

0.25. Fifty-nine percent of the youth spent more than two hours daily on the Internet and 73% admitted having been bullied online at least once while 19% said it happened often. The profile of harassers included strangers, followed by acquaintances and schoolmates. The platforms where harassment was most present were Facebook, Instagram and WhatsApp. The most frequent types of cyberbullying were private hate messages, humiliating comments about physical appearance and messages with sexual connotations. After the harassment, 65% of victims did not tell anyone; 68% of victims felt angry, and one in five felt suicidal. Among the most common comorbidities were adjustment disorder, anxiety and depressive symptoms, aggressive behavior, and suicidal ideation. Half of the youth felt that cyberbullying had impacted their school or family life.

Conclusions: Parents, educators, and health professionals need to be aware of the risks of virtual communication, and the link between cyberbullying and mental health disorders, and to develop national intervention and prevention programs.

Disclosure of Interest: None Declared

EPV0496

Occupational factors related to burnout among agents of a service center of a telecommunications operator in Tunisia

Z. Athimni^{1*}, A. Chouchen¹, H. Kalboussi¹, M. T. Haloul², A. Aloui¹, A. Gaddour³, M. Bouhoula¹, M. O. Maoua¹, A. Brahem¹, O. Maalel¹, S. Chatti¹, I. Kacem¹ and N. Mrizak¹

¹Service de médecine du travail et de pathologies professionnelles - CHU Farhat Hached 4002 Sousse, Tunisie., Université de sousse;

²Département de médecine de famille, Faculté de médecine Ibn El Jazzar, Université de Sousse, Tunisie., Sousse and ³Service de médecine du travail, Hôpital Régional Ibn El Jazzar Kairouan, Tunisie, Université de sousse, Kairouan, Tunisia

*Corresponding author.

doi: 10.1192/j.eurpsy.2023.1826

Introduction: Burnout syndrome (BO), considered to be the final stage of stress, is a dynamic process resulting from the gradual loss of the employee's ability to face psychosocial risk factors and the exhaustion of personal resources. This syndrome can affect all professional categories. It represents a major threat for the worker and has a high economic cost

Objectives: To identify the professional factor associated with BO among agents of a service center of a telecommunications operator in the governorate of Sousse in Tunisia

Methods: Cross-sectional descriptive study, conducted from February 1st, 2020 to January 31st, 2021 among agents of a service center of a telecommunications operator in the agencies of the governorate of Sousse. The collection of data was based on an anonymous self-questionnaire. The evaluation of stress was done via validated measurement instruments, namely the questionnaires of Siegrist and Karasek and the evaluation of BO by the Maslach Burnout Inventory (MBI).

Results: Ninety four actel agents were identified in our study, and 59 participants answered the questionnaire. The average age of our population was 43.93 ± 8 years. The female gender was predominant with a sex ratio of 0.48. The Karasek Job Content Questionnaire showed that 23.7% of the participants were in job strain.

Furthermore, 28.3% of our total population had an imbalance between extrinsic efforts and rewards. The assessment of burnout by the Maslach Burnout Inventory showed that 64.2% of the workers were in occupational BO, and in 11.8% of these cases, BO was considered high. Our study showed that work-related organisational and environmental factors were significantly associated with BO, such as the number of customers seen per day: exceeding 50 ($p = 0.048$) and being a victim of verbal aggression ($p = 0.038$).

Conclusions: The results of this study showed that BO among agents of a service center of a telecommunications operator in Tunisia, was significantly associated with some professional factors. Therefore, in the future, it would be advisable to improve the working conditions of these agents by introducing collective and organisational preventive measures (primary prevention) and individual measures (secondary prevention) and by facilitating their professional reintegration (tertiary prevention) to avoid relapses.

Disclosure of Interest: None Declared

Emergency Psychiatry

EPV0497

RELATIVES EXPERIENCE IN MOROCCAN PSYCHIATRIC EMERGENCY

A. Tounsi*, B. ZINEB, H. CHEBLI, F. LABOUDI and A. OUANASS

Arrazi university psychiatric hospital, SALE, Morocco

*Corresponding author.

doi: 10.1192/j.eurpsy.2023.1827

Introduction: In terms of care, family has a major role to play in the evolution of psychiatric illness.

Our aim in this work is to determine the family experience during the hospitalization of their sibling in the emergency room of the psychiatric university hospital Ar-Razi in Salé.

Objectives: Our aim in this work is to determine the family experience during the hospitalization of their sibling in the emergency room of the psychiatric university hospital Ar-Razi in Salé.

Methods: Our work was carried out with families of patients admitted to the emergency department of the psychiatric university hospital Ar-Razi in Salé.

The data collection was carried out with the help of a questionnaire including several items.

Results: Sixty-five family members were included in this study. Their relatives hospitalized in the psychiatric emergency department were male in 70% of cases with an average age of 32.4 years.

- In 76% of the cases, the family member interviewed was the one who requested hospitalization;
- 55% of those interviewed were parents.

The analysis of relatives' feelings during the hospitalization showed:

- Feelings of guilt were related to feelings of fear of exclusion and worries.
- Feelings of fear and exclusion were mostly expressed by mothers of patients hospitalized for the first time