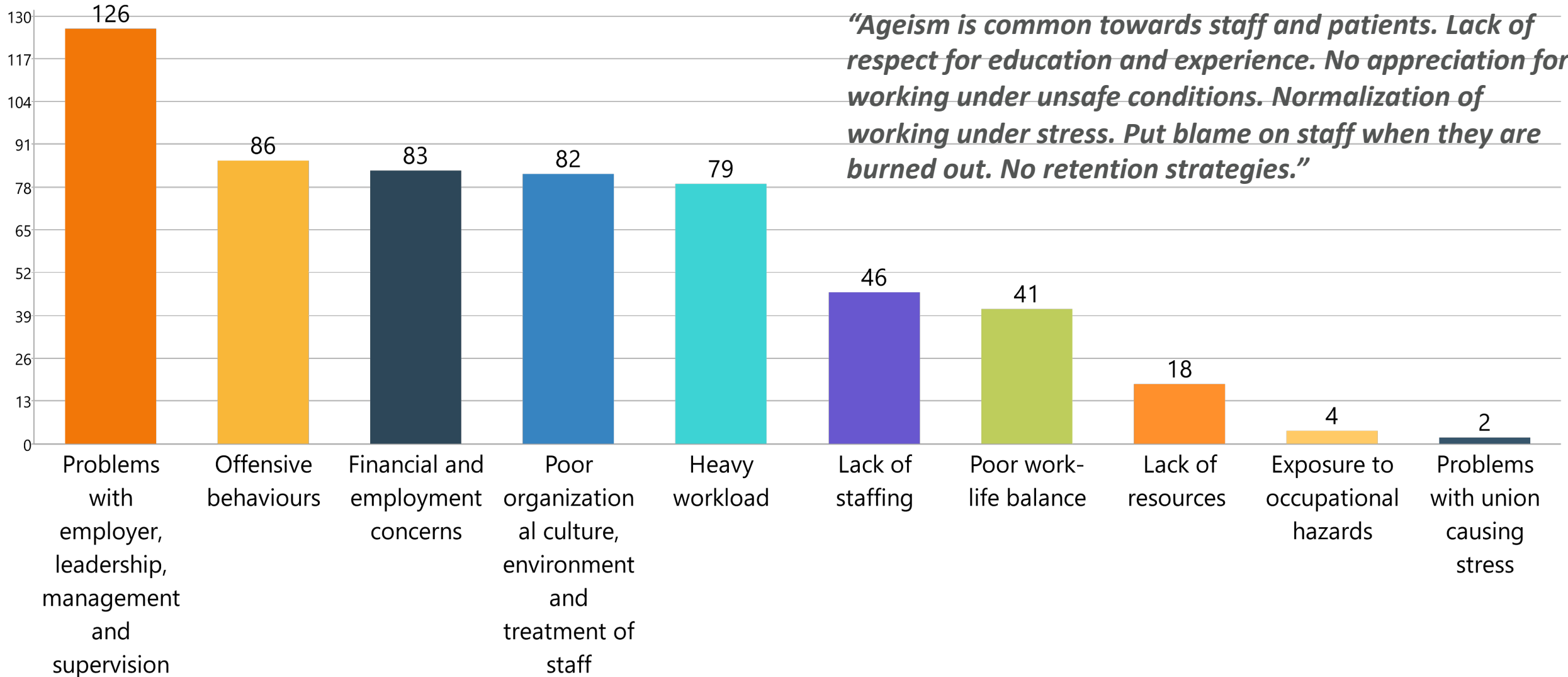
■ MAXQDA

Code System	Count
Code System	1136
Poor working conditions	10
Problems with employer, leadership, management and supervision	48
Poor treatment of employees	0
Unapproachable	1
Treating employees poorly	13
Only providing lip service to mental health problems	7
Organization does not care about employees well-being	7
Management seeking production and profit over people's health	3
Leadership constantly criticisizing employees	2
Blaming staff for bad revenue	1
Unrealistic expectations	1
Not listening to employees	1
Management micromanages employees	1
Poor leadership	34
No accountability for management	6
Managers having problems with board members	1
Offensive behaviours	86
Financial and employment concerns	83
Poor organizational culture, environment and treatment of staff	82
Heavy workload	79
Lack of staffing	46
Poor work-life balance	41
Lack of resources	18
Problems with union	2
Exposure to occupational hazards	4
Good working conditions	120
Good organizational culture, environment and treatment of staff	45
Good employer, leadership, management and supervision	20
Good work-life balance	17
Financially secure	7
Good workload	2

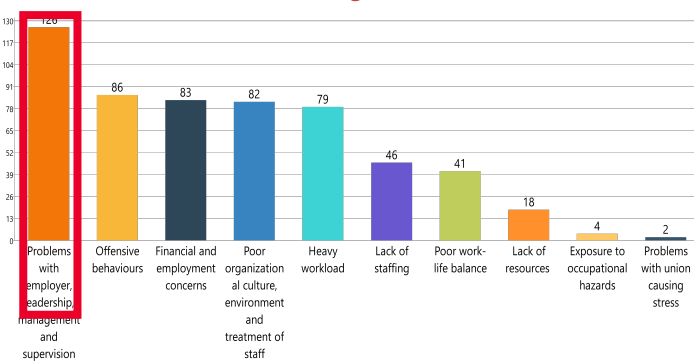
Qualitative comments analysis

- Question asked – “Further comments about your working conditions, stress, health, etc.”
- 1082 comments
- 24776 words – average 23 words per comment
- Thematic analysis of comments
 - MAXQDA for organization of data
- 1133 Codes
- Five main themes – **Poor working conditions (577)**, **Good working conditions (213)**, **Mental health concerns (190)**, **Impact of COVID-19 (44)**, Occupation specific comments (40).

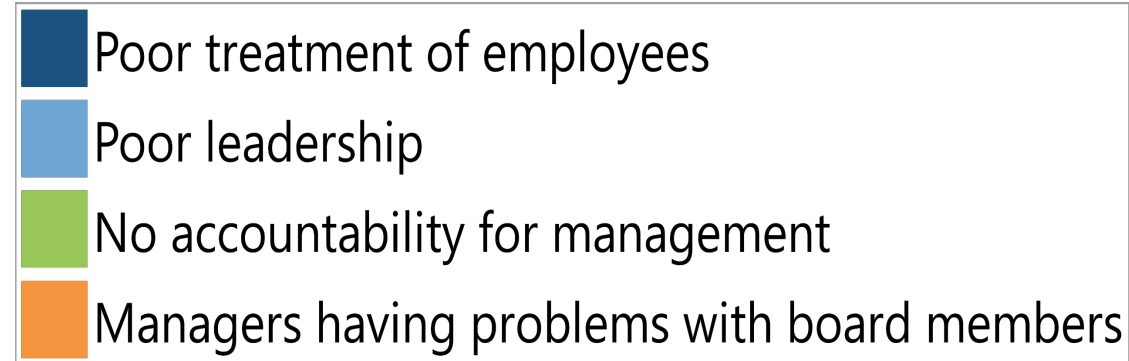
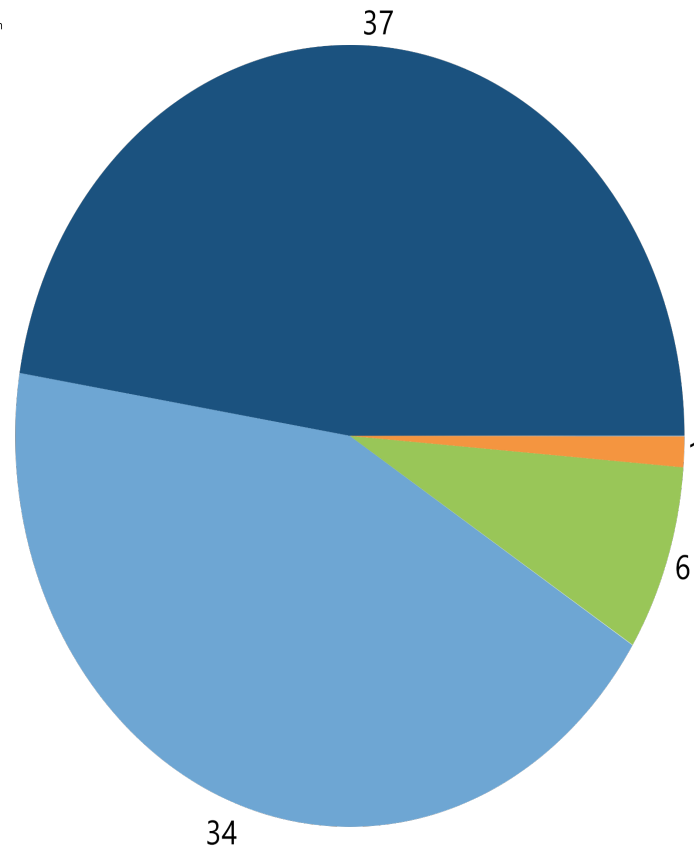
Poor working conditions



Poor working conditions

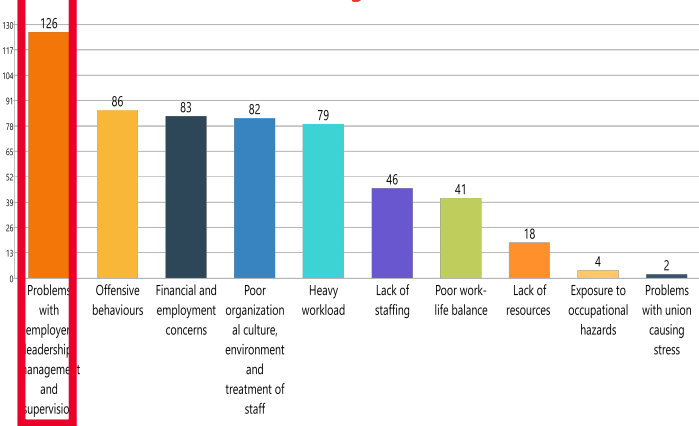


Problems with employer, leadership, management and supervision



“Loved the customers (esp. the children), respected and liked and was treated well by 40% of my colleagues, was very poorly treated by the manager, was not backed up by a kind but ineffectual owner.”

