

***A STUDY ON SEXUAL HARASSMENT IN SMALL AND MEDIUM  
ENTERPRISES OF MALAYSIA***

**VOT 71875**

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## **ABSTRACT**

A study was conducted to analyze the problem of sexual harassment in small and medium enterprises in Malaysia. The aim of the study is to gain an understanding on the nature of sexual harassment at Malaysian workplaces. Its objectives are: to determine the level of sexual harassment awareness; to determine the types of sexual harassment and to identify type of actions normally taken by victims of sexual harassment. A quantitative study using survey methodology was employed whereby modified questionnaires designed by the DEOC Task Force on Discrimination and Sexual Harassment, USA was randomly distributed to 1000 various small and medium scale industry in the southern, central and northern industrial zone of Malaysia. The overall results show that the level of sexual harassment awareness amongst the employees in the said industries is low. Four types of sexual harassment were identified i.e. crude/offensive behavior, unwanted sexual attention, sexual coercion and sexual assault. The types of actions (if any) taken by the victims of sexual harassment consist of less serious forms such as avoiding the harasser or ignoring the behavior of sexually exploitative manners to a more serious form of action such as confronting the harasser or reporting it to the internal authorities. Though most of the victims of sexual harassment were women, men not only have reported incidences of sexual harassment but also have reported more incidences of sexual assault than the women. The study also found that there same patterns in sexual harassment in relation to certain demographic variables such as ethnicity, martial status and length of employment at a particular workplace. Various suggestions were also made to improve the working environment of the Malaysian corporate world.

## ABSTRAK

Satu kajian telah dijalankan untuk menganalisis masalah gangguan seksual di industri kecil and sederhana di Malaysia. Matlamat kajian in adalah untuk memahani sifat gangguan seksual di tempat kerja di Malaysia. Objektif kajian adalah: untuk menentukan tahap kesedaran tentang gangguan seksual; menentukan jenis gangguan seksual dan mengenal pasti jenis tindakan yang biasanya diambil oleh mangsa gangguan seksual. Suatu kajian berbentuk kuantitatif yang menggunakan kaedah kajian selidik telah digunakan di mana soal selidik yang direka bentuk oleh *DEOC Task Force on Discrimination and Sexual Harassment, USA* telah diedarkan secara rawak kepada 1000 industri kecil dan sederhana di zon perindustrian selatan, tengah dan utara Malaysia. Dapatan keseluruhan menunjukkan bahawa tahap kesedaran gangguan seksual di kalangan pekerja di industri berkenaan adalah rendah. Empat jenis gangguan seksual telah dikenal pasti iaitu tingkahlaku menjelikkan, perhatian seksual yang tidak dikehendaki, paksaan seksual dan serangan seksual. Jenis tindakan yang telah diambil (jika ada) oleh mangsa gangguan seksual termasuklah bentuk yang kurang serius seperti mengelakkan diri dari si pengganggu seksual ataupun tidak mengendahkan tingkah laku eksploitatif yang berbentuk seksual kepada bentuk tindakan yang lebih serius seperti melakukan konfrantasi dengan si pengganggu seksual atau melaporkannya kepada pihak berkuasa di dalam organisasinya. Walaupun kebanyakan daripada mangsa gangguan seksual adalah wanita, namun kaum lelaki tidak terlepas dari gangguan seksual malahan telah melaporkan lebih peristiwa serangan seksual daripada wanita. Kajian juga mendapati wujudnya corak gangguan seksual berhubung dengan pemboleh ubah tertentu seperti kaum, status perkahwinan dan tempoh pekerjaan di sesuatu organisasi. Pelbagai cadangan telah diutarakan untuk memperbaiki persekitaran kerja di dunia korporat di Malaysia.

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## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

The last decade has seen a considerable growth in awareness of harassment at work, leading to widespread recognition that this is a problem that must be addressed if the promise of equal work partnership between the males and the females are to be fulfilled. As more women enter the workforce, levels of sexual harassment appear to have increased. Studies conducted at UK indicated that between 16 per cent and 75 per cent of women at work and 95 per cent of female students report experiences of sexual harassment (Wilson, 1995). There is also evidence of severe under-reporting of sexual harassment (Davidson and Cooper, 1993; Kingsmill, 1989).

Given that the place of employment has become “home” for more than half of our lifetime in terms of hours spent in total, it is of considerable importance to create a conducive working environment for both its male and female employees. Hence, any form of unwelcome behaviour that threatens the safety or well being of the individual should be addressed promptly to avoid dire consequences that will inevitably impact not only the occupational health and the productivity of the individual but also the morale of the employees and the organizational performance. Sexual harassment while is increasingly viewed as one of the most egregious forms of violence against women in the workplace must be separated from office romance (Barton & Eichelberger, 1994). It must be recognized that men and women will, on occasion, pursue relationships in this environment. However, managers and employees must make to understand that romance and harassment are completely distinct issues: one implies consent, the other the opposite.

Sexual harassment which generally refers to physical behaviour may also include emotional as well as verbal and psychological. It can include overt propositions which are patently degrading and offensive, but also occasional, less overt messages. For instance, the suggestion to a female subordinate that her position is secure as long as she tolerates poor language, posters of half-nude females on the wall or a pat on the bottom. However, innuendo and rumours, while undesirable, do not constitute a *prima facie* case of harassment in European and US courts unless these acts are repeated with the intention of pressuring another party to offer sexual gratification (Barton & Eichelberger, 1994).

Sexual harassment at workplace can involve “sexual advances or requests for sexual favors whereby submission to such conduct is made explicitly or implicitly a term or condition of employment; or whereby such conduct has the effect of substantially creating an intimidating or hostile working environment” (Kompipote, 2002 pg. 2). Often it may also extend to bodily searches or pregnancy testing for refusing sexual advances (Kompipote, 2002).

Sexual harassment at workplace besides being unpleasant can also be costly. The International Standard for Commercial General Offerings of Insurance (ISO-CGO) business insurance policies will not reimburse organizations for any wrong doing if they were penalized for practicing sexual harassment. Securing a separate insurance policy protecting against employer exposure from sexual harassment varies widely from country to country. In the USA, a small company with 30 employees can expect to pay a \$10,000 annual premium for a policy of \$1 million in insurance; the costs to a multinational firm can easily cost several hundreds of thousands of dollars per year (Kiely & Henbest, 2000)

## **1.2 BACKGROUND OF THE STUDY**

Sexual harassment occurs in all workplaces especially if the environment traditionally favored a particular sex. One survey concluded that 96 per cent of women working in traditional male environments were harassed compared with 48 per cent working in non-male environments (Leeds TURIC, 1983). A study by DiTomaso (1989) showed that women working in traditionally male dominated industries experienced extremely unpleasant working conditions (Morrison et al., 1987; Schein, 1973, 1994).

Nevertheless, there is also evidence of a rise in the number of men suffering from sexual harassment (Townsend & Luthar, 1995). It would appear that women usually harass men when they are working in a heavily female oriented environment (Pringle, 1989). According to the Equal Employment Opportunity Commission of the United States (EEOC), the number of sexual harassment complaints filed by men has more than tripled from 481 in 1991 to 1,500 in 1994, while total yearly complaints doubled to 14,420. Thus, sexual harassment is broadening to include harassment of men by women, homosexual harassment and even more recently, incidents involving harassment of workers by customers or third-party harassment.

Harassment exacts a high price from both employers and employees alike. It represents a serious risk to employees' psychological and physical well being (Schneider et al., 1997). It can be an offensive and demeaning experience, having a direct impact on the quality of their work and home life and emotional well being (Barling and Dekker, 1996; Earnshaw and Davidson, 1994; Fielden, 1996).

In Malaysia, the Code of Practice and Eradication of Sexual Harassment in the Workplace, which was established by the Human Resources Ministry in 1999. It was implemented on a voluntary basis and is a practical guideline for employers to establish an internal mechanism to handle problems of sexual harassment at the workplace. It also acts as a guideline to employees, trade unions and other relevant parties on the protection of the dignity of men and women at work. The Code also recommends that the in-house mechanism should include a policy statement prohibiting sexual harassment in the organization, a clear definition of sexual harassment, a complaint/grievance procedure, disciplinary rules and penalties against the harasser and against those who make false accusation, protective and remedial measures for the victim and promotional and educational program to explain the company's policy on sexual harassment and to raise awareness of sexual harassment and its adverse consequences among the employees, supervisors and managers. Hence, the Malaysian Panel Code makes special provision for sexual harassment offences and list out appropriate punishment. In Malaysia, the victims of sexual harassment may also bring an action under intentional Torts against the harasser and the employers maybe held to be vicariously liable for act of the harasser.



However, at present there is no Act that specifically deals with sexual harassment in the workplace. Although Ministry of Human Resources has proposed a specific law to be enacted to regulate sexual harassment at workplace, it has been met with resistance from certain quarters such as the Malaysian Employers Federation. It was also proposed that sexual harassment be made a compulsory item to be negotiated in Collective Agreement between employers and trade unions.

Thus, it is of utmost importance to determine the level of awareness amongst members in Malaysian business world and suggest ways to overcome it in order to make workplaces more congenial for both sexes.

### **1.3 STATEMENT OF PROBLEM**

The concept of sexual harassment is relatively new; the term was coined in the 1960s. Though, sexual harassment existed prior to the sixties, people had no way to talk about it since there was no term by which to name the experience (Wyatt, 2000). Nevertheless, topic has drawn a great deal of interest from academician, feminist scholars, activist, sociologist, legal scholars as well as international organizations since women now comprises at least one third of the world's labour force except Northern Africa and Western Asia (ILO technical report, 2001).

Asia women are moving into the labour force in record numbers, but increasingly they occupy the bottom rungs of the employment ladder which leads to increases in the scale and risk of sexual harassment at work. The percentage of women registered as part of the labour force in 1995-97, "amounts to well over 40 per cent in East, South-East and Central Asia, and around one third in South Asia" (ILO technical report, 2001).

The same report also indicated that the scale of sexual harassment in workplaces has also "increased considerably" during the last two decades. However, a true picture of sexual harassment in the workplace is sketchy. Factors such as fear of retaliation, or of losing desperately needed income, or feelings of shame mean that few women take action against sexual harassment; so much so that the number of reported cases is only the tip of the iceberg (Baugh, 1997).

Compounded to the above problem are the varying levels of awareness as well as the type and quality of data collected. In some countries, statistics on sexual harassment are sometimes lumped together with other kinds of violations such as breach of modesty, sexual assault and threats (ILO technical report, 2001). However, majority of the research findings on sexual harassment indicated that sexual harassment at work not only exists but has become a problem. Surveys of two government departments in Penang and Perlis in Malaysia also found that 83 per cent and 88 per cent of women respondents had experienced some form of sexual harassment (Haspels, 2001).

Thus, it is critical for the business world to address this increasing threat. In a world where competition has become increasingly fierce, organizations cannot afford to overlook this threat since sexual harassment at workplace zapped its competitive spirit. Recognizing this, Malaysia Government has developed a Code of Practice offering detailed guidance for employers so as to ensure that sexual harassment does not take place. However, Code of Practice is only effective if both the employers and employees are made aware of it especially in small private sector firms and in the unorganized sector where formal policies for tackling sexual harassment are virtually non-existent. Hence, it is of utmost importance to identify the level of awareness amongst members in the corporate world on sexual harassment, the types of sexual harassment predominantly found in Malaysian corporate world as well as the recourse action that victim of sexual harassment may choose to take.

#### **1.4 SIGNIFICANCE OF STUDY**

In view of globalization and the diversity of tomorrow's workforce, which may require both men and women to work closer, the sexual harassment issues faced are immense. Organizations have a central role in ensuring that workers have adequate level of awareness, knowledge and skills to handle situations which require them to make critical decisions involving gender harmony both in their professional as well as personal lives. Thus, organizations need to understand the predominant situations of sexual harassment existed today in order to create a secure workplace environment both for the men as well as the women.

Sexual harassment is an ethical issue primarily because it harms others (Keyton and Rhodes, 1997). Additionally the fact that harassment has become a legal issue simply confirms its ethical foundation. In other words, sexual harassment creates such harmful consequences that it must be brought the attention of both organization and employees by providing legislation to make it legally wrong.

## **1.5 AIM OF STUDY**

This study aims to gain an understanding on the sexual harassment at workplace in Malaysian small and medium industry; actions that victims of sexual harassment normally choose to take in overcoming it as well as the effectiveness of those actions.

