



Working and Competence Requirements of Medical Assistants during COVID 19

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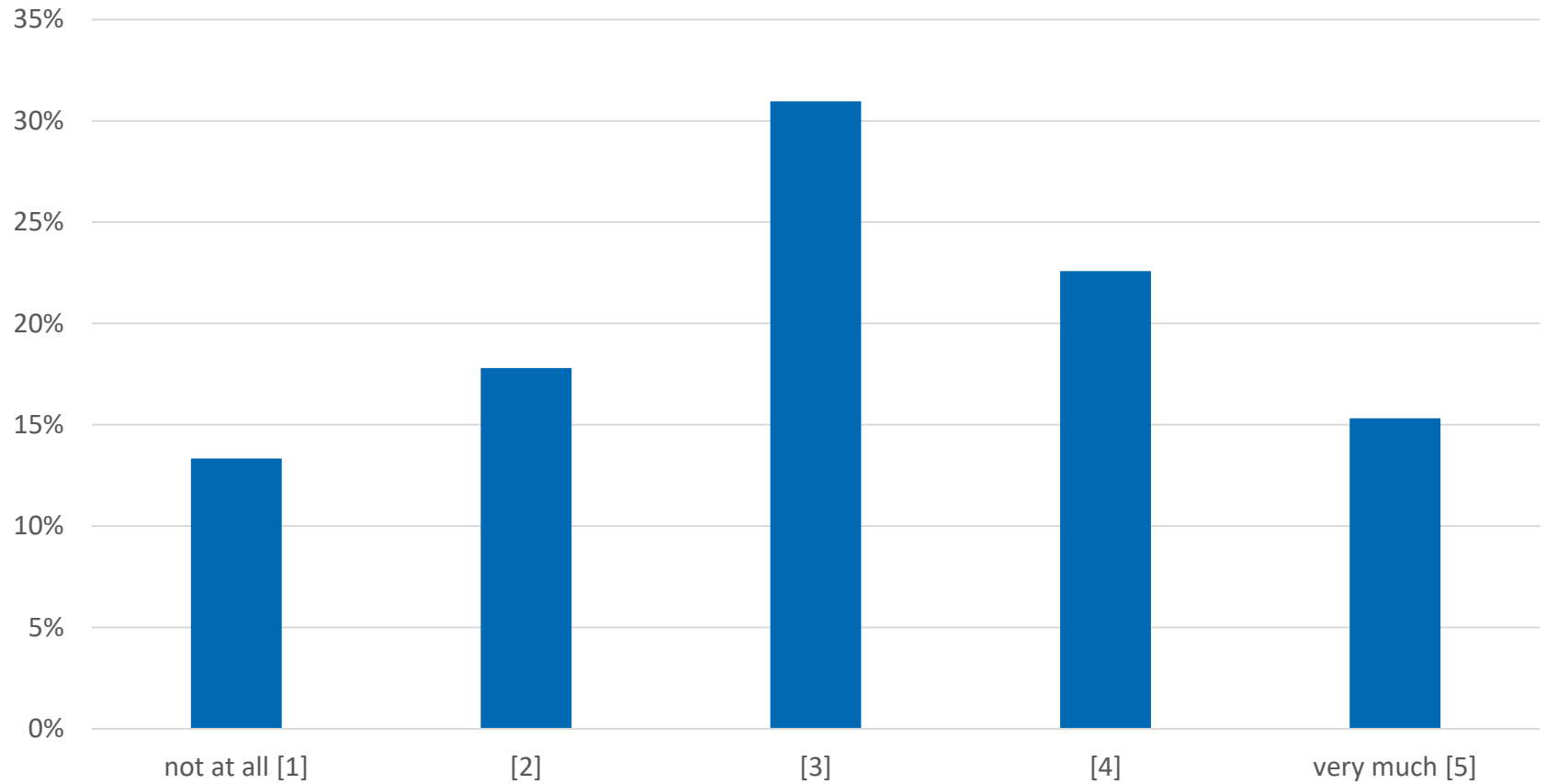
Bonn, Germany