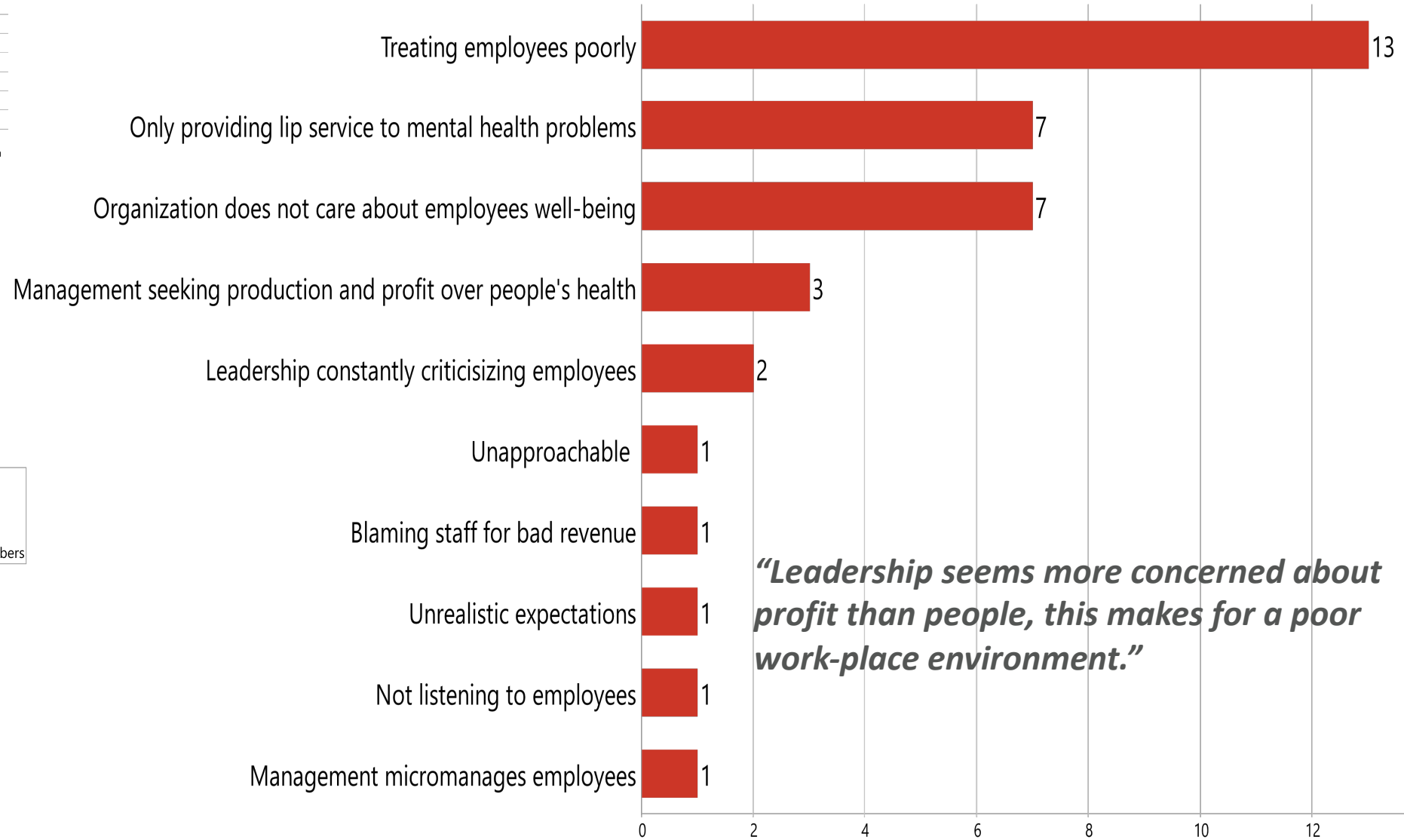
Poor working conditions



Problems with employer, leadership, management and supervision

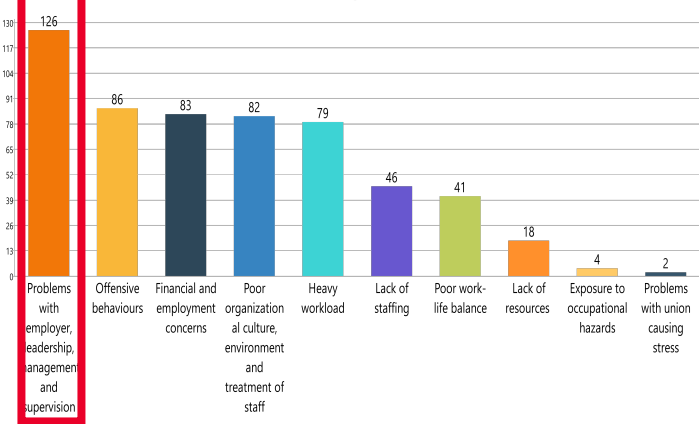


Poor treatment of employees

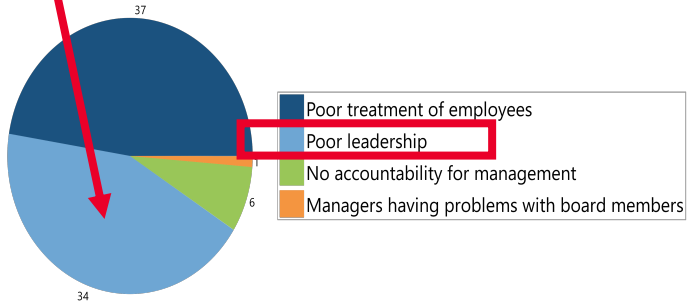


“Leadership seems more concerned about profit than people, this makes for a poor work-place environment.”

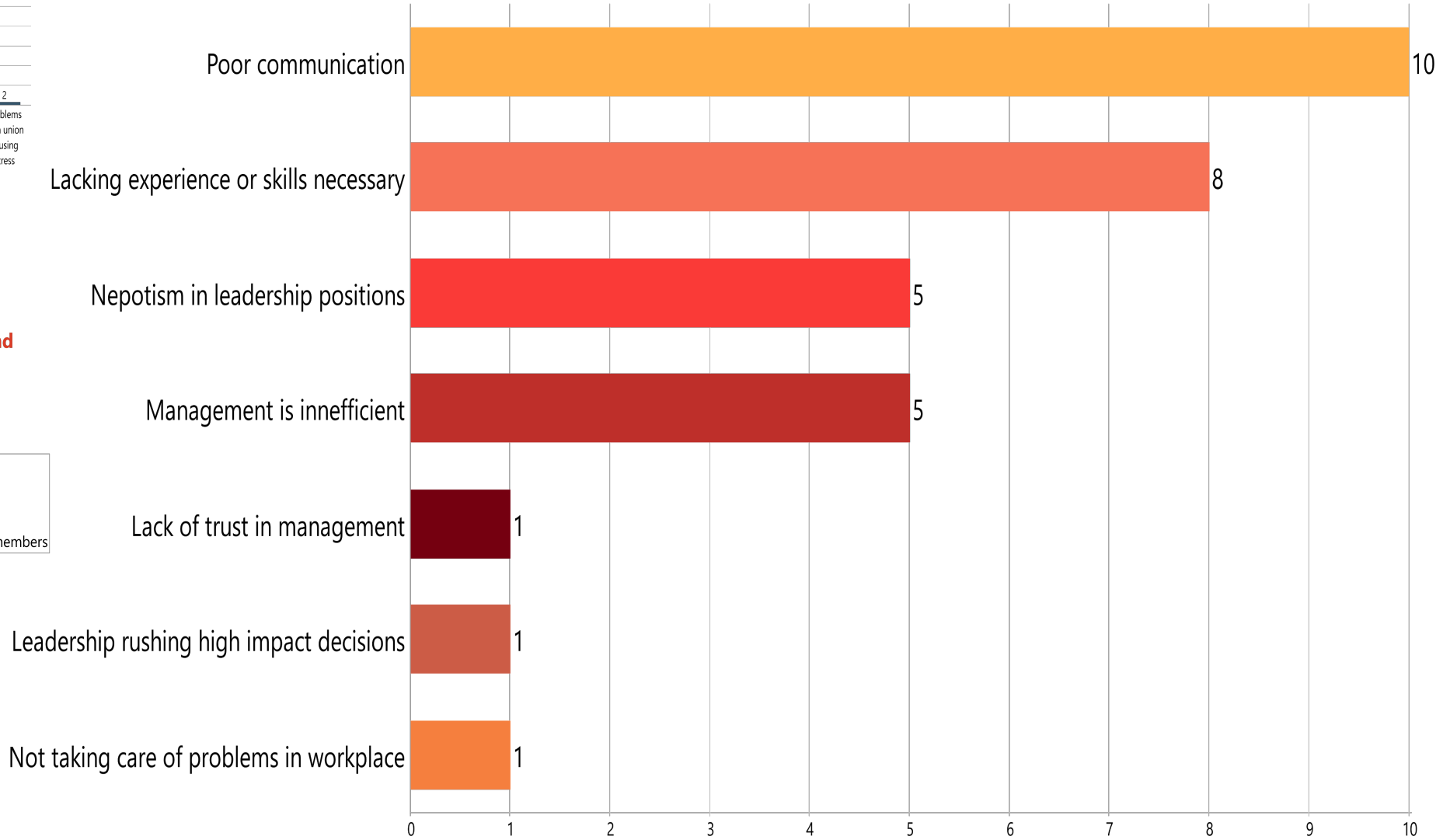
Poor working conditions



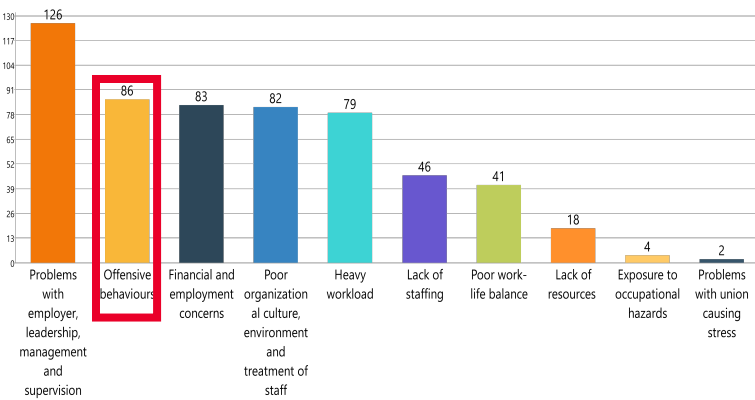
Problems with employer, leadership, management and supervision