## **1.6 OBJECTIVES OF STUDY**

The objectives of this study are as follows:

- (i) To determine the level of awareness on sexual harassment amongst members in the Malaysian Small and Medium Industries.
- (ii) To determine types of sexual harassment predominantly found in Malaysian Small and Medium Industries.
- (iii) To identify types of action normally taken by victim of sexual harassment.
- (iv) To suggest ways to reduce sexual harassment at work place.

## **1.7 SCOPE OF STUDY**

This study covers only Malaysian small and medium industries in the southern, central and northern region of Malaysia. The respondents consist of executives from the Human Resource department. This is because respondents from this department are closely related to the existence of sexual harassment policy and the awareness of sexual harassment in an organization.

## **1.8 LIMITATIONS OF STUDY**

As of December 2002, the total number of companies registered as Malaysian Small and Medium Industries is 50,206 (<http://www.smidec.gov.my/index.jsp>). In order to achieve a reliability of 95% and an accuracy of 90%, the sample size required is 757 (Hossein, 2003). However, the response rate of this study was moderate (32%) as only 183 companies responded. Therefore the findings of the study cannot be generalized. Additionally, the study is cross-sectional and therefore its findings merely reflect the sexual harassment situation in the year 2003.

## **CHAPTER II**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

Of late sexual harassment is increasingly viewed as an occupational health problem in the workplace due to its long term impact on the emotional and physical health of the victim. Although sexual harassment is a universal issue, it is particularly problematic in situations where women are being viewed culturally “as less able” and where the work force comprises largely of young women with little formal education or previous work experience. Certain work structures (e.g., subcontracting and other forms of flexible work, particularly in the agriculture and service industry) allows the said problem to easily take place since it is very difficult for women to organize against such abuse (Kompipote 2002).

This problem is compounded further by several factors: there are virtually no international instruments that deal with the more serious forms of sexual harassment such as violence against women in the workplace; additionally, there is a wide variation in the interpretation of the term sexual harassment between countries and between individuals. To date there is not yet a widely acknowledged international definition (ILO, 2002).

#### **2.2 WHAT IS SEXUAL HARASSMENT?**

Sexual harassment can be defined as any unwanted sexual behaviour that is repeated and interferes with your job. The problem with sexual harassment is that it can and most often begins in a subtle form, thus creating uncertainty in the mind of the victim whether it is indeed sexual harassment. Many of the legislations internationally which have prohibited sexual harassment in the workplace have defined sexual harassment as situations where a person engages in conduct that is unwelcome or of a sexual nature towards another individual or in the alternative engages in conduct which causes the victim to feel offended, humiliated or intimidated.

The legal test of unwelcome behaviour is subjective as it is based on the perceptions, reactions and feelings of the victim and not the intention of the harasser. The intention and the motive are not necessary or relevant elements in establishing sexual harassment. It is important to distinguish this unwelcome behaviour from other forms of behaviour, which do not constitute sexual harassment such as actions in the context of friendship, consensual sexual relationships, and conduct that is invited or reciprocated. It is crucial to understand that even though a person does not complain or take some form of action against the objectionable behaviour, this does not indicate consent.

Sexual harassment can range from an obvious act such as fondling or it can be portrayed as subtle as an innocent brush against a person. However, if the person is taking every opportunity to brush against the other person, then that person's behaviour should be seen as sexual harassment. Another form of sexual harassment can come in the form of suggestive remarks. Remarks that attack a person's intelligence and abilities based on his/her gender is sexual harassment. For example a comment such as "women should be home raising the children not here trying to do business" is a form of sexual harassment. Sexual harassment is harassment if the unwanted behaviour falls into one or all of these categories:

- relates to your gender or sexuality
- is intentional and/or repeated
- is unwanted and not returned
- interferes with your ability to do your job, or has an effect on your working conditions

(Gonzales & Kleiner, 1999)

If these conditions occur and continue the employer and the employee who is conducting the harassment can be held liable. Sexual harassment is not only unethical and inappropriate; it is illegal, and major corporations are feeling the impact of lawsuits that stem from this type of behaviour. Corporations can no longer ignore when this type of behaviour occurs in the work place (Kiely & Henbest, 2000).

### **2.3 TYPES OF SEXUAL HARASSMENT**

Under the Human Rights Act as developed by the Human Rights Commission, there two types of sexual harassment i.e.:

1. a request for sex together with an implied or overt promise of preferential treatment or a threat of detrimental treatment.
2. sexual behaviour, language or visual material which is unwelcome or offensive and either repeated or significant enough to have a detrimental effect on the person subjected to it.

It is the responsibility of the employer to provide safe working conditions and an environment free from sexual harassment. In Malaysia, the Code of Practice and Eradication of Sexual Harassment in the Workplace, which was established by the Human Resources Ministry in 1999 and implemented on a voluntary basis, is a practical guideline for employers to establish an internal mechanism to handle problems of sexual harassment at the workplace. According to the Code of Practice and Eradication of Sexual Harassment in the Workplace, sexual harassment include the following behaviours:

Unspoken:

- gaping and staring at a person;
- inappropriate facial expressions, including blowing kisses and winking;
- inappropriate display of items and décor, including T-shirts with sexual message or pictures, calendars and other pictures.

Spoken:

- calling a person by a pet name, e.g. “Honey”, “Sweetheart”, “Sayang”;

- spreading gossip and making open comments about an employee's personal life;
- inappropriate sounds and comments, e.g. kissing sounds, comments about an employee's body or dress;
- inappropriate conversation, e.g. talking about an employee's sex life.

#### Physical

- purposely touching any part of the body.

According to the United States Supreme Court and the Equal Employment Opportunities Commission there are two types of sexual harassment are recognized:

1. *Quid Pro Quo* ("This for that") claims in which a supervisor offers a job promotion or raise in return for sexual favours, or threatens retaliatory action if you do not comply with his advances. In this situation, the sexual behaviour does not have to be physical and it is illegal even if the 'offers' is merely understood and never stated outright. For example, a supervisor might give the best work assignments to employees who flirt with him.
2. *Hostile Environment* – where an employee engages in unwelcome sexual behaviour that creates hostile or abusive work atmosphere for any other employee. The employee who repeatedly makes sexual jokes in front of a colleague even though he knows she does not like it is sexually harassing her by creating a hostile environment.

(Gonzales & Kleiner, 1999)

In general most jurisdiction have identified two basic form of sexual harassment i.e.:

1. *quid pro quo* where employees were offer a job promotion, favourable work assignments or raise if they return sexual favours and vice versa.
2. unpleasant working condition where employees feel threaten to continue working at the specific organization or workplace.

## 2.4 CONSEQUENCES OF SEXUAL HARASSMENT

The impact from the act of sexual harassment can be very significant both on the victim as well as the organizations.



#### 2.4.1 Personal Impacts

There are numerous studies about the consequences of sexual harassment. According to Burke (1995) these consequences are:

- i. lesser satisfaction with their jobs,
- ii. lower overall satisfaction with the firm
- iii. greater intention to quit
- iv. more likely to have personally experienced bias in the firm
- v. less optimistic views on obtaining due process when reporting harassment
- vi. view the firm as less committed to treating all employees fairly.

Studies by Kissman (1990); Loy and Stewart (1984); Marrow, McElroy and Phillips (1994); Ragins and Scandura (1995) discovers that victims tends to experience decreased job satisfaction, decreased organizational commitment and increased levels of stress. Female victims also experience tension, anger, and anxiety while a limited number experience depression or guilt (Crull, 1982; Jensen and Gutek, 1982). There are also instances where victims may also feel the need for medical or psychological attention (Thacker and Gohmann, 1993).

#### 2.4.2 Organizational Impacts

Sexual harassment may impact an organization's success by jeopardizing employees' perception of personal security, thus creating decreased employee satisfaction (Nixon, 2002). Lower satisfaction often results in higher turnover and absenteeism, decreased employee productivity, lower morale and decreased likelihood that the employee will be innovative and spontaneous. Organizations may also be subjected to added expenses for legal charges and fines as well as other compensations and penalties (Aburdene and Naisbitt, 1992).

Harassment is a serious issue and predominately senior staffs view sexual harassment as unacceptable behaviour as it is detrimental in a harmonious and collegiate workplace (.....). It often results in communication breakdown, conflict, avoidable absenteeism and

resignation. Sexual harassment is not only against the law; it also detracts from efforts to foster mature, respectful and productive work and learning environment. As a result, an organization will not be able to progress much.

## **2.5 ACTIONS TAKEN BY VICTIM OF SEXUAL HARASSMENT**

There is relatively little material for women, men or organizations on how to deal with social-sexual behaviours at work. Women may find advice on how to avoid sexual harassment or how to deal with sexual jokes helpful, but given the root causes of such behaviours (men, sexualized work environments); such advice should instead be given to male managers of organizations (Burke, 1995). Organizational efforts to reduce sexual harassment, flirting, and sexual joking must come from managers who have the power to change an over-sexualized work environment. These exemplars can set the tone of appropriate language, conduct and appearance. The creation of policy guidelines and their distribution, the dissemination of supportive literature, addressing these issues in management training seminars, and embodying appropriate attitudes and behaviours in the culture of the organization are necessary elements in reducing the negative consequences of subtle and not-so-subtle social-sexual behaviours at work. Policy guidelines must also be implemented and fully supported if they are to be useful in reducing social-sexual behaviours in professional service firms.

People who are offended, humiliated or intimidated by workplace behaviour rarely bring their concerns to the attention of senior staff and managers due to the following reasons:

- fear of work-related reprisals;
- distrust of management;
- not wanting to be seen as a troublemaker;
- wanting to fit in;
- mistrust of grievance procedures;
- guilt that something they did encouraged the behaviour;
- low self esteem;
- social conditioning;
- differing cultural values about what they think is acceptable behaviour; or

- a feeling that harassment is a ‘normal’ part of workplace culture (and that nothing can be done about it).

In response to the observation that few complaints are lodged, Riger (1991) recently highlighted gender dilemmas in sexual harassment policies and procedures. Riger proposes that the reasons for the lack of use of sexual harassment grievance procedures lie not in the victims but in the procedures themselves. The reasons for the lack of this grievance procedures is because men and women differ in their interpretation of the definition of harassment, and, given their generally greater power, men’s ideas about what constitutes harassment are likely to prevail. Attribution theory also suggests that men will be more likely to see sexually harassing behaviours as having a situational cause; thus, women are seen as provoking the behaviours. In addition, grievance procedures for dealing with sexual harassment are likely to be written in gender-neutral terms to make them applicable to both women and men; however, women and men may have different reactions to the same procedures. Informal sexual harassment procedures try to solve a problem, whereas formal procedures typically attempt to decide on the guilt or innocence of the alleged harasser. Because women typically lack power, using a formal procedure may be seen as risky and they might prefer to use informal procedures. With informal procedures offenders suffer few negative consequences for their actions and victims may have little to gain from complaining. It is obviously possible to develop more effective policies and procedures, but even these will not eliminate sexual harassment. Instead, exclusive efforts at prevention need to be mounted at the individual, situational and organizational level. The most important factor in reducing sexual harassment is an organizational environment which promotes equal opportunities for women (Gutek, 1985).

## **2.6 RESULTS FROM ACTION TAKEN**

Terpstra and Baker (1988) furnished information relating to outcomes of formal sexual harassment complaints. Chances for a favourable outcome for the complainant improved if the act was considered one of the more serious forms of harassment, if there were the witnesses and documentation to support the complainant, and if the company was notified of the person’s intent to file charges.

## CHAPTER III

### METHODOLOGY

#### 3.1 INTRODUCTION

This study aims to gain an understanding on the sexual harassment at workplace in Malaysian small and medium industry; actions that victims of sexual harassment normally choose to take in overcoming it as well as the effectiveness of those actions.

#### 3.2 POPULATION AND SAMPLE SIZE

Random sampling was used in this study. The sampling frame was derived from the “Small and Medium Industries Development Corporations”, SMIDEC. As of 31 December 2003, the total number of corporations registered as the small and medium industry is at 50,206 (<http://www.smidec.gov.my/index.jsp>). In order to achieve the reliability of 95% with the accuracy of 90%, the total number of sample required is 757 (Hosseini, 2003).

*Sample Size with Acceptable  
Absolute Precision for Finite Populations*

Pilot Sample Size (n):	35
Populations Size (N):	50206
Acceptable Significant Level ( $\delta$ ):	.05

Acceptable Absolute Error:	.1
The Required Sample Size Is:	757

A total of 1000 questionnaires were sent to the various Small and Medium Industry all over Malaysia with special emphasis on the southern, central and northern Malaysia industrial zone. Of this only 183 responses or 18.3% were returned and analyzed statistically though various attempts were made to ensure higher rate of return. In view of the poor rate of return, this study does not represent the true picture of the sexual harassment of the said industry. However, it does give some indication of the situation of sexual harassment in Malaysian small and medium industry.

