



**I SIMPÓSIO  
DE INVESTIGAÇÃO JÚNIOR  
EM PSICOLOGIA**  
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# **I SIMPÓSIO DE INVESTIGAÇÃO JÚNIOR EM PSICOLOGIA**

A Importância da Investigação em Psicologia

## **RESUMOS**

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# **PSYCHOSOCIAL HAZARDS AND COPING STRATEGIES: AN EXPLORATORY STUDY WITH VICTIM SUPPORT PORTUGUESE PROFESSIONALS**

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Considered a public health problem and a violation of human rights, interpersonal violence is present in all societies, affecting about 25% of the adult population. In order to guarantee their safety and recovery, the intervention of professionals specialized in victim support is essential. These professionals are part of multidisciplinary teams, whose work is characterized by lengthy and emotional contact with the victims, which can enhance the development of conditions such as occupational stress and burnout. However, the lack of representativeness of these professionals in scientific studies means that their working conditions and the protective factors they adopt in the face of stress are not known. The present investigation aims to identify the most pressing psychosocial hazards to which Portuguese professionals supporting victims of interpersonal violence are exposed and to characterize the coping strategies adopted in the face of stressful situations. Through a qualitative methodology, data was collected by conducting semi-structured interviews with 10 professionals from different academic backgrounds and belonging to six Portuguese Private Institutions of Social Solidarity (IPSS) in support of victims of violence. The results indicate that these professionals are exposed to psychosocial hazards related to the precariousness of their employment contracts and remuneration, the high emotional demands of their functions, the unpredictable tasks, the conflict between work and personal life and the high workload and that they adopt strategies that allow cognitive distance from the stressful situation and seek social support inside and outside the organization.

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