Survey on Medical Assistants in Training

- Online survey in September/ October 2020
- 1,253 Medical Assistants in 2nd & 3rd year of training in Germany, Ø age: 21.5, 97.4% female
- Full report (in German): <https://lit.bibb.de/vufind/Record/DS-185635>

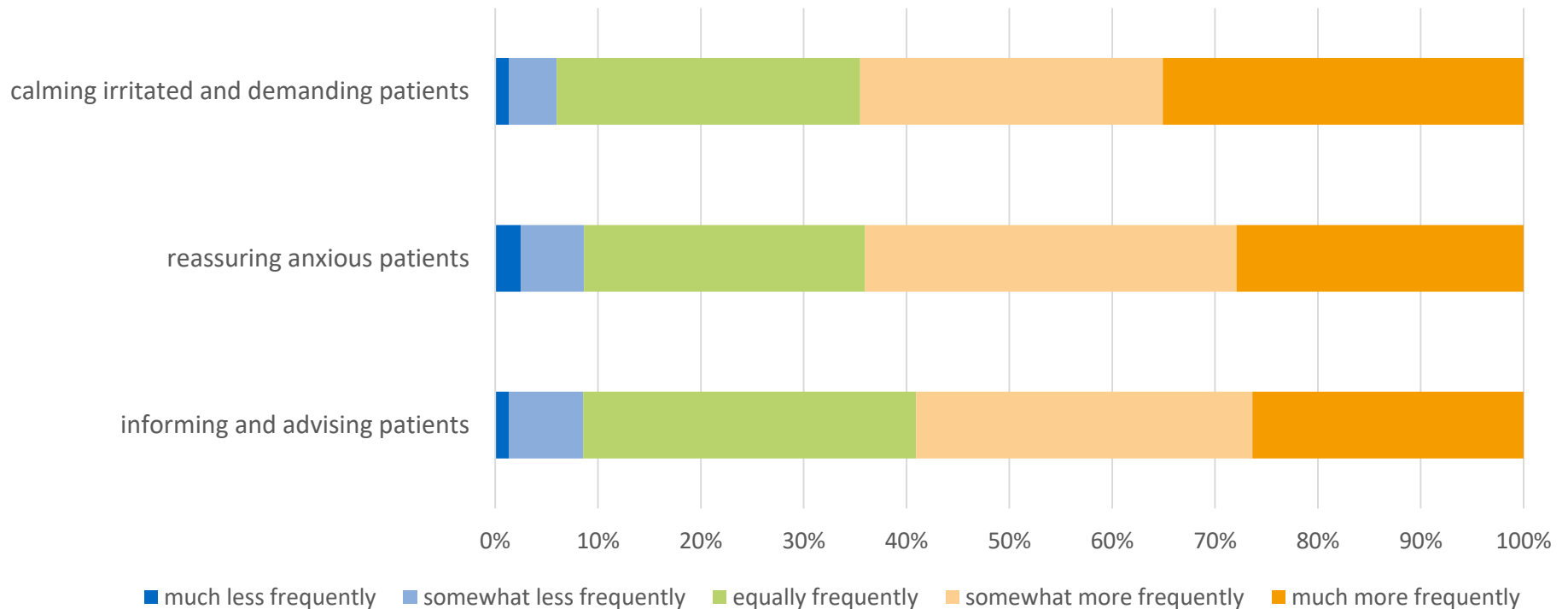
Changes in Communication Demands

Question: "How much has communication at work changed because of the Corona pandemic?"