Respondents consist of the middle layer management either from the human resource department or the production department. Middle level manager was chosen as they are seen as the important link for the successful implementation of HRM strategy and processes, and helping to achieve the desired strategic outcome of superior organisational performance (Currie and Procter, 2001; Purcell et al., 2003) as well as their unique position of being closer to the daily operations and customers thus giving them the unique knowledge concerning organizational realities (McNeil, 2004). The two departments were chosen in this study as they represent most of the organizational activities and usually employed the most number of employees. Respondents are also being reminded that there is no right or wrong answer and they need only to answer according to their own experience.

### 3.3 RESEARCH INSTRUMENT

The research instrument was divided to various sections. Section A deals with the respondents background. Section B seeks to gather information about the organization climate that prevails in Malaysian small and medium industry.

In order to determine the respondents' level of sexual awareness, an eight-item test questions on sexual harassment which were designed by Littler Mendelson Consulting Firm and reference was made to the Malaysian Code on Sexual Harassment. The level of awareness was determined by dividing the scores into 4 different categories. This is in line with the method employed by Poucher (2001) where the determination on the level of awareness of an individual group was made by using the mean level of awareness of an individual group of respondents i.e. by adding total number of points and then divided by the total number of respondents in that group assigned. The same method was also suggested by Mooneeramsing et al. (2005) when they used percentile to denote the various level of awareness towards the side effects of caffeine among students on campus. Thus, the level of awareness may be determined using percentile or mean calculation.

Types of sexual harassment consists of a 21-item list of behaviors was presented on the Section D. It covered a broad spectrum of situations potentially considered harassment, from telling dirty or offensive jokes, for example, to more egregious incidents, such as sexual assault. While the list was comprehensive in scope, treating the 21 items as separate, independent measures was not practical for analytic purposes. Therefore, grouping was proposed to collapse the list into more manageable cluster. This was done using the result of factor analyses of the 21 items which was conducted by the United States of America Defense Equal Opportunity Council (DEOC) Task Force on Discrimination and Sexual Harassment upon which the questionnaires was derived. This resulted in identifying four major categories i.e.:

1. Crude/Offensive Behaviors (items 1 – 6, 9 and 10).
2. Unwanted Sexual Attention (items 8, 11, 14 and 15)
3. Sexual Coercion (items 12, 13, 16 – 19) and
4. Sexual Assault (items 20 and 21)

Statistically, the two Sexual Assault items fit into the Unwanted Sexual Attention grouping. However, the decision was made to treat these items as a separate group because of the serious nature of the behaviors involved.

Questions on action taken by the harassee was drawn from the instrument used by the Defense Manpower Data Center, USA and designed by Bastian, Lancaster and Reyst (1995) in the 1995 Sexual Harassment Survey conducted by the USA Department of Defense.

## **CHAPTER IV**

### **ANALYSIS OF DATA**

#### **4.1 INTRODUCTION**

This study aims to gain an understanding on the sexual relationship at workplace in Malaysian small and medium industry, actions that victims of sexual harassment normally choose to take in overcoming it as well as the effectiveness of those actions. This chapter will analyse the objectives of the study that is to determine the level of awareness amongst members in the corporate world on sexual harassment, to determine types of sexual harassment predominantly found in Malaysian corporate world, to identify types of action normally taken by victim of sexual harassment and lastly, to suggest ways to reduce it.

#### **4.2 RESPONDENTS' BACKGROUND**

The respondents' background was collected and analyzed. The results of the analysis are shown below.

#### 4.2.1 Gender of Respondents

The gender of the respondents is as follows:

Table 1: Gender of the Respondents

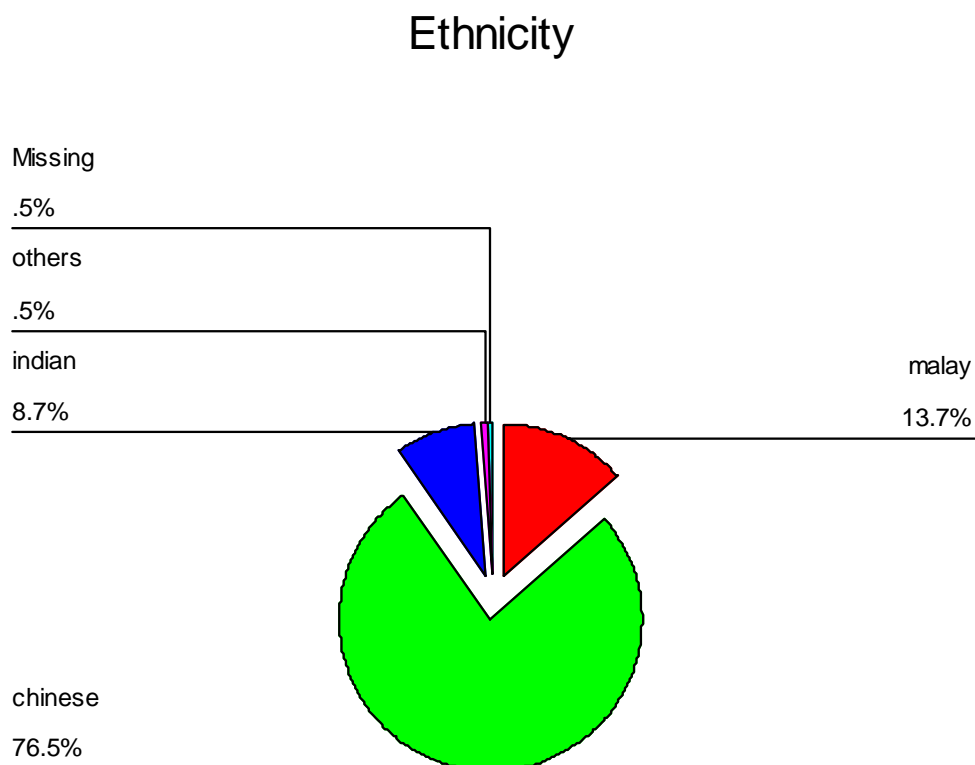
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	72	39.3	39.6	39.6
	female	110	60.1	60.4	100.0
	Total	182	99.5	100.0	
Missing	System	1	.5		
Total		183	100.0		

The respondents consist of 72 (39.2%) males and 110 (60.1%) females. One respondent did not indicate his/her sex.

#### 4.2.2 Ethnicity

The respondents' ethnicity was classified based on the main ethnicity found in Malaysia.

The results are as shown below.



Majority of the respondents are Chinese (76.5%) followed by Malays (13.7%), Indians (8.7%) and the others (0.5%). Again a small portion of the respondents did not indicate their ethnicity.



#### 4.2.3 Gender of Immediate Supervisor

Predominantly sexual harassment encounters involved those whom victims have direct or frequent interactions in relation with their work. Hence, it was pertinent in this study to identify the gender of the respondent's immediate supervisor and the results are as follows:

Table 2: Immediate supervisor's gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	129	70.5	71.7	71.7
	female	51	27.9	28.3	100.0
	Total	180	98.4	100.0	
Missing	System	3	1.6		
Total		183	100.0		

Majority of the immediate supervisor are males (70.5%). 3 (1.6%) respondents did not indicate their gender.

#### 4.2.4 Academic Qualification of the Respondents

The respondents' academic qualifications are as shown in Table 3 below.

Table 3: Respondents' Academic Qualification

		Academic Qualification						Total
		spm	stpm	diploma	degree	master	others	
male	Count	13	2	19	33	3	2	72
	% within gender	18.1%	2.8%	26.4%	45.8%	4.2%	2.8%	100.0%
	% of Total	7.1%	1.1%	10.4%	18.1%	1.6%	1.1%	39.6%
female	Count	23	8	25	49	2	3	110
	% within gender	20.9%	7.3%	22.7%	44.5%	1.8%	2.7%	100.0%
	% of Total	12.6%	4.4%	13.7%	26.9%	1.1%	1.6%	60.4%
Total	Count	36	10	44	82	5	5	182
	% of Total	19.8%	5.5%	24.2%	45.1%	2.7%	2.7%	100.0%

Cross tabulation between gender and academic qualification indicate that most of the respondents hold a bachelors degree (45.1%) followed by diploma qualification (24.2%)

and SPM certification (19.8%). Males seem to hold higher academic qualifications in comparisons to the females.

#### 4.2.4 Respondents' Working Experience

Respondents working experience may have a bearing on them being targeted as victims of sexual harassment. Hence, an analysis was made on the working experience of the respondents. Table 4 indicates the working experience of the respondents.

Table 4: Respondents' working experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 5 years	121	66.1	67.6	67.6
	5 to 10 years	39	21.3	21.8	89.4
	10 years or more	19	10.4	10.6	100.0
	Total	179	97.8	100.0	
Missing	System	4	2.2		
Total		183	100.0		

Majority of the respondents (67.6%) have working experience of less than 5 years. This is followed by respondents with working experience between 4 to 10 years (21.8%) and those with more than 10 years (10.6%). 4 (2.2%) respondents did not indicate their working experience.

#### 4.2.5 Company Policy on Sexual Harassment

It is vital for an organization to provide a policy on sexual harassment as it would serves as a guide to specify its positions on sexual harassment. The results of the analysis with regards to this matter are shown below.

Table 5: Company Policy on Sexual Harassment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	45	24.6	25.3	25.3
	no	74	40.4	41.6	66.9
	don't know	59	32.2	33.1	100.0
	Total	178	97.3	100.0	
Missing	System	5	2.7		
Total		183	100.0		

Almost half of the respondents surveyed (41.6%) agreed that there is no policy on sexual harassment at their work place. One third (33.1%) of the respondents did not know whether such policy exists in their organization. Only a quarter (25.3%) of the respondents indicated that there is a policy on sexual harassment at their organization.

#### 4.2.6 Gender of the Harasser

Analysis was carried out to determine the gender of the harasser. Results are as follows.

Table 6: Gender of the Harasser

Gender	Management	Immediate supervisor	Co-worker	Subordinate	Client
Male	63.5%	61.5%	55.3%	55.9%	60.0%
Female	36.5%	38.5%	44.7%	44.1%	40.0%

Results indicate that most of the harassers were males who hold the management and supervisory position as well as male clients. However, in relation to the sexual harassment encounters with co-worker and subordinate, there wasn't much difference between genders of the harasser.

#### 4.2.7 Distribution of Gender in the Various Departments

Cross tabulation on the distribution of gender in the various departments was conducted. Results of the cross tabulation are as follows.

Table 7: Crosstabulation between Gender and Department

	% male	% female	Total	% of Total
Management	64.7%	35.3%	100.0%	9.8%
R&D	60.0%	40.0%	100.0%	2.9%
Production	54.3%	45.7%	100.0%	20.1%
Human Resource	50.0%	50.0%	100.0%	2.3%
Sales & marketing	50.0%	50.0%	100.0%	9.2%
Administration	33.3%	66.7%	100.0%	31.0%
IT	30.8%	69.2%	100.0%	7.5%
Purchasing	8.3%	91.7%	100.0%	6.9%

Finance/accounting	0.0%	100.0%	100.0%	3.4%
Total	39.7%	60.3%	100.0%	100.0%

It was found that majority of the middle level managerial positions in the administrative, IT, purchasing and finance/accounting department were held by females. There is equal distribution of both gender in the human resource and sales and marketing departments. However, males are more likely to occupy the middle level managerial position in the management, R&D and production departments.

#### **4.3 LEVEL OF AWARENESS AMONGST MEMBERS IN THE CORPORATE WORLD ON SEXUAL HARASSMENT.**

The total number of correct answers given by each respondent was analyzed to determine the level of awareness on sexual harassment. Table below shows the results of the analysis.

Table 8: Respondents' test scores on the level of awareness

<b>Number of Questions answered correctly</b>	<b>Score</b>	<b>Level of Awareness</b>	<b>Percentage of Respondents</b>
2	25%	Very low	34.97
4	50%	Low	50.27
6	75%	Medium	14.21
8	100%	High	0.55
<b>Total</b>			100.00

Majority of the respondents (85.14%) were categorized as having either very low and low level of awareness on sexual harassment. Further analysis was conducted to determine the scores obtain for each question in Section C. The questions designed were later grouped into three main categories i.e.

