Reviewer's report

Title: Drivers' and conductors' views on the causes and ways of preventing workplace violence in the road passenger transport sector in Maputo City, Mozambique.

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Reviewer: Rebecca Mitchell

Reviewer's report:

This article describe the results of qualitative interviews with transportation workers in Maputo City, Mozambique regarding workplace violence. It describes the reported causal characteristics of workplace violence and also suggested prevention approaches identified by the transportation workers. The articles is well written and I only have a couple of minor comments.

Minor essential revisions:
Introduction – page 4, para 3, line 4 – should be ‘drug(s) use.

Methods – page 6 – are there more recent figures for the population of registered drivers and conductors? The data provided are for 2007, but the interviews were conducted in Dec 2009 to March 2010.

Page 7, para 1 – Why were participants selected if they had 6 or more years work experience? Can the rationale be included in the methods? Also, what percentage of the eligible participants were included in the purposive sample who were interviewed?

Page 7, para 2, line 3 – should be ‘Board of the Government company.’
Page 7, para 3, line 6 – should be ‘open-ended questions’. Also, line 12, should be ‘...emerging, was likely to be reached after 32 interviews’. This study doesn’t find that no new information was forthcoming, but this is what is suspected from previously research.

Page 8, para 1, line 3 - should be ‘...18 had attended secondary school (10 to 12 years in school); and their...

Page 8, para 2, line 3 – should be ‘ To establish familiarity...’

Results – page 9. I think there is another layer in the results that are presented. This is the distinction between the violence that occurs between passengers and workers, between co-workers, and between workers and employers. I think that this distinction needs to be more clearly made in the results, but I am unsure as to how to best make this distinction. You may very well have different or similar prevention strategies for the violence that occurs between these 3 groups and I think that this needs to be spelt out more clearly. As a start the first paragraph of the results, should indicate the distinction between the 3 groups of offenders i.e. passengers and workers, between co-workers, and between workers and
employers. It would also be good to add the proportion or frequency of transportation workers that identified each of the main themes in the first paragraph of the results, so the frequency of the reporting of each issue can be identified.

It would also be interesting to note the frequency of violence that occurs between the three groups passengers and workers, between co-workers and between workers and employers. Perhaps this was done in prior research by the team?

Page 10, para 3, lines 6 & 7 – Is this alcohol abuse incited violence from owners against workers and co-workers because of alcohol consumed by owners and co-workers, respectively? This distinction needs to be made clear. Alcohol consumed on the job would have different prevention strategies than passenger alcohol consumption.

Page 14, para 1, lines 6-8 – this quote needs to be put in italics.

Page 14 – Suggestions for prevention – Can I suggest adding a Table that outlines the strategies for prevention by theme and for each of the three prevention target groups (ie. passengers and workers, between co-workers, and between workers and employers)? I think this would be an effective way of providing information on all the prevention strategies suggested at a glance. Some prevention strategies may be suitable for more than one of these group and others not. You could also look at different stages of prevention (ie. what to do to prevent it becoming an issue eg. how do you prevent a drunk passenger from getting on the bus) versus intervention (ie. what to do if it becomes an issue eg. what do you do with a drunk/abusive passenger who is already on the bus).

Page 14 re Education – training for conductors regarding how to address fare evasion might also be relevant.

Page 17 re managing specific situations – I think that the suggestion that taxi drivers should carry firearms would potentially escalate the violence. This statement needs to be qualified and the potential adverse consequences of this action included in the discussion.

Pages 18 and 19 re identifying specific passengers – these are two quite similar examples from the same interviewee is there another example regarding a potential prevention strategy that can be included here instead?

Discussion – page 19, para 1, line 3 – add some examples of the specific conditions in Mozambique, eg. “...specific conditions in its own right, such as x, x and x.”

Page 22, para 2, line 2 – should be “additional groups need to be approached..”
Page 22, para 2, line 3 – should be “...traffic police and proposed prevention strategies discussed”.
Page 22, para 2, line 6 replace ‘set up’ with ‘initiate’.
Page 22, para 3, line 11 – should be ‘...they found that..’
Page 23 – some additional limitations should be acknowledged that are inherent in obtaining data by interview, such as recall bias, information bias etc. Also, were the interviewees asked about their experience of workplace violence in general or their experience of violence in the past 4 weeks or past year? As the interviews were all conducted during a 4 month period, there is potential for a seasonal bias if experience of violence during the past couple of weeks was asked to be recalled.

**Level of interest:** An article whose findings are important to those with closely related research interests

**Quality of written English:** Acceptable

**Statistical review:** No, the manuscript does not need to be seen by a statistician.

**Declaration of competing interests:**

'I declare that I have no competing interests'