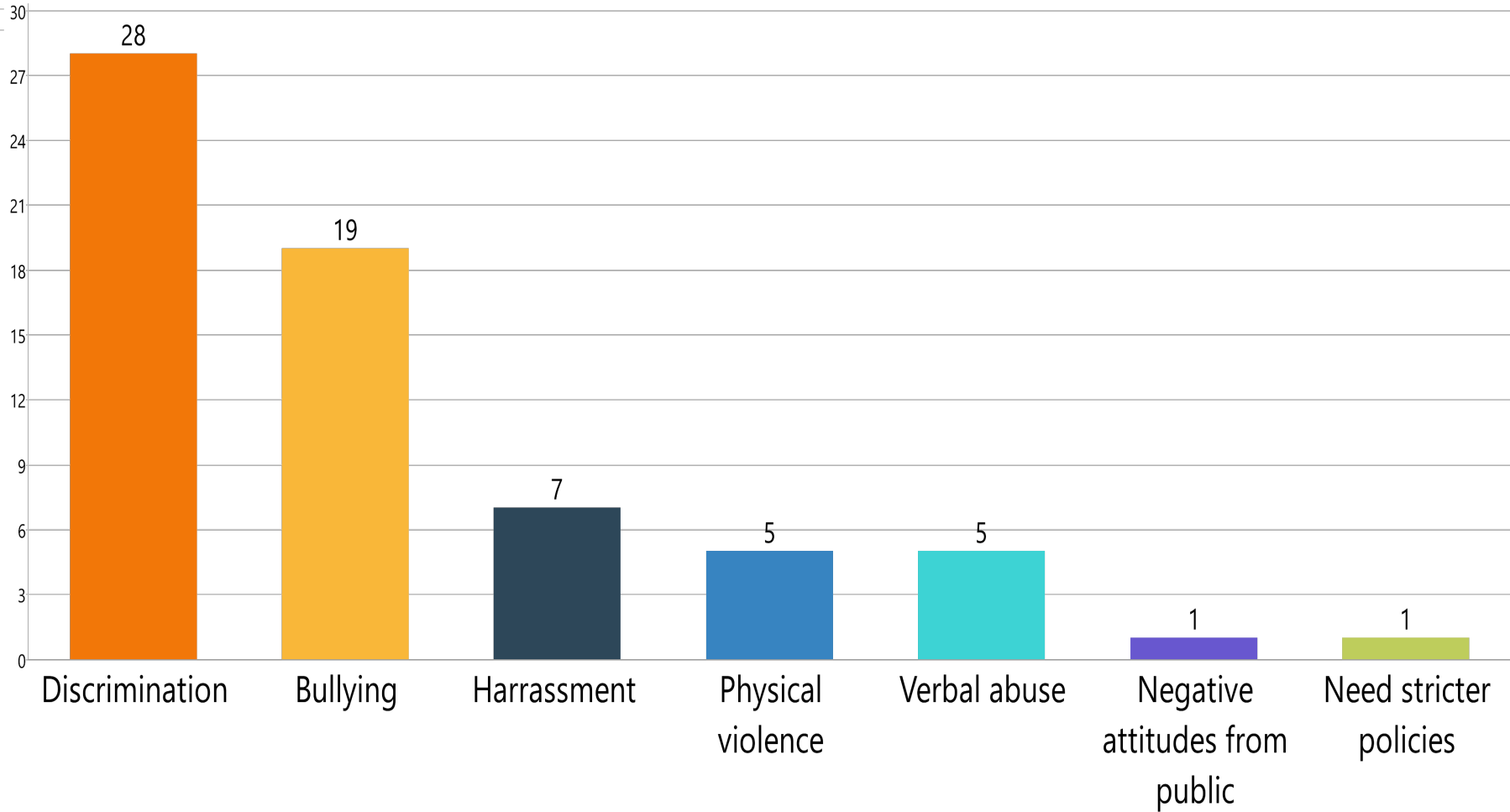
Poor leadership



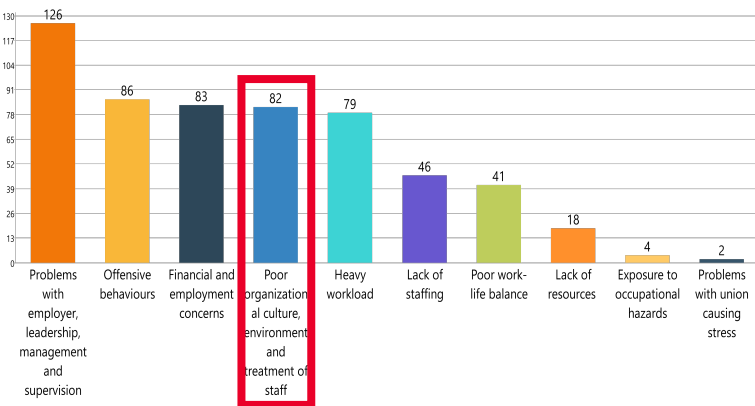
Poor working conditions



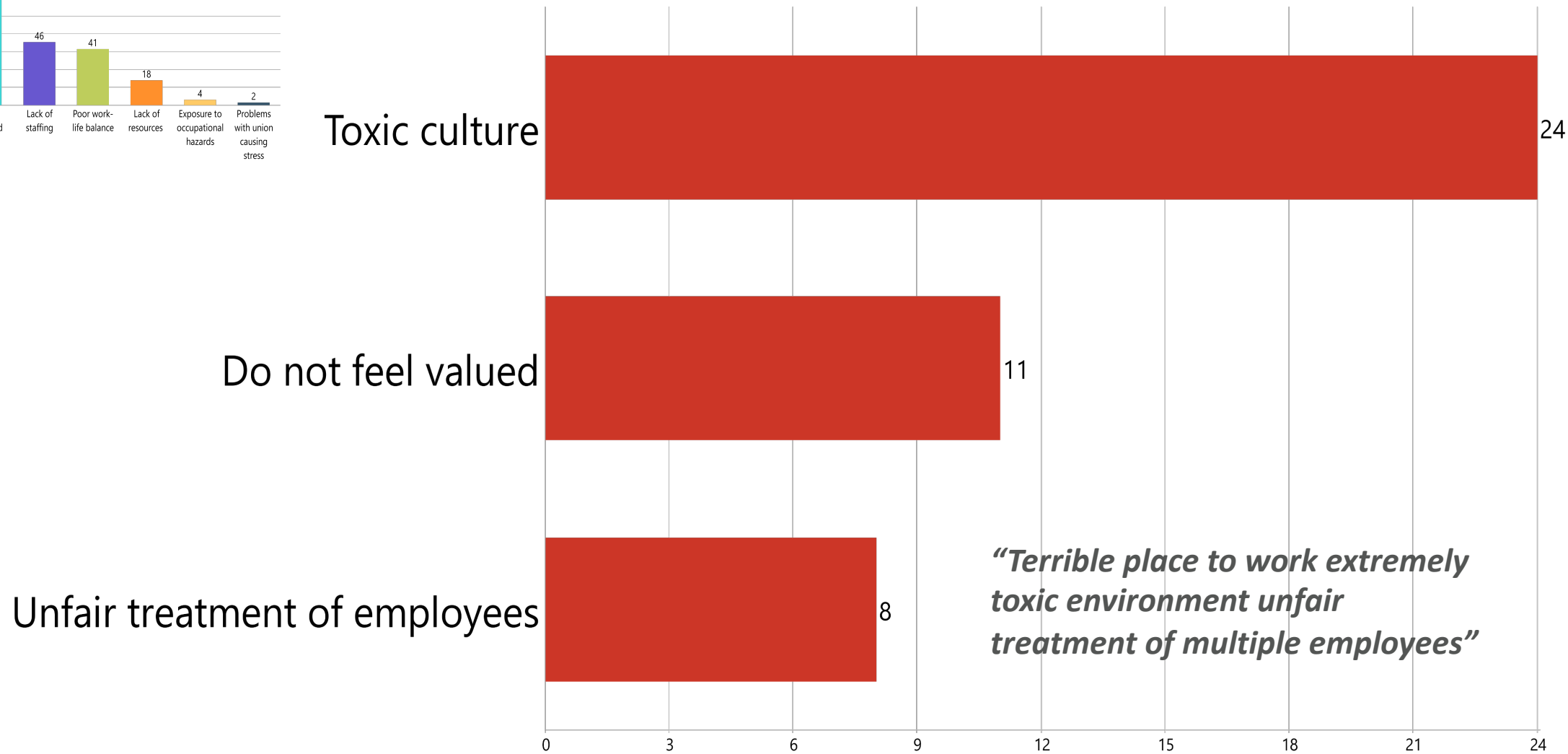
Offensive behaviours



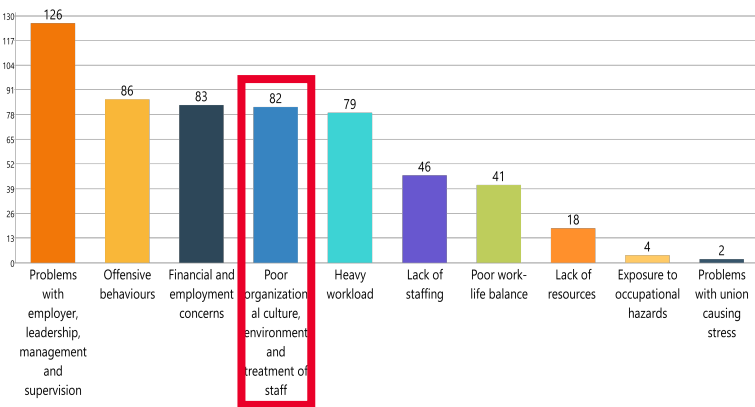
Poor working conditions



Poor work culture

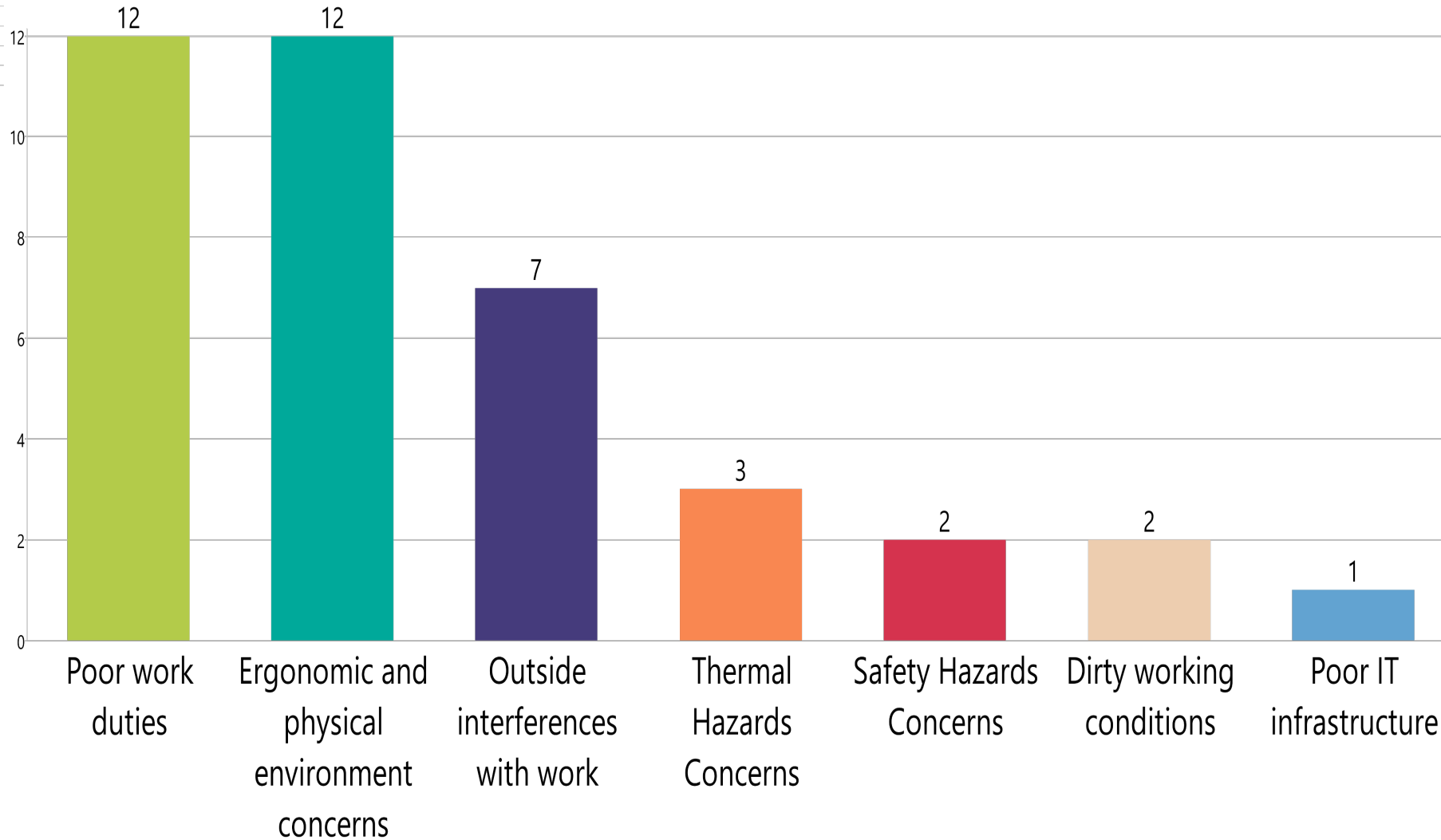


