



FACT SHEET: 'Dealing with irritating events and situations'

About the National Psychology Week 2008 survey:

The Australian Psychological Society conducts an annual survey as part of National Psychology Week (9 – 15 November). This year's survey, '*Dealing with irritating events and situations*', investigated the daily hassles that irritate Australians the most and the coping strategies we are using to deal with them. 4,476 respondents completed the online survey. Download the full research report at: www.psychologyweek.com.au

Top 10 most irritating events and situations:

- Telemarketing calls (70 per cent)
- Inconsiderate/bad drivers (68 per cent)
- Unfriendly staff (64 per cent)
- Excessive advertising (60 per cent)
- Cigarette smoke (59 per cent)
- Sensationalising the news (59 per cent)
- Violence (59 per cent)
- Inconsiderate mobile phone use (58 per cent)
- Automated telephone services (56 per cent)
- Unsolicited email (54 per cent)

Top 10 factors that contribute to our irritability:

- Inconsiderate people (71 per cent)
- Being pushed for time (58 per cent)
- Self-centred people (57 per cent)
- Decline in social values (47 per cent)
- Changes in technology (22 per cent)
- Lack of regulations (17 per cent)
- Financial demands (17 per cent)
- A change in financial demands (17 per cent)
- Ending a relationship (9 per cent)
- Moving house (6 per cent)

General trends:

- Just over half of participants (52 per cent) reported there had been an increase in the number of irritating events and situations they were experiencing and that this change had occurred over the past five years (33 per cent of respondents)
- 59 per cent of participants felt people have become more accepting of irritable, and even aggressive, behaviour in response to irritating events and situations.
- Overall, those in the older age group reported that technology (e.g. automated telephone services and inconsiderate mobile phone use) was considered more of a daily hassle than the younger age group.

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