Abstract #: 326 **Presented by: Maryana Arvan, BA, Graduate Student**

Customer Mistreatment and Musculoskeletal Disorder Symptoms

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Keywords: customer verbal aggression, customer incivility, musculoskeletal disorder symptoms

Objective: To examine whether exposure to low-intensity and high-intensity customer mistreatment relates to musculoskeletal disorder symptoms among customer service employees.

Methods: Participants were 134 individuals who worked at least 20 hours per week in a customer service occupation. Participants were recruited via snowball sampling and from the USF Department of Psychology human subjects pool. Each participant completed an anonymous, web-based survey with a number of measures, including overall perceptions of customer verbal aggression and customer incivility, exposure to an incident of customer verbal aggression over the past year and/or month, and musculoskeletal disorder symptoms over the past six months.

Results: Overall perceptions of customer verbal aggression and customer incivility positively related to pain in the low back, upper limb, upper body, and lower extremity areas. Exposure to an incident of customer verbal aggression over the past year positively related to upper body pain.

Conclusion: The results of this study suggest that both high-intensity (i.e., verbal aggression) and low-intensity (i.e., incivility) customer mistreatment are positively related to musculoskeletal disorder symptoms among customer service employees.

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Abstract #: 327 **Presented by: Leah Brown, Graduate Student**

High Heat: Risk and Related Illnesses for Florida Delivery Drivers

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Keywords: Heat Vulnerability Exertion Preventable

Objective: Prevention of heat stress amongst Florida delivery drivers.

Methods: Review and summary of occupational safety and health research literature.

Results: Exposure to high heat and humidity, when coupled with intense physical activity multiplies vulnerability to heat related illnesses. Environmental heat; direct sunlight, radiant heat from the asphalt and concrete, and the internal metabolic heat generated by exertion, make delivery drivers in Florida extremely vulnerable.

Conclusion: Heat stress is preventable; with proper education and allocation of time for rest and hydration, delivery drivers can remain safe.

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