Poor working conditions

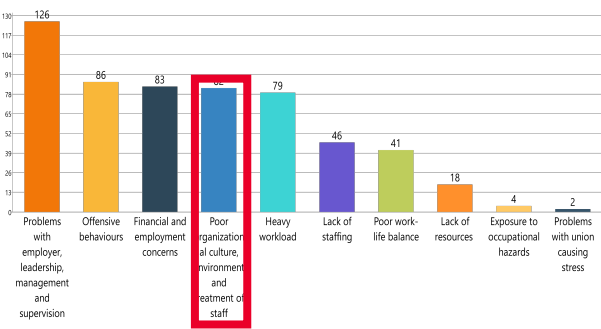


“Education has been through a roller coaster in the past 2 years. In class learning, shifting to online learning and back again has been extremely stressful.”

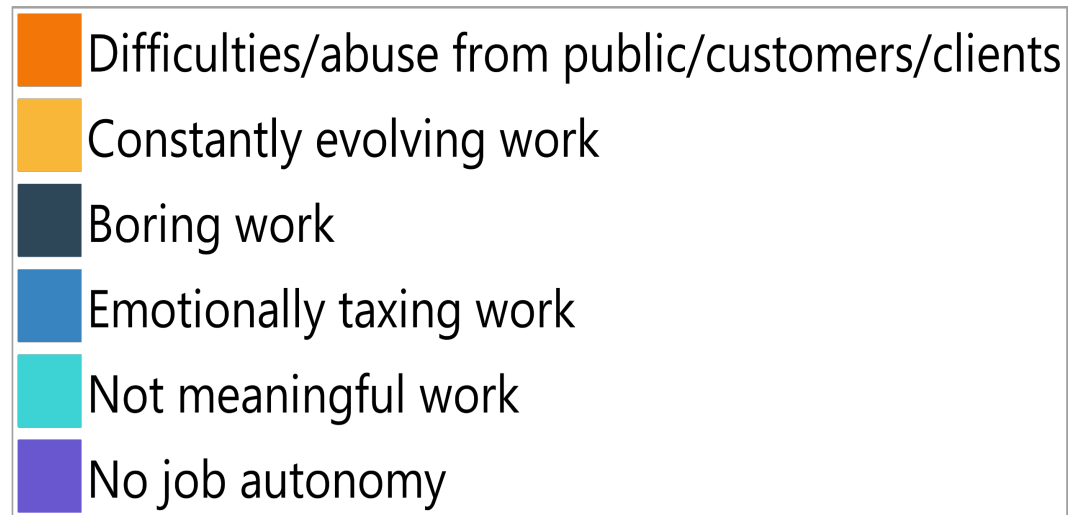
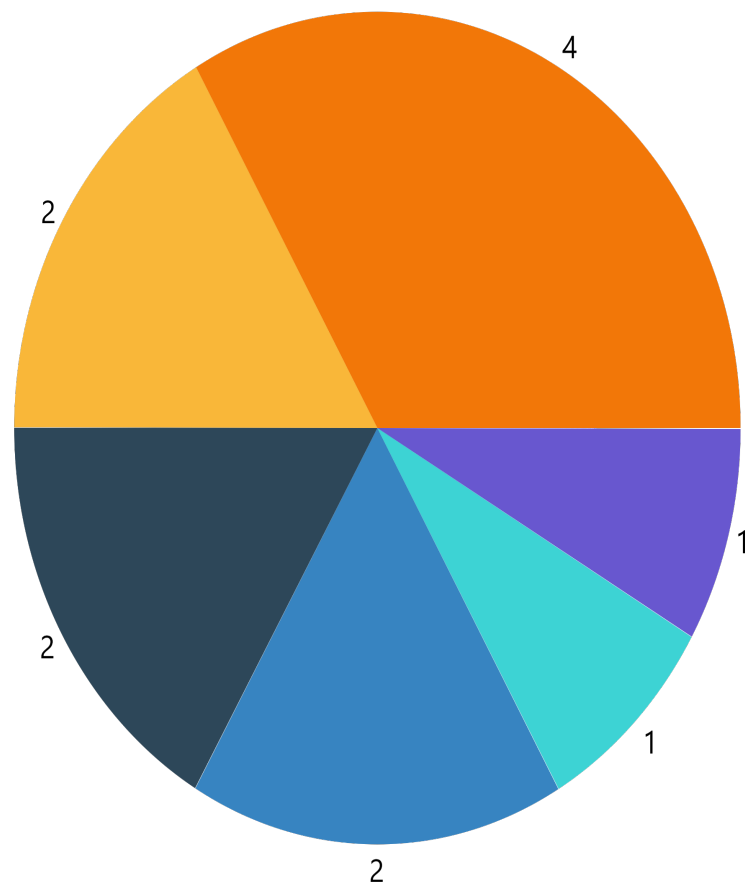
Poor work environment