- i) definition of sexual harassment as per Code of Practice;
- ii) determination of sexual harassment and;
- iii) supervisor's reaction and liability in relation to sexual complaints.

Table 9: Level of Awareness

Group	Correct answer	Wrong answer
<b>Definition of sexual harassment as provided by the Code of Practice</b>		
Q3	67.6%	32.4%
<b>Determination of sexual harassment</b>		
Q1: (examples of sexual harassment)	40.0%	60.0%
Q8 (examples of sexual harassment)	16.5%	83.5%
Overall	28.3%	71.7%
<b>Supervisor reaction and their liability towards a sexual complaint</b>		
Q2 (giving advise on sexual harassment)	78.3%	21.7%
Q7 (giving advise on sexual harassment)	14.5%	85.5%
Q5 (action supervisor needs to take)	47.2%	52.8%
Q4 (determine supervisor liability)	20.1%	79.9%
Q6 (determine supervisor liability)	28.2%	71.8%
Overall	37.7%	62.3%

When it comes to determining whether a particular situation constitutes sexual harassment or not, on an average only slightly more than a quarter of the respondents (28.3%) were able to identify it correctly. However, on closer scrutiny respondents seem to score higher on questions which ask them to identify which statement depicts sexual harassment as opposed to making a situational analysis on sexual harassment.

Items requiring the respondents to ascertain the appropriate advice/action needed by the supervisor or their consequent liability, respondents seem to have an average score of slightly more than one third (37.7%). The scores indicate with increasing complexity (Q2 and Q7), the respondents have lesser awareness on what the appropriate the advice should be in the given situation. However approximately half of the respondents (47.2%) seem to be aware on what action a supervisor needs to take in the said situation. The respondents also display a low level of awareness in ascertaining a supervisor's liability in a particular situation.

#### 4.4 TYPES OF SEXUAL HARASSMENT PREDOMINANTLY FOUND IN MALAYSIAN CORPORATE WORLD.

Bivariate analysis was conducted to identify a patterns of sexual harassment predominantly found in the Malaysian corporate world. Results of the analysis are categorized and shown below.

##### 4.4.1 Types of Sexual Harassment

There were 20 items that describe situation involve sexual harassment based on the questionnaire derived from the DEOC Task Force on Discrimination and Sexual Harassment, USA. These 20 items were then grouped into four different categories i.e. crude/offensive behaviour, unwanted sexual attention, sexual coercion and sexual assault as suggested by the said organization. Table 10 shows the results of respondents' experience on all of the said items.

Table 10 Sexual harassment situation

Items	Percentage (%)		
	Never (1.00)	Sometimes (2.00)	Often (3.00)
Crude/offensive behaviour			
1. Repeatedly told sexual stories or jokes that were offensive to you?	39.6	52.7	7.7
2. Made gesture or body language of a sexual nature which embarrassed or offended you	52.7	42.9	4.4
3. Whistled, called, or hooted at you in a sexual way	53.0	44.2	2.8
4. Stared, leered, or ogled you in a way that made you feel uncomfortable	54.1	42.5	3.3
5. Made unwelcome attempts to draw you into a discussion of sexual matters (for example, attempted to discuss or comment on your sex life	54.4	44.0	1.6
6. Made offensive remarks about your appearance,	58.8	39.0	2.2

body, or sexual activities			
7. Made crude and offensive sexual remarks, either publicly (for example, in your workplace) or to you privately	64.6	33.7	1.7
8. Exposed themselves physically in a way that embarrassed you or made you feel uncomfortable	64.8	33.5	1.6
Overall average	55.25	41.56	3.16
Unwanted Sexual Attention			
9. Continued to ask you for dates, drinks, dinner, etc., even though you said “No”	56.6	39.6	3.8
10. Touched you in a way that made you feel uncomfortable	68.7	28.6	2.7
11. Made unwanted attempts to establish a romantic sexual relationship with you despite your efforts to discourage it.	70.7	26.0	3.3
12. Made unwanted attempts to stroke, fondle, or kiss you	83.0	16.5	0.5
Overall average	69.75	27.68	2.58
Sexual Coercion			
13. Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual behavior	72.5	25.8	1.6
14. Made you feel threatened with some sort of retaliation for not being sexually cooperative (for example, by mentioning an upcoming review)	76.9	21.4	1.6
15. Treated you badly for refusing to have sex	85.2	13.2	1.6
16. Implied faster promotions or better treatment if you were sexually cooperative	85.7	12.6	1.6
17. Made you afraid you would be treated poorly if you didn’t cooperate sexually	86.8	10.4	2.7
18. Offered to be sexually cooperative to you in exchange for a favor or special treatment from you (for example, offered sex in exchange for a good assignment)	86.8	11.0	2.2
Overall average	82.32	15.73	1.88
Sexual assault			
19. Attempted to have sex with you without your	86.8	11.0	2.2

consent or against your will, but was unsuccessful			
20. Had sex with you without your consent or against your will	90.7	7.7	1.6
Overall average	88.75	9.35	1.90

The propensity of respondents experiencing the different types of sexual harassment based on the results showed the following order. ‘Crude/offensive behaviour’ was cited as the most frequent kind of sexual harassment with 44.70% of the respondents had experienced it. This was followed by ‘unwanted sexual attention’ (30.24%), ‘sexual coercion’ (17.61%) and ‘sexual assault’ (11.25%).

Amongst the items found in the ‘crude/offensive behaviour’ category; sexual stories or jokes that offend the listener were cited as the found frequent occurrence of sexual harassment. Similarly, harasser’s persistence to ask for dates, drinks, dinner etc. even though they were refused by the victims of sexual harassment top the items in the ‘unwanted sexual attention’ category. Meanwhile in the ‘sexual coercion’ category the situation where victims of sexual harassment were made to feel like they were being bribed with rewards or special treatment for sexual favours was most often mentioned by the respondents. In the ‘sexual assault’ category, attempted rape scored higher percentage than actual rape according to the respondents.

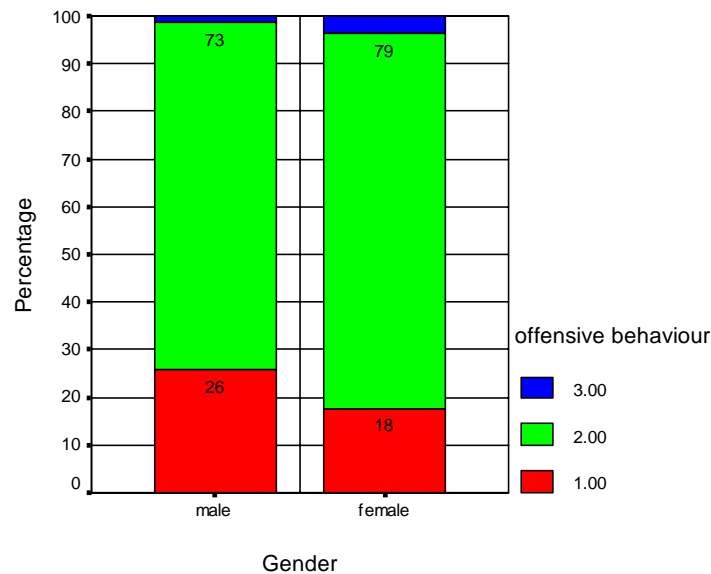
The four categories of sexual harassment were then cross tabulated against the gender of the respondents. The results are as follows:

Table 10a: Crosstabulation between Gender and Crude/Offensive Behaviour

Gender		Crude/Offensive Behaviour			Total
		Never (1.00)	Sometimes (2.00)	Often (3.00)	
male	Count	18	51	1	70
	% within Gender	25.7%	72.9%	1.4%	100.0%
female	Count	19	85	4	108
	% within Gender	17.6%	78.7%	3.7%	100.0%



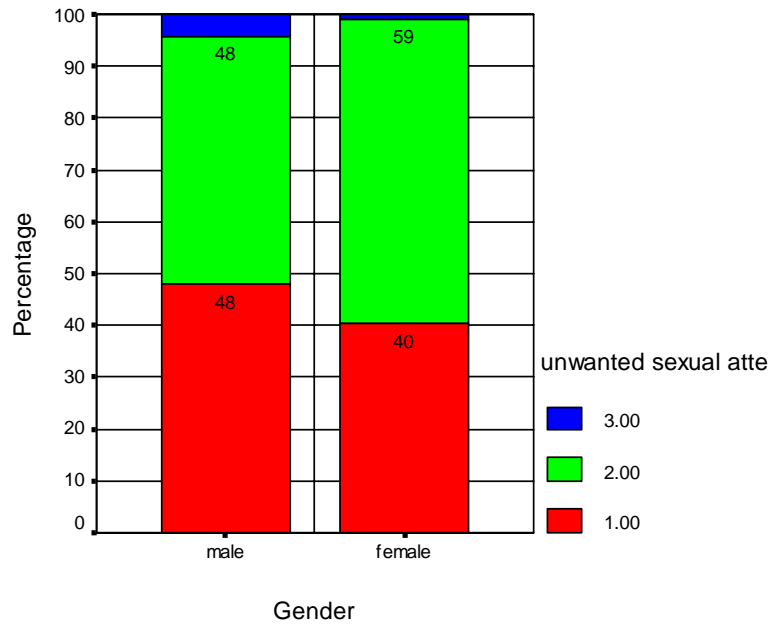
Total	Count	37	136	5	178
	% of Total	20.8%	76.4%	2.8%	100.0%



Crude/Offensive Behaviors refers to behavior such as making offensive jokes, remarks, or gestures as well as being stared, ogled, leered or being whistled or hooted in a sexual way. Majority of the respondents (79.2%) have experience once or more instances of crude/offensive behaviour. Generally, women are subjected to this kind of sexual harassment more often than men (82.4% of women against 74.3% of men).

Table 11: Crosstabulation between Gender and Unwanted Sexual Attention

Gender		Unwanted Sexual Attention			Total
		Never (1.00)	Sometimes (2.00)	Often (3.00)	
male	Count	34	34	3	71
	% within Gender	47.9%	47.9%	4.2%	100.0%
female	Count	44	64	1	109
	% within Gender	40.4%	58.7%	.9%	100.0%
Total	Count	78	98	4	180
	% of Total	43.3%	54.4%	2.2%	100.0%



Unwanted Sexual Attention consists of the following:

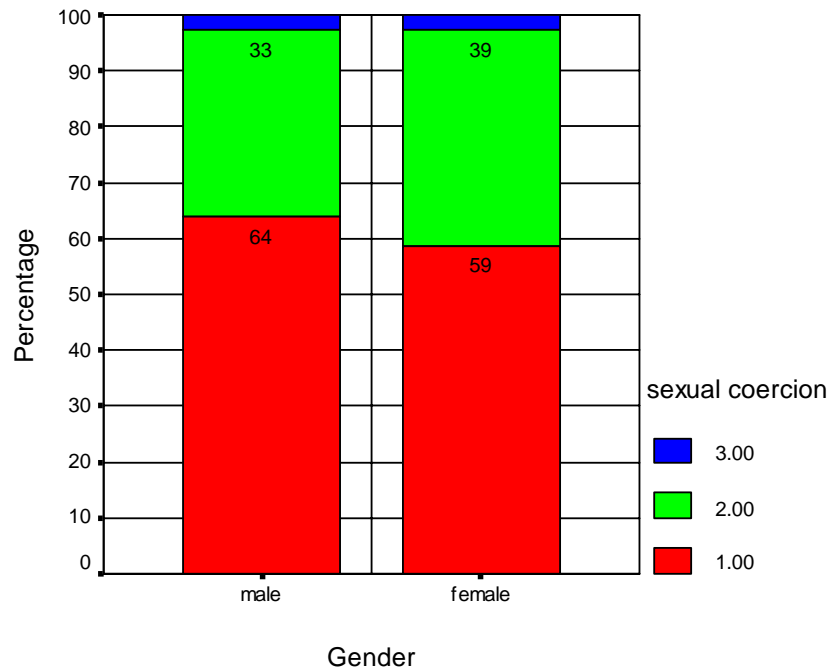
- attempts to establish a romantic sexual relationship despite efforts to discourage it;
- threats or bribes to a person in order to have sexual favors and;
- making attempts to touch, stroke, fondle or kiss the victim.

Overall 56.7% of the respondents have some experience of this kind. Further analysis on the gender indicates that 59.6% of women and 52.1% of men have such experiences.

Though the distribution of this type of sexual harassment is almost the same between both sexes, the males are three times more likely to experience this kind of behavior in the 'often category' as compared to the females.