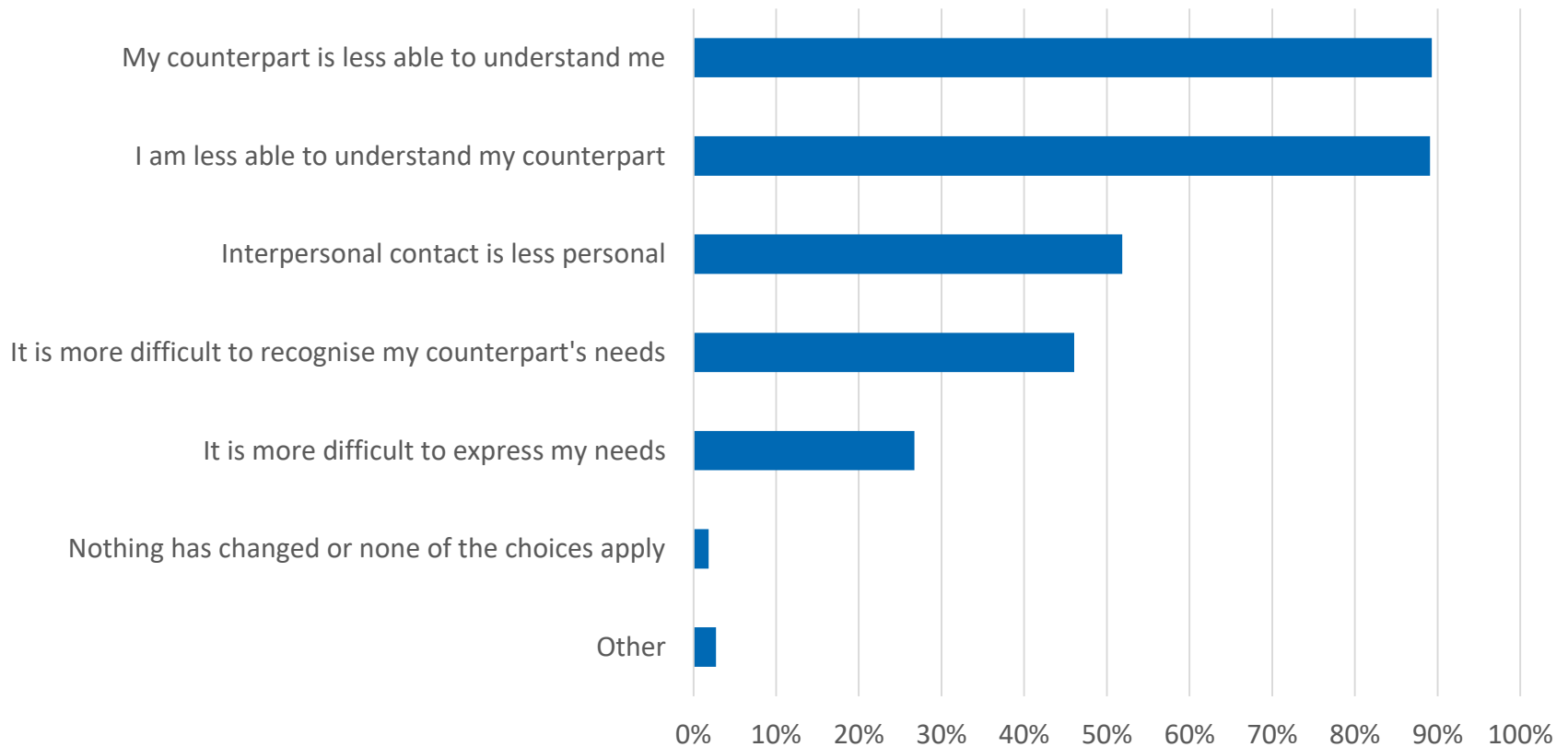
Changes in Communication Demands II

Question: "Which of the following communication situations occur more or less frequently since the start of the Corona pandemic?"