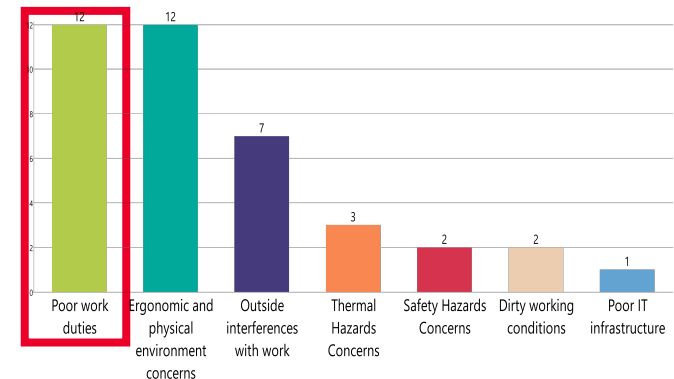
Poor working conditions



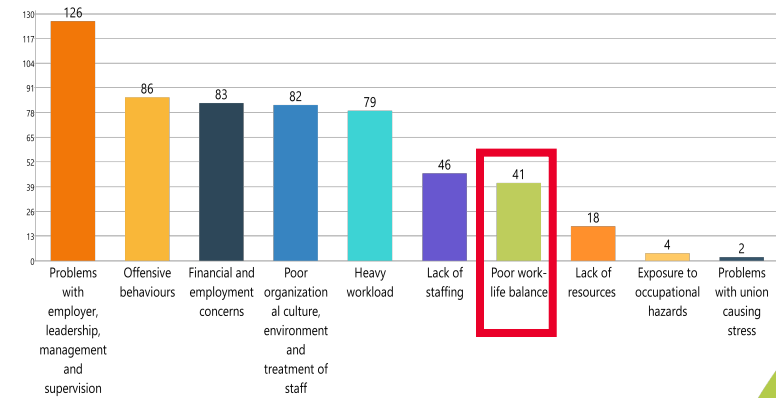
Poor work duties



Poor work environment

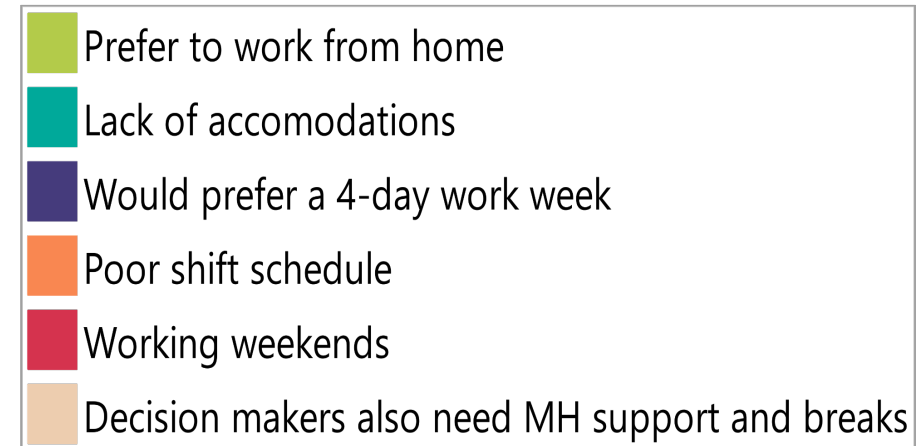
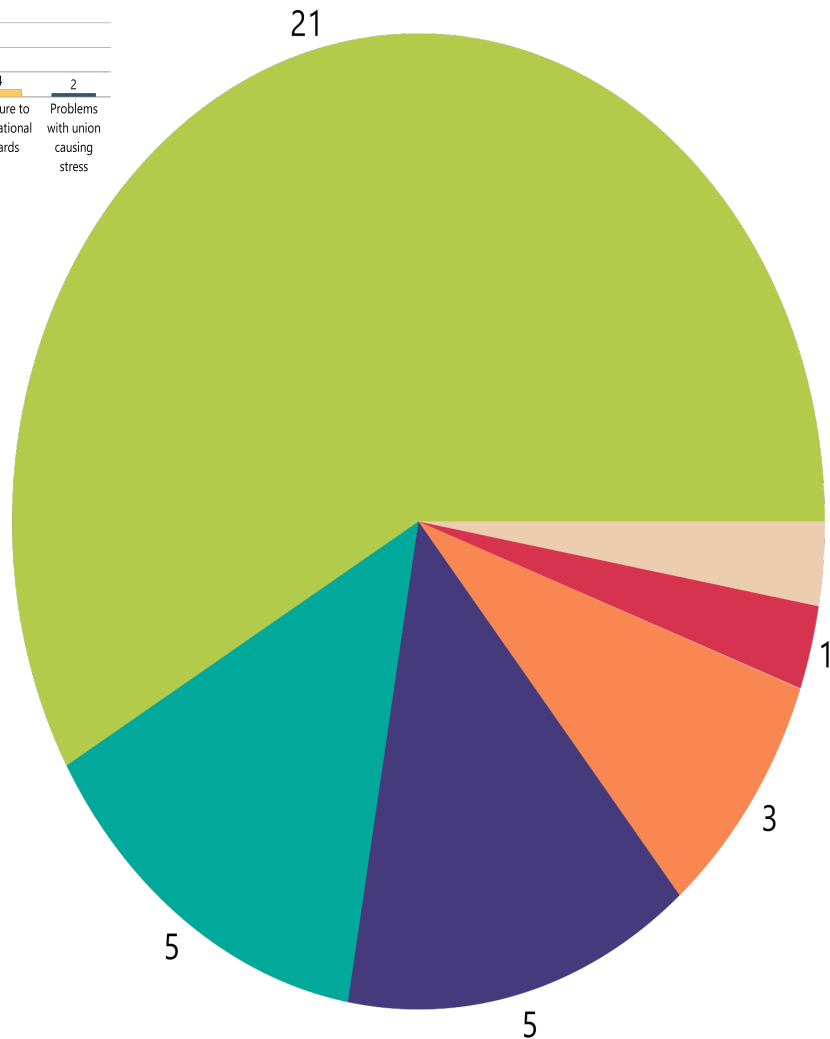


Poor working conditions

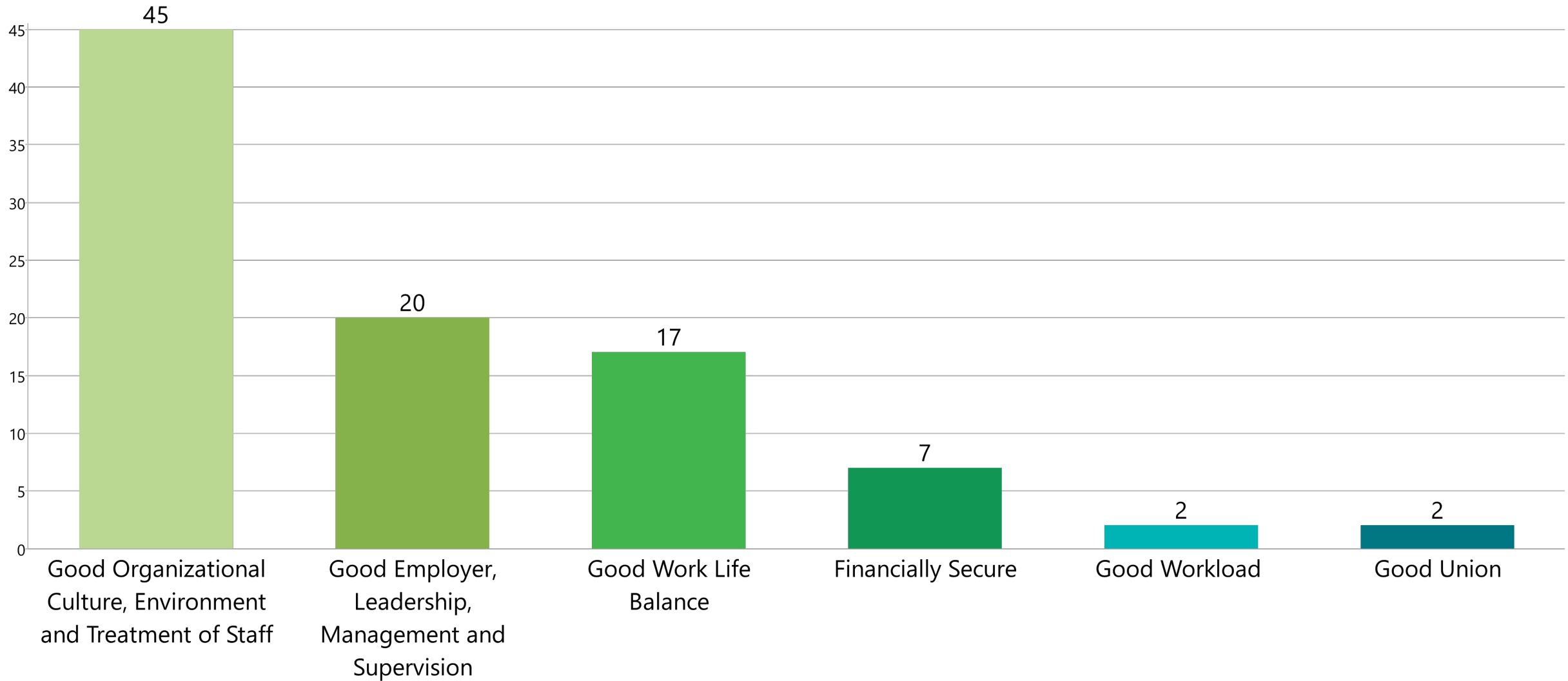


“work is stressful. we are so short staffed that patients suffer and it's hard to see that suffering. There is a lot of moral distress. Our vacations and time off are denied so there is no work-life balance.”