Table 12: Crosstabulation between Gender and Sexual Coercion

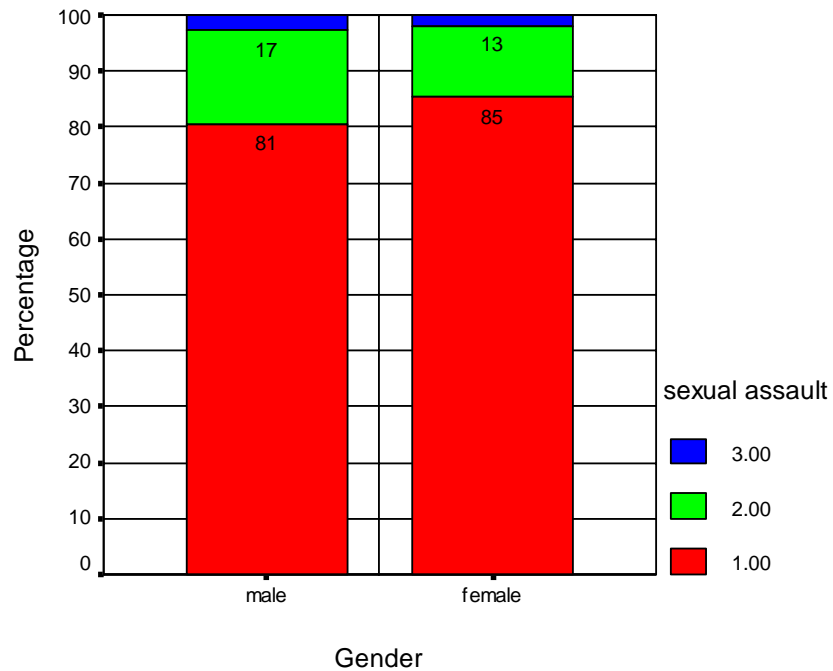
Gender		Sexual Coercion			Total
		Never (1.00)	Sometimes (2.00)	Often (3.00)	
male	Count	46	24	2	72
	% within Gender	63.9%	33.3%	2.8%	100.0%
female	Count	64	42	3	109
	% within Gender	58.7%	38.5%	2.8%	100.0%
Total	Count	110	66	5	181
	% of Total	60.8%	36.5%	2.8%	100.0%



Sexual Coercion, such as job benefits (or losses) contingent on sexual cooperation, was reported in lower proportions of both men and women (36.1% and 41.3%, respectively) as compared to the previous two categories. The results also show that the females are more prone to this kind of sexual harassment as compared to the males.

Table 13: Crosstabulation between Gender and Sexual Assault

Gender		Sexual Assault			Total
		Never (1.00)	Sometimes (2.00)	Often (3.00)	
male	Count	58	12	2	72
	% within Gender	80.6%	16.7%	2.8%	100.0%
female	Count	93	14	2	109
	% within Gender	85.3%	12.8%	1.8%	100.0%
Total	Count	151	26	4	181
	% of Total	83.4%	14.4%	2.2%	100.0%



Sexual Assault refers to incidences of actual or attempted rape and 16.6% of the respondents have experienced it. Further analysis indicated that 14.7% of women and 19.4% of men reported to have experiencing actual or attempted rape in this study. What is interesting in this study is that the males reported more frequent sexual assault than the females.

#### 4.4.2 Differences in the Experience of Sexual Harassment Between the Genders

All the four categories of sexual harassment were subjected to Kruskal Wallis Test to observe whether there are any significance difference between the males and the females with regards to 'Crude/ Offensive Behavior', 'Unwanted Sexual Attention', 'Sexual Coercion' and 'Sexual Assault'.

Table 14: Kruskal Wallis Ranks Test

	Gender	N	Mean Rank
offensive behaviour	male	70	84.26
	female	108	92.89
	Total	178	
unwanted sexual attention	male	71	87.51
	female	109	92.44
	Total	180	

sexual coercion	male	72	88.26
	female	109	92.81
	Total	181	
sexual assault	male	72	93.63
	female	109	89.27
	Total	181	

#### Test Statistics

	offensive behaviour	unwanted sexual attention	sexual coercion	sexual assault
Chi-Square	2.186	.508	.448	.721
df	1	1	1	1
Asymp. Sig.	.139	.476	.503	.396

a Kruskal Wallis Test

b Grouping Variable: Gender

It was found that there is no significance difference between both sexes on the respective categories.

#### 4.4.3 Ethnicity and Sexual Harassment

Cross tabulation was performed to determine the relationship between ethnicity and sexual harassment. All the four categories were subjected to this analysis. Results of the analysis are as below.

Table 15: Crosstabulation between Ethnicity and Offensive Behaviour

Ethnicity		offensive behaviour			Total
		1.00	2.00	3.00	
malay	Count	3	20	1	24
	% within Ethnicity	12.5%	83.3%	4.2%	100.0%
	% of Total	1.7%	11.2%	.6%	13.5%
chinese	Count	30	105	2	137
	% within Ethnicity	21.9%	76.6%	1.5%	100.0%
	% of Total	16.9%	59.0%	1.1%	77.0%
indian	Count	3	11	2	16

	% within Ethnicity	18.8%	68.8%	12.5%	100.0%
	% of Total	1.7%	6.2%	1.1%	9.0%
others	Count	1			1
	% within Ethnicity	100.0%			100.0%
	% of Total	.6%			.6%
Total	Count	37	136	5	178
	% within Ethnicity	20.8%	76.4%	2.8%	100.0%

All of the three major ethnic groups have experience some kind of offensive sexual behaviour. Percentages within ethnicity suggest that the Malays (87.5%) predominantly experience this kind of sexual harassment the Indians (81.3%) and the Chinese (78.1%).

Table 16: Crosstabulation between Ethnicity and Unwanted Sexual Attention

Ethnicity		unwanted sexual attention			Total
		1.00	2.00	3.00	
malay	Count	8	16	1	25
	% within Ethnicity	32.0%	64.0%	4.0%	100.0%
	% of Total	4.4%	8.9%	.6%	13.9%
Chinese	Count	58	78	2	138
	% within Ethnicity	42.0%	56.5%	1.4%	100.0%
	% of Total	32.2%	43.3%	1.1%	76.7%
Indian	Count	11	4	1	16
	% within Ethnicity	68.8%	25.0%	6.3%	100.0%
	% of Total	6.1%	2.2%	.6%	8.9%
Others	Count	1			1
	% within Ethnicity	100.0%			100.0%
	% of Total	.6%			.6%
Total	Count	78	98	4	180
	% within Ethnicity	43.3%	54.4%	2.2%	100.0%

Similarly all of the three major ethnic groups have experience unwanted sexual experience. Once again, percentages within ethnicity indicate that the Malays (68%) are more likely to experience this kind of sexual harassment followed by the Chinese (57.9%) and Indians (31.3%).

Table 17: Crosstabulation between Ethnicity and Sexual Coercion

Ethnicity		sexual coercion			Total
		1.00	2.00	3.00	
malay	Count	12	13		25

	% within Ethnicity	48.0%	52.0%		100.0%
	% of Total	6.6%	7.2%		13.8%
chinese	Count	86	49	4	139
	% within Ethnicity	61.9%	35.3%	2.9%	100.0%
	% of Total	47.5%	27.1%	2.2%	76.8%
indian	Count	11	4	1	16
	% within Ethnicity	68.8%	25.0%	6.3%	100.0%
	% of Total	6.1%	2.2%	.6%	8.8%
others	Count	1			1
	% within Ethnicity	100.0%			100.0%
	% of Total	.6%			.6%
Total	Count	110	66	5	181
	% within Ethnicity	60.8%	36.5%	2.8%	100.0%

All three major ethnic groups have indicated that they were victims of sexual coercion. Percentages within ethnicity show that the Malays (52%) are more likely to experience sexual coercion followed by the Chinese (38.2%) and the Indians (31.3%).

Table 18: Crosstabulation between Ethnicity and Sexual Assault

Ethnicity		sexual assault			Total
		1.00	2.00	3.00	
Malay	Count	21	4		25
	% within Ethnicity	84.0%	16.0%		100.0%
	% of Total	11.6%	2.2%		13.8%
Chinese	Count	115	21	3	139
	% within Ethnicity	82.7%	15.1%	2.2%	100.0%
	% of Total	63.5%	11.6%	1.7%	76.8%
Indian	Count	14	1	1	16
	% within Ethnicity	87.5%	6.3%	6.3%	100.0%
	% of Total	7.7%	.6%	.6%	8.8%
Others	Count	1			1
	% within Ethnicity	100.0%			100.0%
	% of Total	.6%			.6%
Total	Count	151	26	4	181
	% within Ethnicity	83.4%	14.4%	2.2%	100.0%

Similarly all the three major ethnic groups have indicated that they were sexually assaulted. Results indicated that the Chinese (17.3%) are more likely to experience sexual assault. This is followed by the Malays (16%) and Indians (12.6%).

#### 4.4.4 Marital Status and Sexual Harassment

Cross tabulation was performed to determine whether marital status influences sexual harassment behaviour. The results of the analysis were shown below.

Table 19: Crosstabulation between Marital Status and Offensive Behaviour

Marital Status		offensive behaviour			Total
		1.00	2.00	3.00	
single	Count	16	86	4	106
	% within Marital Status	15.1%	81.1%	3.8%	100.0%
	% of Total	9.0%	48.3%	2.2%	59.6%
married	Count	21	47	1	69
	% within Marital Status	30.4%	68.1%	1.4%	100.0%
	% of Total	11.8%	26.4%	.6%	38.8%
divorced	Count		2		2
	% within Marital Status		100.0%		100.0%
	% of Total		1.1%		1.1%
Total	Count	38	135	5	178
	% within Marital Status	21.3%	75.8%	2.8%	100.0%

All the three categories of marital status indicated that they were the target of offensive behaviour. The divorcee (100%) are more likely to experience this kind of sexual harassment followed by the single (84.9%) and the married (27%).

Table 20: Crosstabulation between Marital Status and Unwanted Sexual Attention

Marital Status		unwanted sexual attention			Total
		1.00	2.00	3.00	
single	Count	40	64	2	106
	% within Marital Status	37.7%	60.4%	1.9%	100.0%
	% of Total	22.2%	35.6%	1.1%	58.9%



married	Count	37	32	2	71
	% within Marital Status	52.1%	45.1%	2.8%	100.0%
	% of Total	20.6%	17.8%	1.1%	39.4%
divorced	Count	1	1		2
	% within Marital Status	50.0%	50.0%		100.0%
	% of Total	.6%	.6%		1.1%
Total	Count	79	97	4	180
	% within Marital Status	43.9%	53.9%	2.2%	100.0%

Single people are most often the target the unwanted sexual attention (62.3%), followed by the divorced (50%) and the married (47.9%).

Table 21: Crosstabulation between Marital Status and Sexual Coercion

Marital Status		sexual coercion			Total
		1.00	2.00	3.00	
single	Count	67	35	4	106
	% within Marital Status	63.2%	33.0%	3.8%	100.0%
	% of Total	37.0%	19.3%	2.2%	58.6%
married	Count	40	31	1	72
	% within Marital Status	55.6%	43.1%	1.4%	100.0%
	% of Total	22.1%	17.1%	.6%	39.8%
divorced	Count	2			2
	% within Marital Status	100.0%			100.0%
	% of Total	1.1%			1.1%
Total	Count	110	66	5	181
	% within Marital Status	60.8%	36.5%	2.8%	100.0%

In contrast to the previous categories the results indicate that respondents who are married were most likely to be the victims of sexual coercion (44.5%) compared to those who are single (36.8%).

Table 22: Crosstabulation between Marital Status and Sexual Assault

Marital Status		sexual assault			Total
		1.00	2.00	3.00	
single	Count	87	15	4	106
	% within Marital Status	82.1%	14.2%	3.8%	100.0%

	% of Total	48.1%	8.3%	2.2%	58.6%
married	Count	61	11		72
	% within Marital Status	84.7%	15.3%		100.0%
	% of Total	33.7%	6.1%		39.8%
divorced	Count	2			2
	% within Marital Status	100.0%			100.0%
	% of Total	1.1%			1.1%
Total	Count	151	26	4	181
	% within Marital Status	83.4%	14.4%	2.2%	100.0%

This kind of sexual harassment followed the more ‘serious’ category of sexual harassment where the married (15.3%) are more likely to experience sexual assault.