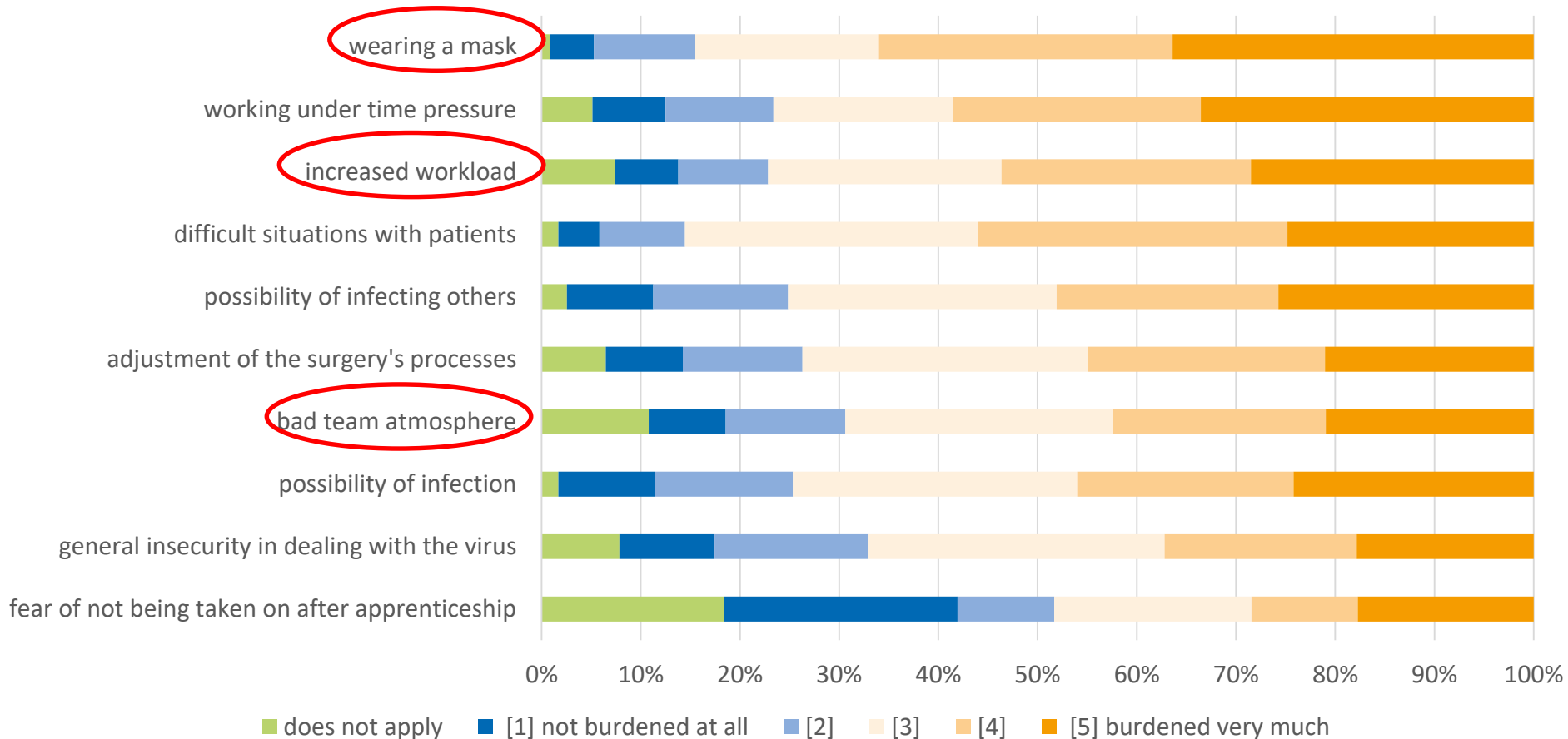
Changes in Communication Demands III

Question: "How has communication changed due to the safety measures (e.g. mask, distance-keeping, plexiglass window)?" (check all that apply)