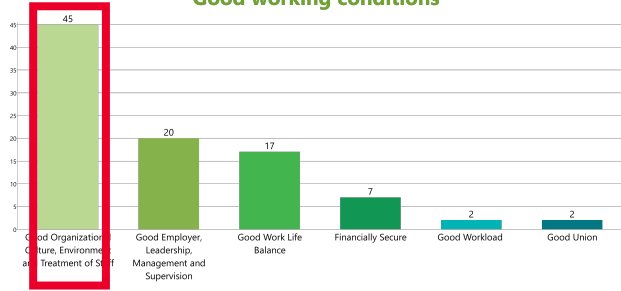
Poor work-life balance



Good working conditions

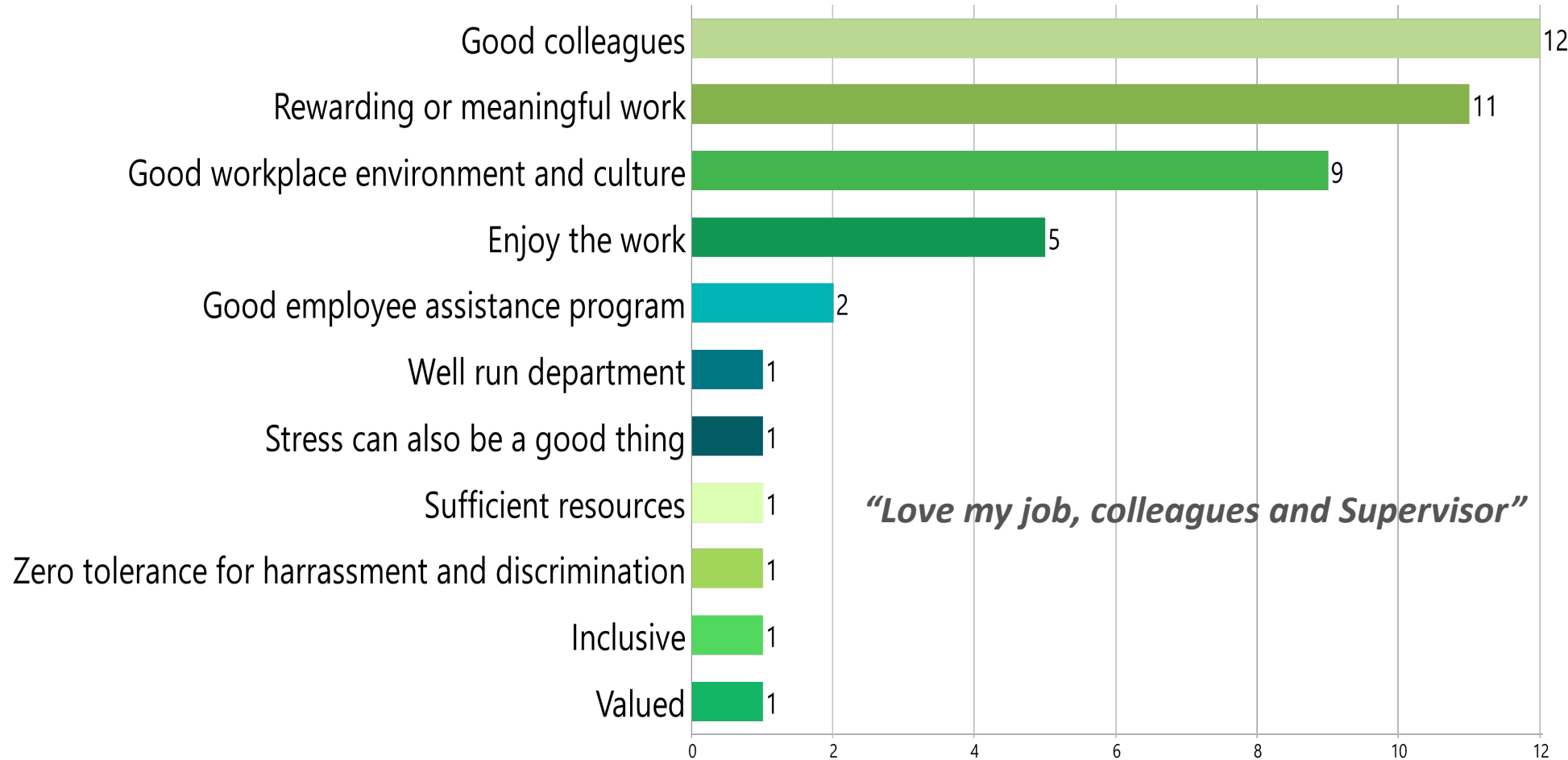


Good working conditions



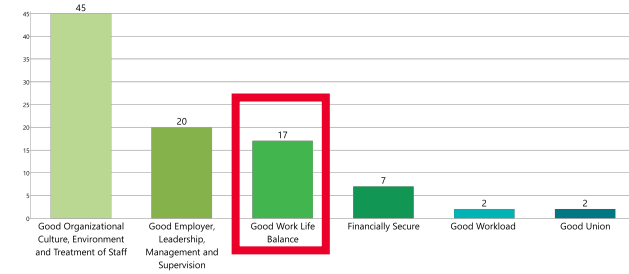
“I think my employer does a good job at managing working conditions and reducing stress while encouraging good, healthy habits. We also have access to an employee assistance program that is available 24/7 and is only a call away.”

Good organizational culture, environment and treatment of staff



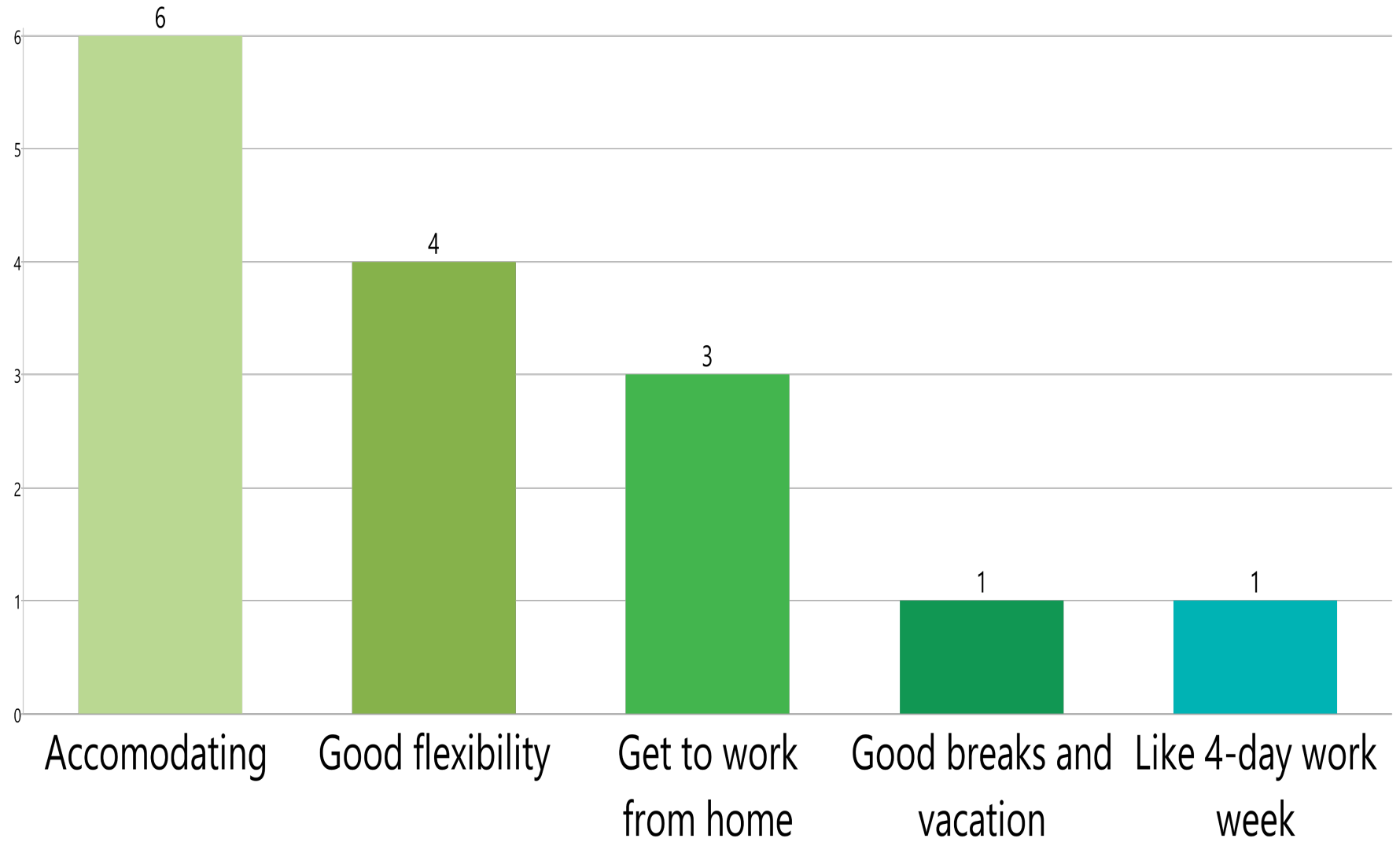
“Love my job, colleagues and Supervisor”

Good working conditions

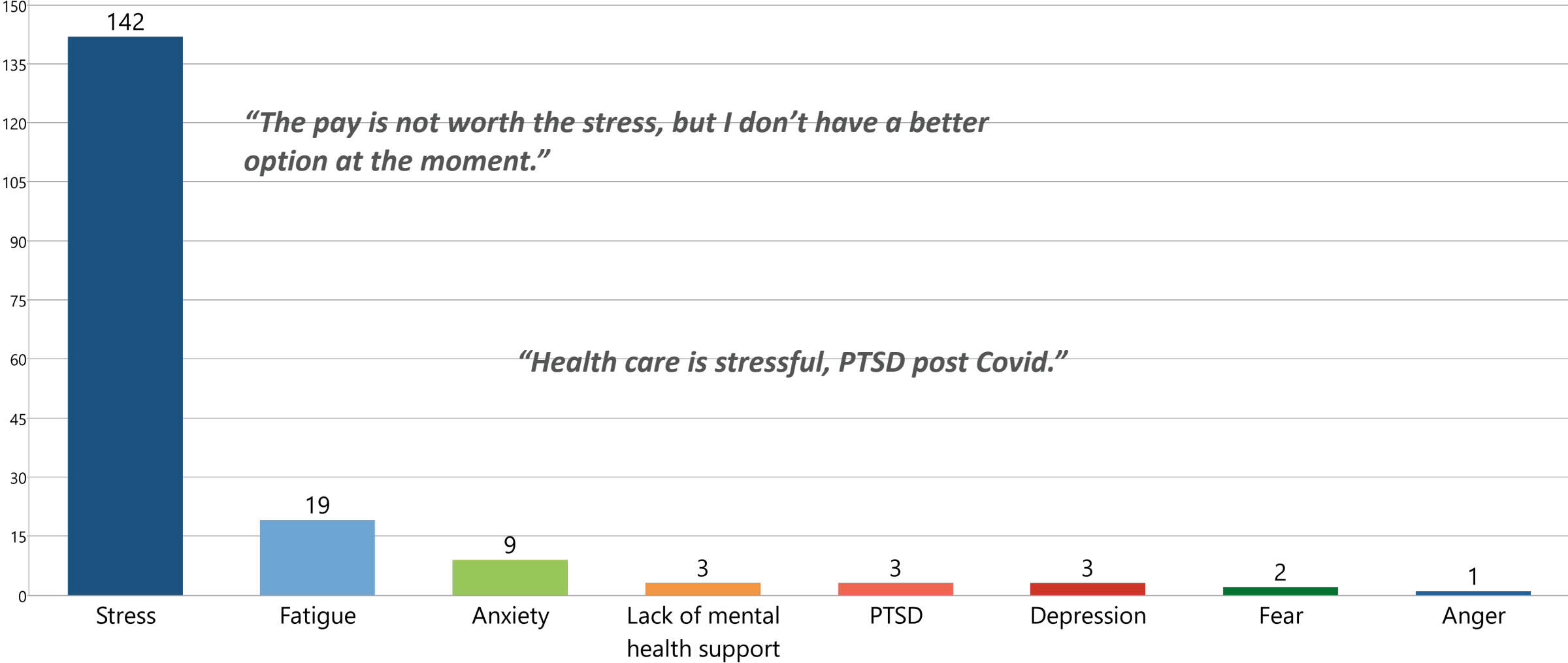


“Generally, work conditions are flexible, occasional crunch times when extra hours are needed but then we usually get that time back in lieu after.”