#### 4.4.5 Academic Qualification and Sexual Harassment

Cross tabulation was performed to determine the relationship between academic qualification and sexual harassment. Respondents’ academic qualifications were divided into six different levels to analysed their respective experiences in relation to the various categories of sexual harassment. These six levels are:

- i) SPM or the Malaysian Certificate of Education is equivalent to the ‘O’ Level which is issued after successful completion of secondary/high school education;
- ii) STPM or High School Certification on the other hand is equivalent to the ‘A’ level which is given to students after completing 2 years of pre-university education;
- iii) Diploma;
- iv) Degree;
- v) Masters and;
- vi) Others such as various skill based certificates etc.

The results of the findings are as shown below.

Table 23: Crosstabulation between Academic Qualification and Offensive Behaviour

Academic Qualification		offensive behaviour			Total
		1.00	2.00	3.00	
spm	Count	7	24	1	32
	% within Academic Qualification	21.9%	75.0%	3.1%	100.0%
	% of Total	3.9%	13.4%	.6%	17.9%
stpm	Count	3	7		10
	% within Academic Qualification	30.0%	70.0%		100.0%
	% of Total	1.7%	3.9%		5.6%
diploma	Count	10	33	1	44
	% within Academic Qualification	22.7%	75.0%	2.3%	100.0%
	% of Total	5.6%	18.4%	.6%	24.6%
degree	Count	15	65	3	83
	% within Academic Qualification	18.1%	78.3%	3.6%	100.0%
	% of Total	8.4%	36.3%	1.7%	46.4%
master	Count	1	4		5
	% within Academic Qualification	20.0%	80.0%		100.0%
	% of Total	.6%	2.2%		2.8%
others	Count	2	3		5
	% within Academic Qualification	40.0%	60.0%		100.0%
	% of Total	1.1%	1.7%		2.8%
Total	Count	38	136	5	179
	% within Academic Qualification	21.2%	76.0%	2.8%	100.0%

Upon cross tabulation, it was found that all the six categories of academic qualifications have experience offensive behaviour with those who had a university degree (81.9%) being most susceptible to offensive behaviour followed by those who with a Masters qualification (80%).

Cross tabulation was conducted to identify the effects of academic qualification on sexual attention.

Table 24: Crosstabulation between Academic Qualification and Unwanted Sexual Attention

Academic Qualification		unwanted sexual attention			Total
		1.00	2.00	3.00	
spm	Count	13	20	1	34
	% within Academic Qualification	38.2%	58.8%	2.9%	100.0%
	% of Total	7.2%	11.0%	.6%	18.8%
stpm	Count	4	6		10
	% within Academic Qualification	40.0%	60.0%		100.0%
	% of Total	2.2%	3.3%		5.5%
diploma	Count	15	27	2	44
	% within Academic Qualification	34.1%	61.4%	4.5%	100.0%
	% of Total	8.3%	14.9%	1.1%	24.3%
degree	Count	41	41	1	83
	% within Academic Qualification	49.4%	49.4%	1.2%	100.0%
	% of Total	22.7%	22.7%	.6%	45.9%
master	Count	2	3		5
	% within Academic Qualification	40.0%	60.0%		100.0%
	% of Total	1.1%	1.7%		2.8%
others	Count	4	1		5
	% within Academic Qualification	80.0%	20.0%		100.0%
	% of Total	2.2%	.6%		2.8%
Total	Count	79	98	4	181
	% within Academic Qualification	43.6%	54.1%	2.2%	100.0%

Those respondents with a diploma qualification have experience unwanted sexual attention the most (65.9%) followed by those with a SPM (61.7%). Respondents with both a Master degree and STPM had experience unwanted sexual attention in the same frequency (60%).

Table 25: Crosstabulation between Academic Qualification and Sexual Coercion

Academic Qualification		sexual coercion			Total
		1.00	2.00	3.00	
spm	Count	16	18	1	35
	% within Academic Qualification	45.7%	51.4%	2.9%	100.0%
	% of Total	8.8%	9.9%	.5%	19.2%
stpm	Count	5	5		10
	% within Academic Qualification	50.0%	50.0%		100.0%
	% of Total	2.7%	2.7%		5.5%
diploma	Count	25	17	2	44
	% within Academic Qualification	56.8%	38.6%	4.5%	100.0%
	% of Total	13.7%	9.3%	1.1%	24.2%
degree	Count	58	23	2	83
	% within Academic Qualification	69.9%	27.7%	2.4%	100.0%
	% of Total	31.9%	12.6%	1.1%	45.6%
master	Count	4	1		5
	% within Academic Qualification	80.0%	20.0%		100.0%
	% of Total	2.2%	.5%		2.7%
others	Count	3	2		5
	% within Academic Qualification	60.0%	40.0%		100.0%
	% of Total	1.6%	1.1%		2.7%
Total	Count	111	66	5	182
	% within Academic Qualification	61.0%	36.3%	2.7%	100.0%

Those with the school certificate seem to be most susceptible to sexual coercion (54.3%) followed by those with a high school certificate, STPM (50%), diploma (43.1%), and a university degree (30.1%).

Table 26: Crosstabulation between Academic Qualification and Sexual Assault

Academic Qualification		sexual assault			Total
		1.00	2.00	3.00	
spm	Count	29	6		35
	% within Academic Qualification	82.9%	17.1%		100.0%
	% of Total	15.9%	3.3%		19.2%
stpm	Count	9	1		10
	% within Academic Qualification	90.0%	10.0%		100.0%
	% of Total	4.9%	.5%		5.5%
diploma	Count	34	8	2	44
	% within Academic Qualification	77.3%	18.2%	4.5%	100.0%
	% of Total	18.7%	4.4%	1.1%	24.2%
degree	Count	72	9	2	83
	% within Academic Qualification	86.7%	10.8%	2.4%	100.0%
	% of Total	39.6%	4.9%	1.1%	45.6%
master	Count	4	1		5
	% within Academic Qualification	80.0%	20.0%		100.0%
	% of Total	2.2%	.5%		2.7%
others	Count	4	1		5
	% within Academic Qualification	80.0%	20.0%		100.0%
	% of Total	2.2%	.5%		2.7%
Total	Count	152	26	4	182
	% within Academic Qualification	83.5%	14.3%	2.2%	100.0%

Diploma qualification (22.7%) leads the way in terms of experiencing sexual assault. This is followed by the Masters degree qualification (20%) and a university (13.2%) degree qualification.

#### 4.4.6 Working Experience and Sexual Harassment

Cross tabulation was performed to determine the relationship between length of employment in the current work place and sexual harassment. The length of employment was divided into three time periods namely:

- i) less than 3 years;
- ii) four to nine years and;
- iii) ten years and above.

Table 27: Crosstabulation between Working Experience and Offensive Behaviour

Time		offensive behaviour			Total
		1.00	2.00	3.00	
less than 3 years	Count	17	97	5	119
	% within working experience	14.3%	81.5%	4.2%	100.0%
	% of Total	9.7%	55.4%	2.9%	68.0%
4 to 9 years	Count	14	25		39
	% within working experience	35.9%	64.1%		100.0%
	% of Total	8.0%	14.3%		22.3%
Above 10 years	Count	7	10		17
	% within working experience	41.2%	58.8%		100.0%
	% of Total	4.0%	5.7%		9.7%
	Count	38	132	5	175
	% within working experience	21.7%	75.4%	2.9%	100.0%

The results show that respondents with less than 3 years of employment in the current work place seem to have the most encounters with offensive behaviour (85.7%). This is followed by those with 4 to 9 years of employment (64.1%).

Table 28 Crosstabulation between working experience and unwanted sexual attention

Working		unwanted sexual attention	Total
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experience		1.00	2.00	3.00	
less than 3 years	Count	42	75	3	120
	% within working experience	35.0%	62.5%	2.5%	100.0%
4 to 9 years	Count	29	10		39
	% within working experience	74.4%	25.6%		100.0%
10 years and above	Count	5	12	1	18
	% within working experience	27.8%	66.7%	5.6%	100.0%
Total	Count	76	97	4	177
	% within working experience	42.9%	54.8%	2.3%	100.0%

Those who have work for more than 10 years at the current work place are most susceptible to unwanted sexual attention (72%) followed by those with less than 3 years of employment (25.6%).

Table 29 Crosstabulation between working experience and sexual coercion

working experience		sexual coercion			Total
		1.00	2.00	3.00	
less than 3 years	Count	69	47	4	120
	% within working experience	57.5%	39.2%	3.3%	100.0%
4 to 9 years	Count	30	9		39
	% within working experience	76.9%	23.1%		100.0%
10 years and above	Count	9	9	1	19
	% within working experience	47.4%	47.4%	5.3%	100.0%
Total	Count	108	65	5	178
	% within working experience	60.7%	36.5%	2.8%	100.0%



The pervious pattern is also repeated in relation to sexual coercion where in those who have work for more than 10 years at the current work place reported to have subjugated to sexual coercion (52.7%) followed by those with less than 3 years of employment (42.5%).

Table 30 Crosstabulation between working experience and sexual assault

working experience		sexual assault			Total
		1.00	2.00	3.00	
less than 3 years	Count	98	19	3	120
	% within working experience	81.7%	15.8%	2.5%	100.0%
4 to 9 years	Count	36	2	1	39
	% within working experience	92.3%	5.1%	2.6%	100.0%
10 years and above	Count	14	5		19
	% within working experience	73.7%	26.3%		100.0%
Total	Count	148	26	4	178
	% within working experience	83.1%	14.6%	2.2%	100.0%

Similarly, in the case of sexual assault, it was found that those who have been working for 10 years or more at the said work place are most likely to be inflicted with sexual assault (26.3%) followed by those with less than 3 years of employment at the said work place (18.3%).

#### 4.4.7 Company Policy and Sexual Harassment

Cross tabulation was performed to determine whether the existence of company policy seems to influence the prevalent of sexual harassment at a particular work place.

Table 31 Crosstabulation between Company Policy and offensive behaviour

Company policy		Offensive behaviour			Total
		1.00	2.00	3.00	
Yes	Count	11	31	1	43
	% within working experience	25.6%	72.1%	2.3%	100.0%
No	Count	13	57	3	73
	% within working experience	17.8%	78.1%	4.1%	100.0%
Don't know	Count	13	44	1	58

	% within working experience	22.4%	75.9%	1.7%	100.0%
Total	Count	37	132	5	174
	% within working experience	21.3%	75.9%	2.9%	100.0%

Among the respondents who indicated that there was a company policy on sexual harassment, 74.4% had experienced offensive behaviour at their work place. However, respondents who had indicated that there was no company policy, had experience a higher incidents of offensive behaviour i.e. 82.2%. Meanwhile respondents who did not know whether there was a company policy on sexual harassment or not indicated that the frequency of offensive behaviour at their respective organizations was 77.6%.

Table 32 Crosstabulation between Company Policy and unwanted sexual attention

Company policy		Unwanted sexual attention			Total
		1.00	2.00	3.00	
Yes	Count	18	26		44
	% within working experience	40.9%	59.1%		100.0%
No	Count	29	43	1	73
	% within working experience	39.7%	58.9%	1.4%	100.0%
Don't know	Count	29	27	3	59
	% within working experience	49.2%	45.8%	5.1%	100.0%
Total	Count	76	96	4	176
	% within working experience	43.2%	54.5%	2.3%	100.0%

A similar pattern was reported in relation to unwanted sexual attention whereby companies with sexual harassment policies had lower incidences of unwanted sexual attention (59.1%) in comparison with companies with no such policy (60.3%).

Table 33 Crosstabulation between Company Policy and sexual coercion

Company policy		sexual coercion			Total
		1.00	2.00	3.00	
Yes	Count	27	18		45

	% within working experience	60.0%	40.0%		100.0%
No	Count	41	29	3	73
	% within working experience	56.2%	39.7%	4.1%	100.0%
Don't know	Count	39	18	2	59
	% within working experience	66.1%	30.5%	3.4%	100.0%
Total	Count	107	65	5	177
	% within working experience	60.5%	36.7%	2.8%	100.0%

Meanwhile respondents who indicated that their company had no policies on sexual harassment reported a higher rate of sexual coercion i.e. 43.8% compared to the companies that had such a policies i.e. 40%. And those who indicated that they don't know the existence of such a policy reported the rates of sexual prevalent to their organization to be 33.9%.