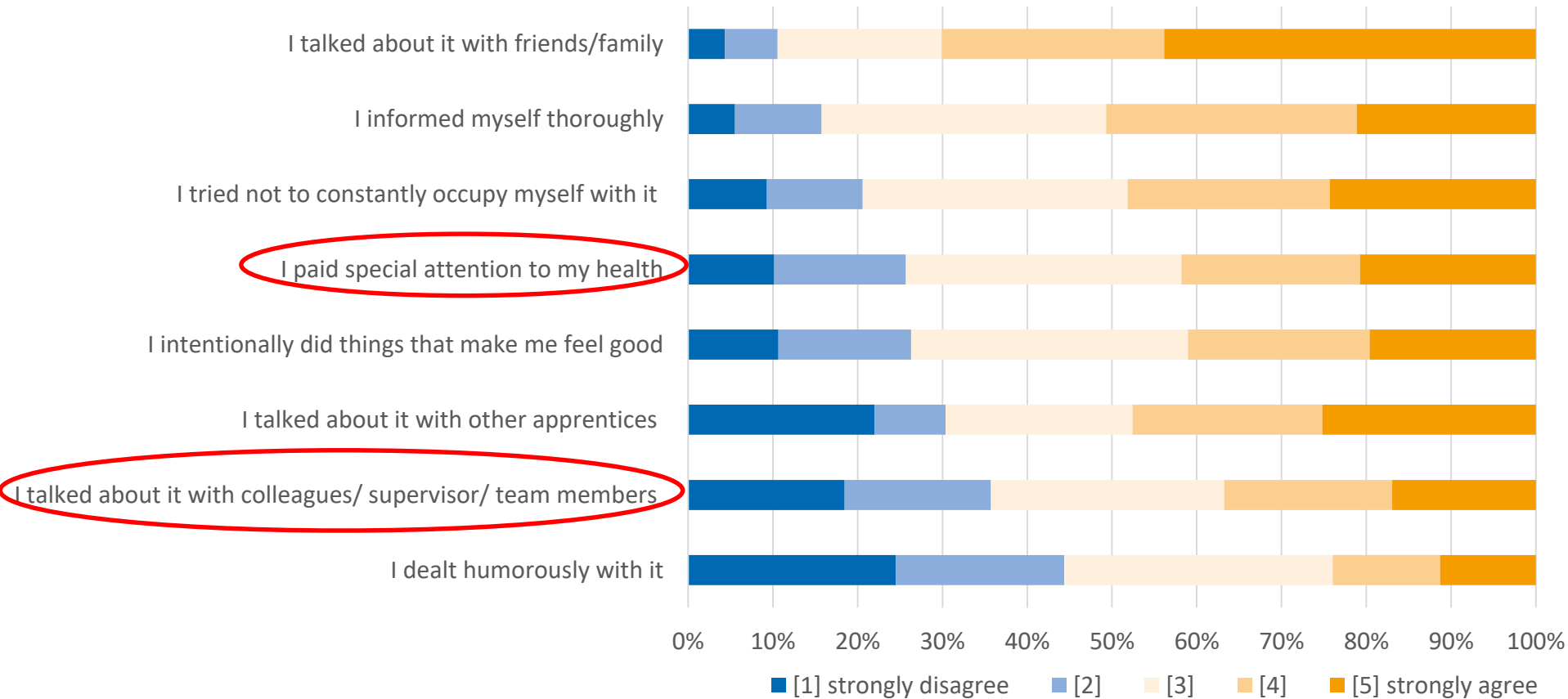
Stresses & Strains in the Corona pandemic

Question: " Please indicate how much you have felt burdened by the following aspects since the Corona pandemic."



Coping with Stresses & Strains

Question: How did you in general deal with the stresses and strains resulting for you from the Corona pandemic?



Thank you for your attention!

Dr. Annalisa Schnitzler

**German Federal Institute for Vocational Education and Training
Division 1.4 - Competence Development**

**Research Project „Promoting social and emotional competences in
vocational education and training: a study of trainee medical assistants “**

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