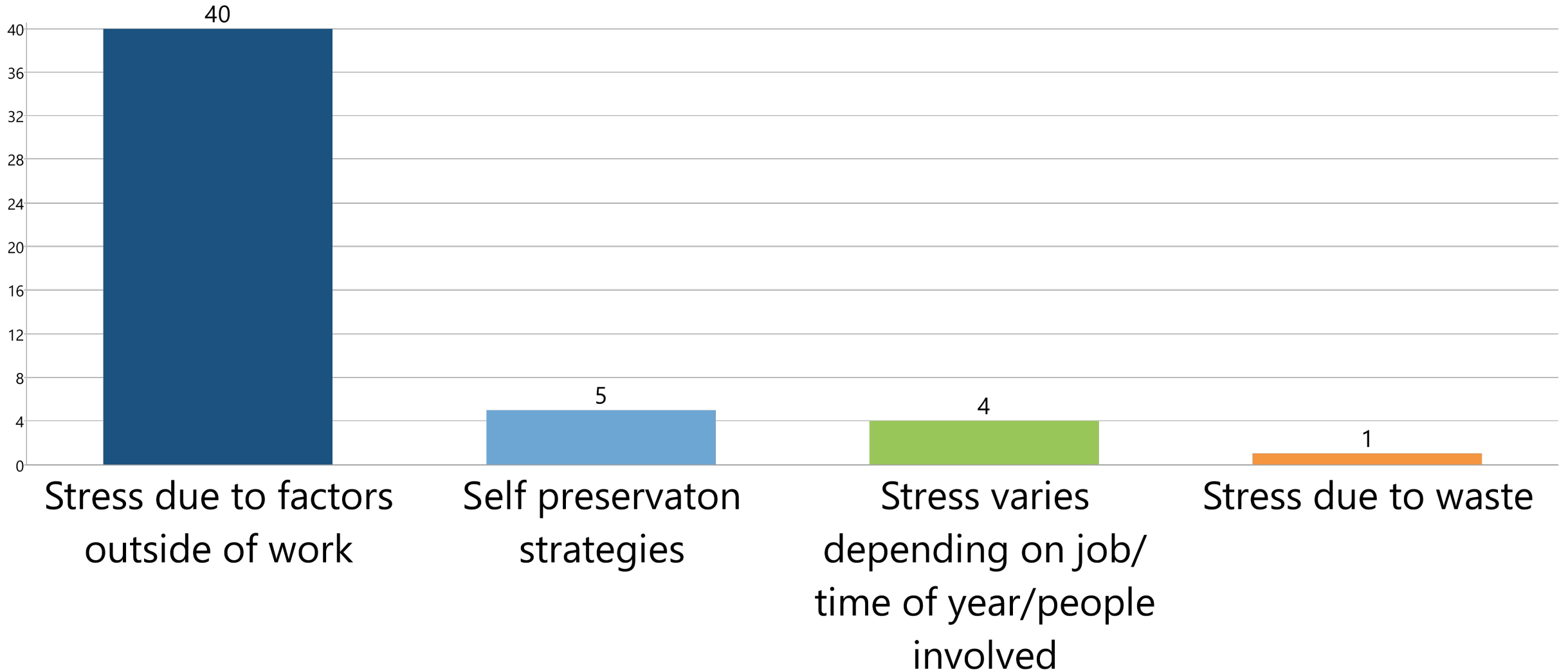
Good work-life balance



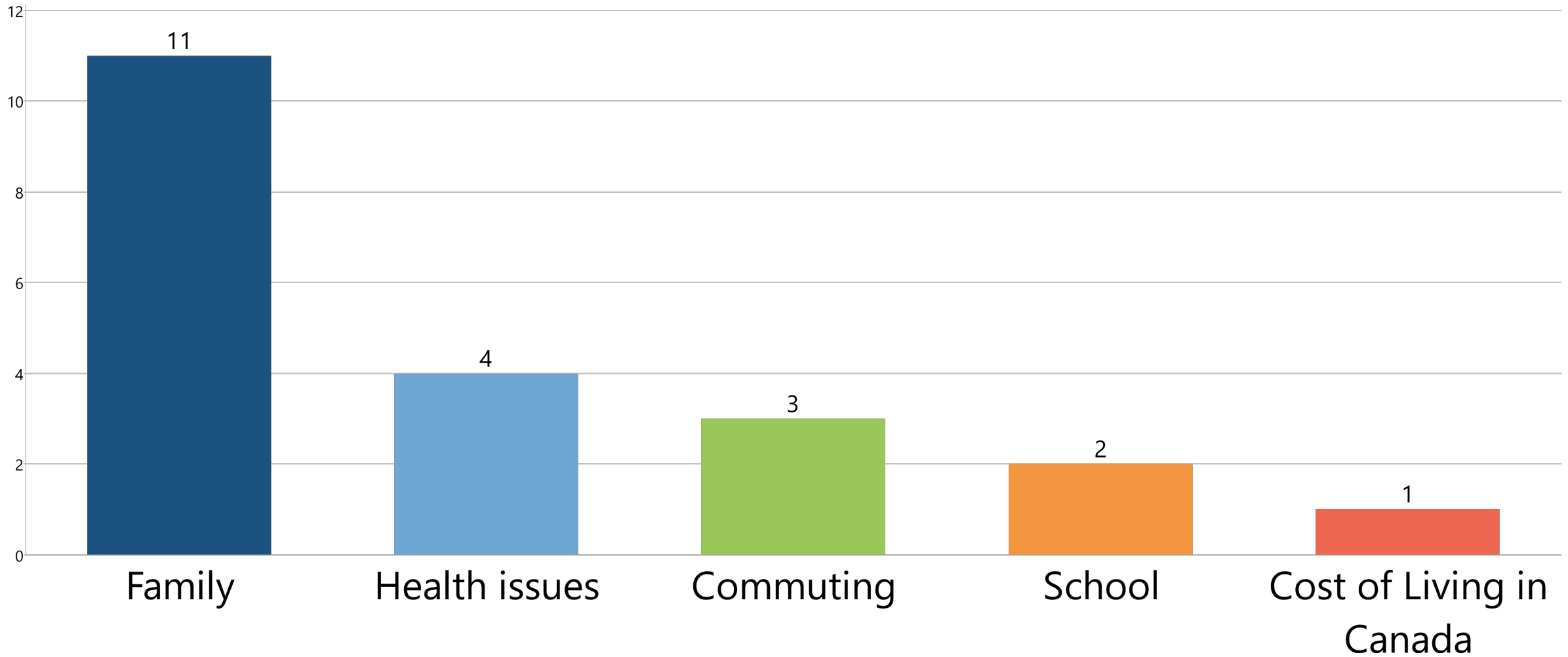
Mental health concerns



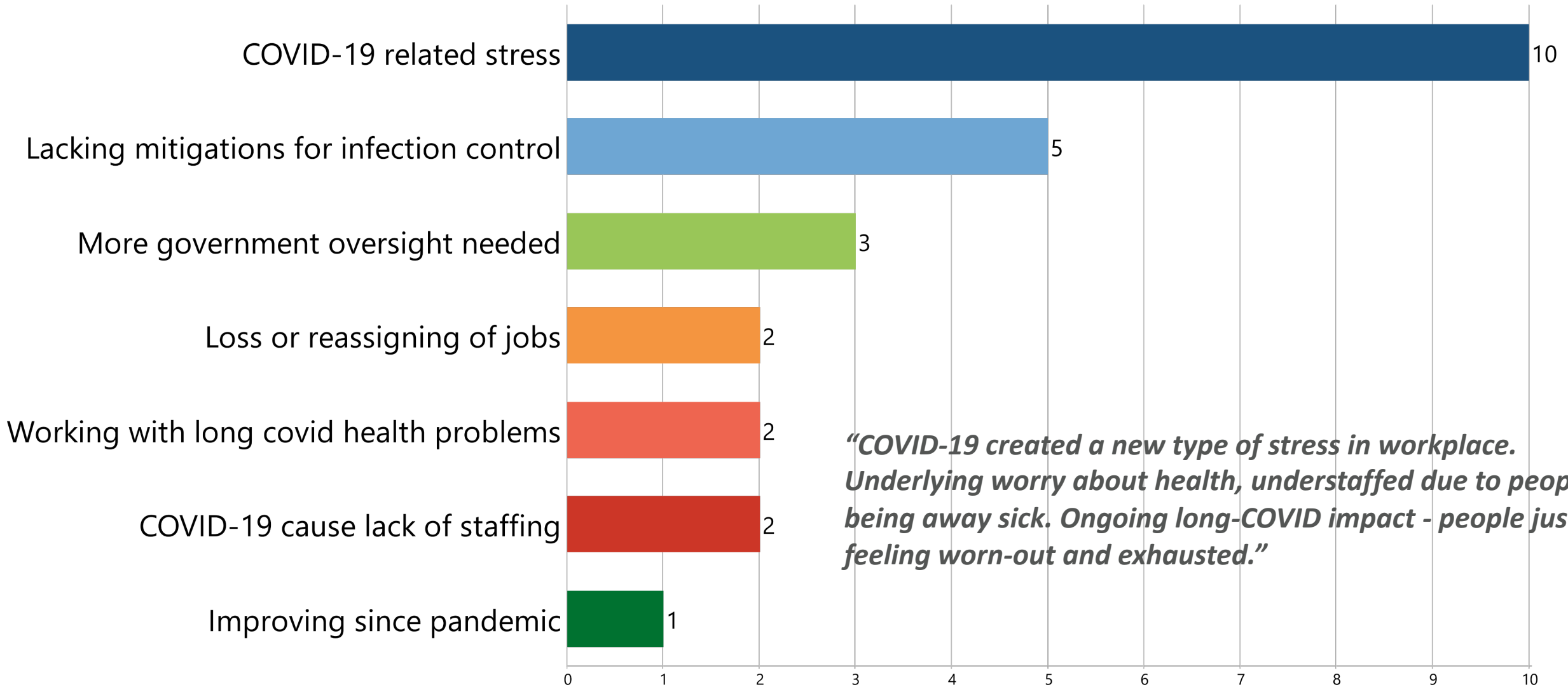
Stress



Stress due to factors outside of work

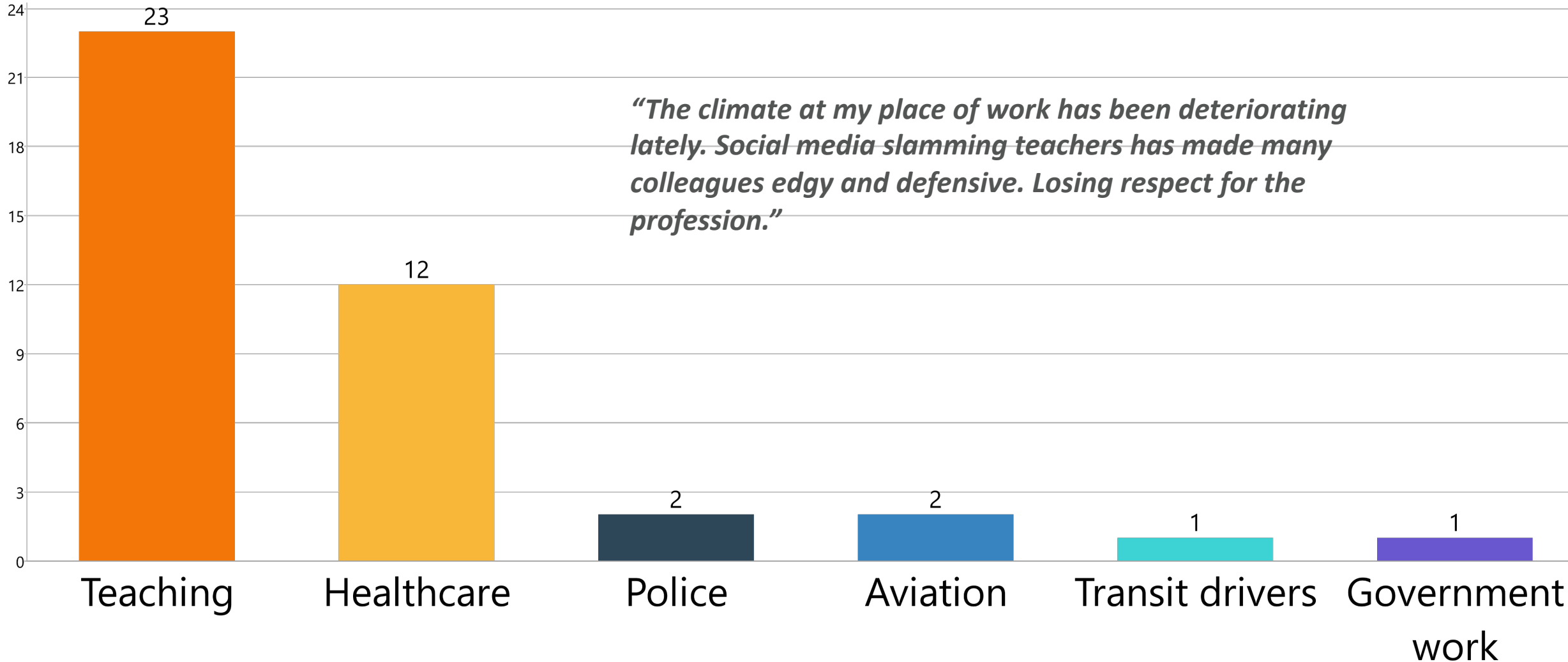


Impact of COVID-19

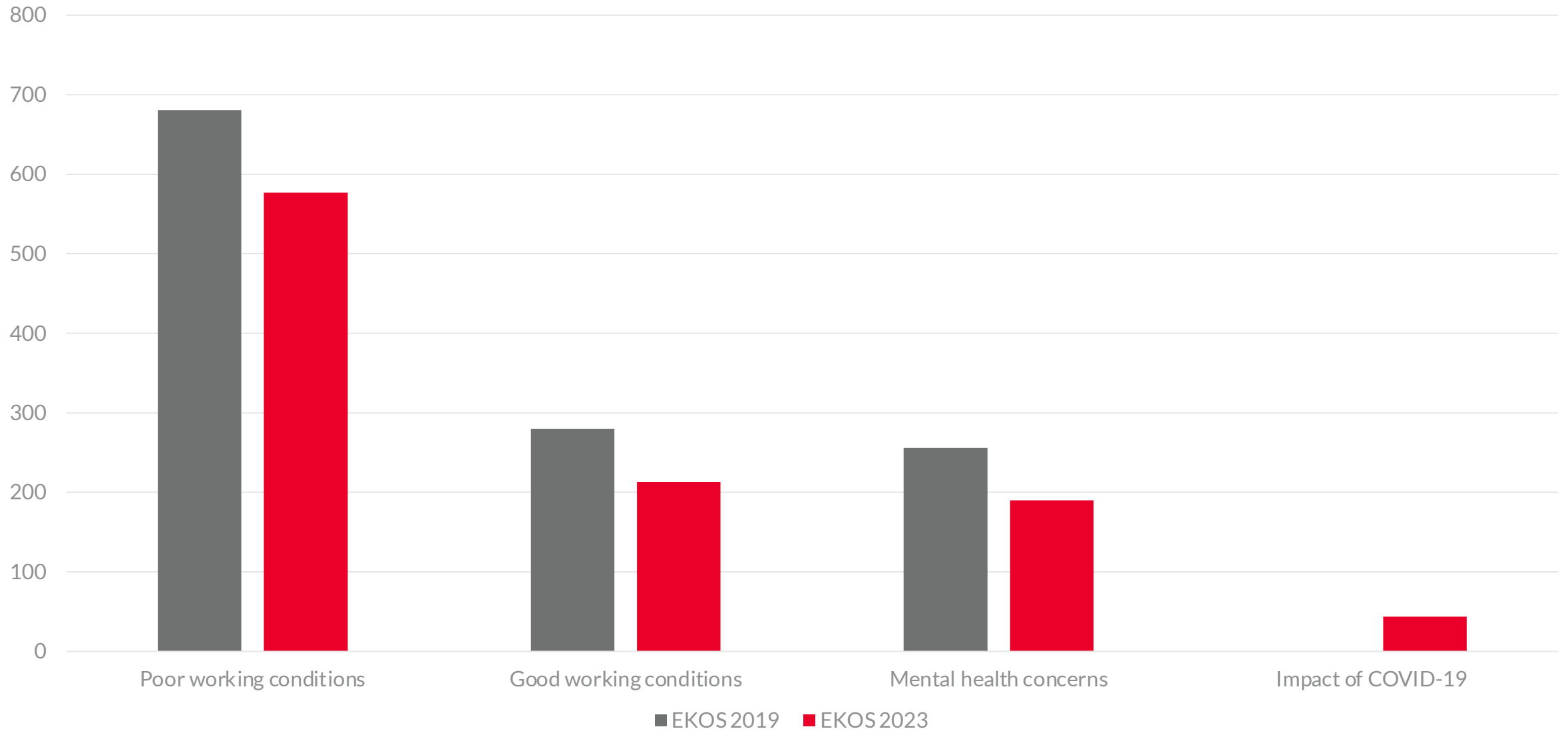


“COVID-19 created a new type of stress in workplace. Underlying worry about health, understaffed due to people being away sick. Ongoing long-COVID impact - people just feeling worn-out and exhausted.”

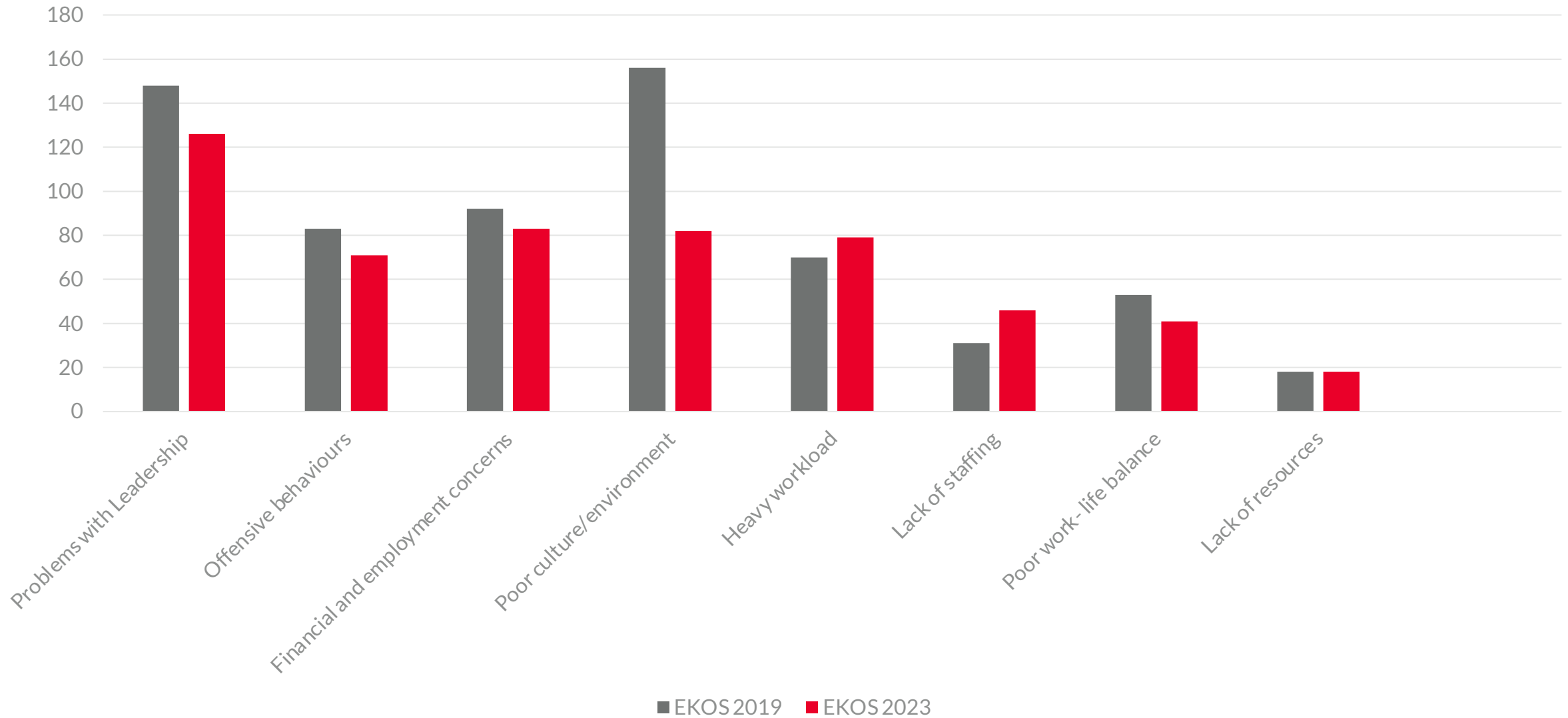
Occupation specific



Comparison of main themes between EKOS 2019 and EKOS 2023



Poor working conditions



- Part of the poor work environment that was discussed more in 2019 was the issues dealing with the public, clients, customers and students. There was also more discussion on safety hazard concerns.
- However, in 2019 there was no discussion of COVID-19, where as that was a larger topic with 44 coded segments in 2023.
- Lack of staffing was discussed as being impacted by COVID in 2023
- 16 discussing working from home in 2023 compared to 5 in the 2019, and more discussed liking working from home in 2023. There were two comments about social isolation due to working from home in 2023.
- There appeared to be more discussion of violence from students in the 2019 survey, where teachers were more focused on changes from COVID in the 2023 survey.
- Discussions of burnout were more frequent with healthcare workers in 2023, blaming the pandemic. Some burnout was blamed on the pandemic.
- More political comments in 2023.

Thank You

If you have any questions about this presentation,
please contact me at the email below
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**Or visit the OHCOW website @
www.ohcow.on.ca**