Table 34 Crosstabulation between Company Policy and sexual assault

Company policy		sexual assault			Total
		1.00	2.00	3.00	
Yes	Count	35	10		45
	% within working experience	77.8%	22.2%		100.0%
No	Count	62	8	3	73
	% within working experience	84.9%	11.0%	4.1%	100.0%
Don't know	Count	50	8	1	59
	% within working experience	84.7%	13.6%	1.7%	100.0%
Total	Count	147	26	4	177
	% within working experience	83.1%	14.7%	2.3%	100.0%

However, there seems to be a variation from the aforesaid pattern in relation to sexual assault: the existence of a company policy did not make any difference on the incidences of sexual assault and the findings seem to indicate that even companies with no policy on sexual harassment had even a lower rate of sexual assault (15.1%) than companies with

the said assault (22.2%). Those who are not aware if there was a company policy on sexual harassment indicated the incidents of sexual assault to be 15.3%.

#### 4.4.8 Age and Sexual Harassment

The relationship between age of respondents and sexual harassment was analyzed via cross tabulation. Respondents were grouped into four age categories i.e.

- i) 20 to 30 years;
- ii) 31 to 40 years;
- iii) 41 to 50 years and;
- iv) 50 years and above.

Results of the analysis are as follows.

Table 35 Crosstabulation between age and offensive behaviour

age		offensive behaviour			Total
		1.00	2.00	3.00	
20 to 30 years	Count	19	86	4	109
	% within age	17.4%	78.9%	3.7%	100.0%
31 to 40 years	Count	9	28	1	38
	% within age	23.7%	73.7%	2.6%	100.0%
41 to 50 years	Count	3	8		11
	% within age	27.3%	72.7%		100.0%
more than 50 years	Count	4	1		5
	% within age	80.0%	20.0%		100.0%
Total	Count	35	123	5	163
	% within age	21.5%	75.5%	3.1%	100.0%

Incidences of offensive behaviour were most frequently cited by those between the age of 20 to 30 years (82.6%) followed by those of between the age 31 to 40 years (76.3%); 41 to 50 years (72.7%) and finally those above 50 years (20%).

Table 36 Crosstabulation between age and unwanted sexual attention

age		unwanted sexual attention			Total
		1.00	2.00	3.00	

20 to 30 years	Count	43	64	3	110
	% within age	39.1%	58.2%	2.7%	100.0%
31 to 40 years	Count	21	17	1	39
	% within age	53.8%	43.6%	2.6%	100.0%
41 to 50 years	Count	6	5		11
	% within age	54.5%	45.5%		100.0%
more than 50 years	Count	3	2		5
	% within age	60.0%	40.0%		100.0%
Total	Count	73	88	4	165
	% within age	44.2%	53.3%	2.4%	100.0%

The same pattern was observed in terms of unwanted sexual attention. The youngest age group had the most frequent experiences of unwanted sexual attention (60.9%). This is followed by those within the age group of 31 to 40 years (46.2%), the age group of 41 to 50 years (45.5%) and finally those above 50 years of age (40%).

Table 37 Crosstabulation between age and sexual coercion

age		sexual coercion			Total
		1.00	2.00	3.00	
20 to 30 years	Count	65	41	4	110
	% within age	59.1%	37.3%	3.6%	100.0%
31 to 40 years	Count	26	14		40
	% within age	65.0%	35.0%		100.0%
41 to 50 years	Count	7	3	1	11
	% within age	63.6%	27.3%	9.1%	100.0%
more than 50 years	Count	4	1		5
	% within age	80.0%	20.0%		100.0%
Total	Count	102	59	5	166
	% within age	61.4%	35.5%	3.0%	100.0%

In the case of sexual coercion, there was a slight variation: although the youngest age group (20 to 30 years) led in terms of having the highest rate of sexual coercion, those who were within the age group of 41 to 50 years experience higher incidences of sexual coercion (36.4%) compared to their younger counterparts who were aged between 31 to

40 years (35%). Those in the 50 years or more age group had experience sexual coercion the least (20%).

Table 38 Crosstabulation between age and sexual assault

age		sexual assault			Total
		1.00	2.00	3.00	
20 to 30 years	Count	90	16	4	110
	% within age	81.8%	14.5%	3.6%	100.0%
31 to 40 years	Count	35	5		40
	% within age	87.5%	12.5%		100.0%
41 to 50 years	Count	9	2		11
	% within age	81.8%	18.2%		100.0%
more than 50 years	Count	5			5
	% within age	100.0%			100.0%
Total	Count	139	23	4	166
	% within age	83.7%	13.9%	2.4%	100.0%

Once again sexual assault deviate from the aforementioned patterns with those in the age category of 41 to 50 years reporting a slightly higher incident of sexual assault (18.2%) compared to the youngest age group (18.1%). This is followed by those in the 31 to 40 years age group (12.5%). None of those in the age group of 50 years and above reported incidences of sexual assault.

#### 4.4.9 Organizational Climate

Table 39 Items related to organizational climate

Characteristics of interaction	Positive	Not sure	Negative
Q1: (interactions between the management and others)	89.6%	1.1%	9.3%
Q5: (interactions between the immediate supervisor and the respondents)	90.6%	2.7%	6.7%
Q6: (interactions between the respondents and his/her colleagues)	92.2%	2.8%	5.0%
Q2: (interactions between members of the organizations in general)	84.0%	3.2%	12.8%
Overall	89.10%	2.45%	8.45%
Corrective actions taken	Yes	Not sure	No

Q3: (by the immediate supervisor)	80.2%	12.1%	7.7%
Q4: (by the upper management)	79.7%	13.2%	7.1%
Q8: (where to make a report)	70.7%	19.5%	9.8%
Overall	76.87%	14.93%	8.20%
<b>Expected reprisal/retaliation</b>	<b>Yes</b>	<b>Not sure</b>	<b>No</b>
Q9	14.0%	19.8%	66.3%

Majority of the respondents (89.6%) were of the opinion that the management at their workplace actively promoted consideration of others. In other words most of the respondents agreed that they perceived the management as having taken positive steps in their interaction with others by showing concern, acting fairly, being ethical and working as a team, showing trust and compassion. Most of the respondents agreed that their immediate supervisors (90.6%) and their colleagues (92.2%) treated them with consideration and respect. Hence, generally respondents perceived that the overall corporate climate is positive.

Majority of respondents were confident that corrective actions would be taken by the immediate supervisors (80.2%) as well as the upper management (79.7%) if sexual harassment was reported. Moreover most knew where to lodge reports related to problems of sexual harassment (70.7%).

Amongst the training programs that were implemented to improve relationships and the organizational climate at work place, sexual harassment programs were least offered. Organizations seem to give priority to programs relating to communication skills and leadership skills.

Table 40 Training programs implemented at work place

<b>Programs Implemented</b>	<b>Yes</b>	<b>No</b>
Communication skills	87.1%	13.9%
Leadership skills	83.3%	16.7%
Religious guidance	48.7%	51.3%
Sexual harassment	39.9%	60.1%

Among the programs available at workplaces, sexual harassment training are least offered. Organizations mostly offered programs relating to communication skills (87.1%) followed by leadership skills (83.3%) and religious guidance (48.7%).

#### 4.5 TYPES OF ACTION NORMALLY TAKEN BY VICTIM OF SEXUAL HARASSMENT.

Types of action normally taken by victim of sexual harassment are divided into two categories i.e. using the unofficial channel as well as using the official channel. Results of actions from the use of unofficial channel are as shown below.

Table 41 Unofficial action taken by respondents to stop the unwelcome sex related attention

Items	Percentage (%)			
	Didn't do this	Yes and it becomes worse	Yes but made no difference	Yes and it becomes better
I called a hotline for advise/information (not to file a complaint)	74.2	6.5	10.5	8.9
I requested additional training for the person(s') work center/unit	66.1	5.6	12.9	15.3
I informally requested advice/assistance from other departments.	64.5	5.0	12.4	18.2
I requested a transfer or temporary assignment elsewhere	62.9	8.1	8.9	20.2
I threatened to tell or told a co-worker(s)	62.6	11.4	9.8	16.3
I acted as though it did not bother me	56.5	10.5	16.9	16.1
I discussed with or got advise from someone unofficially	54.1	4.1	14.8	27.0
I asked someone else to speak to the person for me	47.6	8.9	12.1	31.5
I ignored the behavior	36.9	8.2	18.0	36.9
I asked or told the person(s) to stop (either orally or in writing)	35.2	8.0	16.0	40.8



I avoided the person(s)	21.0	9.7	22.6	46.8
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Results of the study on unofficial action taken by the respondents show that majority of the victims of sexual harassment chose to handle the unwelcome sex/gender related attention personally by totally avoiding the person(s) (79.0%). Significant number of them also requested the person to stop the behaviour (64.8%) or alternatively ignored the behavior (63.1%). Approximately half of the respondents choose to involve third party either by requesting someone else to handle the problem on their behalf (52.4%) or getting unofficially advice from them (45.9%). Meanwhile 43.5% of the respondents choose to act as though the unwelcome sex offences did not bother them.

Slightly more than a third of the respondents had threaten to tell or told co-workers about the incidents (37.4%) or requested a transfer else where (37.1%) or alternatively requested advice from other departments (35.5%). Almost one third of the respondents (33.9%) had requested additional training for the person(s') work center/unit. Most of the respondents (74.2%) choose not to rely on outside help such as hotline for advice or information.

The research seeks to determine the consequences of actions taken (if any) to stop the unwelcome sex related attention. Generally it was found that some actions improved the situation while others made it worse. There are instances where the action did not result in any change to the existing situation. In the event where the respondents chose to take any of the above mentioned actions, most felt that the situations had improved with the exception of actions related to calling the hotline and choosing to act as though the incident did not bother them. In both the latter cases the respondents felt that the said action did not bring about any difference.

When respondents chose to make an official reports on sexual harassment the options were either the internal mechanism or the external mechanism. The internal mechanisms consist of reporting to the victims' immediate supervisor, the harassers' supervisor or someone else in their chain of authority (e.g. Head of Department/Unit). The external

mechanisms include making a police report or referring the complaint to a Member of Parliament.

Table 42 Individuals whom the respondents choose to report to in unwanted sex related attention

Items	Percentage			
	Didn't do this	Yes and it becomes worse	Yes but made no difference	Yes and it becomes better
Member of Parliament	86.1	3.5	3.5	7.0
The Police	80.9	4.3	7.0	7.8
Someone else in my chain of authority (e.g. Head of Department/Unit)	51.7	5.0	8.3	35.0
The supervisor of the person who was bothering me	48.4	4.9	13.1	33.6
My immediate supervisor	44.6	6.6	5.8	43.0

The findings indicated that most of the respondents opted to make official reports internally or within the organizations. Among the most popular choices were to report the incident to the immediate supervisor of the victim (55.4%) followed by reporting to the supervisor of the harasser (51.6%). Slightly less than half (48.3%) of the victim of sexual harassment chose to report the incident to someone else in their chain authority. Very few of the respondents chose to make a police report (19.1%) or complaint to the Member of Parliament (13.9%). All of the respondents who chose any of the official channels both internally and externally reported the situation have improved.

The effects of reporting by the victims of sexual harassment can be classified as action taken (if any) by the organizations or the reaction of others in the organization towards the victim who reported the incident. Results of the effects of reporting by the victims of sexual harassment are as follows.

Table 43 Actions that the organizations took and effects of the reporting the unwanted sex relation

	Percentage
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Items	Yes	No
My complaint was/is being investigated.	62.2	37.8
The person who bothered me was talked to about the behavior.	51.1	48.9
I don't know what action was taken	32.1	67.9
My co-workers were hostile towards me.	25.9	74.1
The person who bothered me was counseled.	25.9	74.1
The person who bothered me was transferred or reassigned.	23.7	76.3
My supervisor (or others in my chain of authority) was hostile towards me.	21.5	78.5
My complaint was not taken seriously.	17.0	83.0
No action was taken.	16.4	83.6
I was encouraged to drop the complaint.	13.3	86.7
I was reassigned against my will.	13.3	86.7

In the event victims chose to report the incident, majority of respondents (62.2%) reported that the organization had investigated their complaint. About half of the respondents (51.1%) also reported that the harasser was admonished about the behaviour. Approximately a third (32.1%) of the respondents were not aware of any action taken towards the harasser. Approximately a quarter of the respondents reported either that the harasser was counseled (25.9%) or was transferred or reassigned (23.7%). A small number of respondents reported that either no action was taken towards their complaint (16.4%) or their complaint was not taken seriously (17.0%). There were instances where the respondents were encouraged to drop the complaint (13.3%) as well as being reassigned against their will (13.3%).

#### 4.6 Satisfaction of Respondents of the Action Taken by the Organization.

The study also tries to gauge the level of satisfaction of action taken by the organizations in the event that the victims of sexual harassment lodge an official complaint to their organization. Results of the study are as follows.

Table 44      Satisfaction of action taken

	Frequency	Percent	Valid Percent	Cumulative Percent
very satisfied	23	12.6	17.7	17.7
satisfied	57	31.1	43.8	61.5
neither satisfied or dissatisfied	46	25.1	35.4	96.9
dissatisfied	3	1.6	2.3	99.2
very dissatisfied	1	.5	.8	100.0
Total	130	71.0	100.0	
System	53	29.0		
	183	100.0		

Majority of the respondents were satisfied with the action taken by the organizations (61.5%) and a significant numbers were neither satisfied nor dissatisfied (25.1%) with the consequent action taken by the organization.

#### 4.7 Cause and Effects of Sexual Harassment on Respondents.

The study also tries to ascertain the causes and effects of sexual harassment on the victims. Table 45 and table 46 show the result of the study.

Table 45 Cause of Sexual Harassment on Respondents

Items	Percentage	
	Yes	No
Threatened personal security	59.6	40.4
Create an offensive working environment	47.4	52.6
Threatened employment opportunities	42.7	57.3
Created a hostile working environment	40.4	59.6

Most of the respondents (59.6%) felt that the unwanted sexual behaviour would threaten their personal security. Almost half of the respondents (47.4%) indicated that sexual harassment would create an offensive working environment. Meanwhile some respondents (42.7%) even felt there their employment opportunities would be threaten while others felt that it would create a hostile working environment (40.4%).

Table 46 Effects of Sexual Harassment on Respondents

<b>Items</b>	<b>Percentage</b>	
	<b>Yes</b>	<b>No</b>
Consider changing job	63.3	36.7
Try to avoid certain areas of workplace	49.1	50.9
Work less effectively	19.5	80.5
Change work pattern significantly	14.8	85.2
Take time off	10.1	89.9
Arriving late	7.1	92.9

Most of the respondents (63.3%) would consider changing jobs as a result of being sexually harassed. Approximately half of the respondents would try to avoid certain areas of work place presumably areas frequented by the harasser. The other effects of sexual harassment on respondents that were reported were working less effectively (19.5%), changing work pattern significantly (14.8%), taking time off from work (10.1%) or arriving late to work (7.1%).

## **CHAPTER V**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1 INTRODUCTION**

With Malaysia moving rapidly towards industrialization, there is a widespread recognition that the level of sexual harassment reported has increased. It is crucial that the problem of sexual harassment be addressed because not only does it have an impact on the motivation and productivity of the workforce but also has adverse effects on the occupational health of the individuals concerned.

The problem was serious enough for the Ministry of Human Resources to formulate a Code of Practice on the Prevention and Eradication of Sexual Harassment in the workplace in year 1999, and also propose that sexual harassment be made a compulsory item to be negotiated in collective agreements between employers and trade unions.

This study had focused on small and medium scale industries on the basis that these organizations may not have adequate resources to cope with the said problem. In other words, the management may not have adequate knowledge, awareness and skills to handle the problem when and if it occurs as well as financial resources to run training programs and formulate policies to address the said problem.

#### **5.2 INCIDENCES OF SEXUAL HARASSMENT IN SMALL AND MEDIUM ENTERPRISES IN MALAYSIA**

This study highlights emerging changes in the pattern of sexual harassment at the workplace. Interestingly, there seems to be no significance difference in the reported incidences of sexual harassment between the males and females even though majority of the respondents were females. Although there are more

incidences of women being the victims of ‘milder’ sexual harassment, males seem to be target of the more ‘serious’ category of sexual harassment i.e. sexual assaults.

All previous studies conducted by Leeds (1983), Webb (1991) and Kiely and Henbest (2000) had indicated that women are more likely to be the victim of sexual harassment due to several reasons. Firstly, men feel challenged by women whom they perceive as increasingly “taking over their jobs” at their work place and thus they retaliate by sexually harassing them. Secondly, sexual harassment tends to occur more in females because of the sex-role spillover effect (Gutek, 1985). This effect is defined as the carrying over to the workplace the gender-based expectations for behaviors that are irrelevant or inappropriate to work (Fitzgerald and Shullman, 1999). It was further said that women are expected to be less aggressive and more subservient as compared to men who are more frequently holding positions of power.

Whilst the findings of this study indicates that majority of the sexual harassers are males which is in line with the findings of previous studies, it cannot be denied that changes are taking place in the patterns of sexual harassment where males are increasingly becoming targets of sexual harassment. However, this study is unable to determine why this change is occurring. Further research is needed to understand what the factors that contribute to these changes are. Additionally the findings of this study are unable to determine why men are increasingly becoming targets of sexual harassment and whether they are being harassed by harassers of same gender and/or different gender. The researchers are of the view that this change could be due to the aforementioned sex-role spillover effect but with a difference i.e. there is a change in the gender based expectations at the societal level which has been carried over to the workplace. It is further suggested that women in their pursuit of their careers today have become more assertive, aggressive and less subservient compared to previous generations. Similarly, the “new age” man is expected to be sensitive and less aggressive.

### **5.3 THE LEVEL OF AWARENESS AMONGST MEMBERS IN THE CORPORATE WORLD ON SEXUAL HARASSMENT.**

The study had found that the awareness level of most of the respondents was unsatisfactory. This has resulted in them being unaware of their liability vis-à-vis their position at their workplace and unable to appropriate complex situations whereby the victim refuses to cooperate.

The researchers deduced that this could be due to their lack of exposure on company's policy related to sexual harassment since most of the respondents have indicated that they are either not aware or do not have a company policy on sexual harassment. In addition to that companies also did not provide adequate sexual harassment training as most of the trainings or courses provided by human resource departments tend to focus on communication and leadership skills. The relationship between company's policy related to sexual harassment and sexual harassment itself is well documented. Studies by Zoloty (1986), Pryor (1987), Bingham (1989), Cooper (1989), Fitzgerald (1993) and Sloan (1997) have shown that through clear company's policy, greater awareness on sexual harassment and strictly enforced policies; organizations are able to deter employees from acting in sexually exploitative manners hence preventing sexual harassment.

#### **5.4 TYPES OF SEXUAL HARASSMENT PREDOMINANTLY FOUND IN MALAYSIAN CORPORATE WORLD.**

The current study had focused on four categories of sexual harassment as suggested by the DEOC Task Force on Discrimination and Sexual Harassment, USA. These four were categorized as 'Crude/offensive behavior', 'unwanted sexual attention', 'sexual coercion' and 'sexual assault' with the seriousness of each sexual harassment in an ascending order. All of these four categories of sexual harassment were found in the Malaysian corporate world.

In conclusion the 'milder' forms of sexual harassment such as offensive behavior and unwanted sexual attention tend to occur more often than the more serious categories of sexual harassment i.e. sexual coercion and sexual assaults. This finding is consistent with prior research that demonstrated a similar outcome (Kenig & Ryan, 1986; Gutek, 1985; Gutek & O'Connor, 1995; Rotundo, Nguyen and Sackett, 2001). It was argued that men and women tend to perceive 'milder' sexual harassment differently. For example, Gutek & O'Connor (1995) found that



both men and women agree that sexual coercion and sexual propositions constitute sexual harassment. However, they do not necessarily agree that sex-stereotyped jokes or repeated request for dates after refusal do. Therefore, women may perceive that sexual harassment has occurred after a number of these behaviors have taken place, whereas a man may interpret the behavior as flattery. These differences of perceptions could be due to different socialization that men and women have gone through. Therefore, a particular type of behavior may be perceived as flattery by one group and as harassment by another solely on the basis of one's value system or how one is socialized.

Although women have reported more incidences of sexual harassment related to the first three categories i.e. 'crude/offensive behaviour', 'unwanted sexual attention', 'sexual coercion'; the differences between the two genders in terms of reported incidences are only marginal. Surprisingly, in relation to the fourth category i.e. 'sexual assault' greater numbers of males are victims of such incidences. Thus, it can be concluded that the pattern of sexual harassment are slowly but surely changing at the work place. The lower incidents of men reporting of sexual harassment could be reasoned as harassment of men within organizations is not readily accepted or admitted (Kiely and Henbest 2000).

There is also the common finding that women describe a wider range of behaviors as potential harassment in comparison to men (Baugh, 1997) which may partially explain why considerably fewer men vis-a-vis women claim to have experienced sexual harassment. In circumstance where women harass men; it normally appears in situation where men are found working in a heavily female oriented environment. Evidence suggests that this is usually a result of "girlie fun", with men usually considering this "tame" form of harassment to be embarrassing as opposed to offensive and humiliating (Pringle, 1989).

In relation to ethnicity, the victims of sexual harassment are predominantly Malays especially with regards to specific types of sexual harassment i.e. offensive behavior, unwanted sexual attention and sexual coercion. This needs further analysis since majority of the respondents were Chinese. Our findings are unable to pin point the ethnicity of the immediate harasser. Hence, it is not possible to find whether the harassment is being done by a harasser of the same

ethnicity. However, for the most serious type of sexual harassment i.e. sexual assault, the Chinese were predominantly the victims. Once again our findings are unable to determine why this trend was observed.

This study also tried to determine if the probability of being sexually harassed has any correlation with one's marital status. The findings of our study seem to indicate that those who are single are more susceptible to the 'milder' forms of sexual harassment i.e. offensive behavior and unwanted sexual attention. Whilst those who are married were susceptible to the more serious forms of sexual harassment namely sexual coercion and sexual assault. The researchers speculate that victims who are single may be the targets of lesser form of sexual harassment due to the fact that the harasser perceived their actions as a form of flattery (Rotundo, Nguyen and Sackett, 2001) or flirtation. In contrast those who are married are targets of the more serious forms of sexual harassment as they are perceived as a vulnerable group by the sexual harasser since they are less likely to report such aggression for fear of being discovered by the spouse or alternatively for fear of losing their jobs.

This study did not discover any patterns in relation to victim's academic qualification and the probability of sexual harassment. In other words, the educational background has no bearing to one being susceptible to sexual harassment.

Finally there seems to be a pattern in sexual harassment when analyzed in relation to the number of years the victims have been working in their respective organizations. It was found that those who have been working for more than 10 years at their work place are more susceptible to three types of sexual harassment namely, unwanted sexual attention, sexual coercion and sexual assaults. This may be postulated as their tenure at the work place is a determining factor on whether they would report the said encounter or not. In other words, the harasser targets this group of victims mainly because they are confident that they will not be reported because the victims did not want to jeopardize their job security.

In discussing the profile of the harasser it was found that men tend to be predominantly the harassers in this study with the most of them holding management and immediate supervisor positions. This pattern is found in almost all studies relating to sexual harassment where men tend to be the aggressors (Gutek, 1985; Kenig & Ryan, 1986; Cooper, 1989; Gutek & O'Connor, 1995; Kirkham 1997; Sloan, 1997; Goodwin, Operario & Friske, 1998; Fitzgerald and Shullman, 1999; Rotundo, Nguyen & Sackett, 2001 and Mast, 2005). The reasons explained by the various researchers vary, though not exhaustive but could be summarized as follows:

1. gender stereotypes – stereotypes of what a man or woman can do and are supposed to do. Women generally are stereotypically viewed as less dominant and more subservient than men even when they express the same type of behavior as men do.
2. interpersonal hierarchy expectation – men tend to endorse the pecking orders in interpersonal hierarchy expectation i.e. they expect that interpersonal interactions and relationships are organized in a hierarchical way with some people at the top and other people at the bottom of the dominance hierarchy.
3. status/power position – at psychological level, individuals with greater status/referent power are admired since these individuals are assumed to be more competent, allows for greater reward and punishment power and are likely to be more valuable to others. These people also have higher greater control over conditions of employment or the environment. Unfortunately these general statements regarding status/power hold for gender wherein many of the highest status/power positions are nearly exclusively held by men.
4. occupational characteristics – in certain occupations explicit sexual forms of behavior are part of the organizational culture and informal behavior among employees was male-dominated. For example, policewomen are expected to behave in a more 'machismo' manner and tolerate sexist comment or humor during the coffee or lunch breaks.
5. characteristics of society – women have just begun to appear in the workplace recently and being a patriarchal society, women felt that sexual harassment is the price they had to pay to hold a job. Men on the

other hand feel challenged by women whom they perceived as “forcing them out of their jobs” and thus they retaliate by sexually harassing them.

## **5.5 ORGANIZATIONAL CLIMATE AND TYPES OF ACTION NORMALLY TAKEN BY VICTIM OF SEXUAL HARASSMENT**

The study unearthed a very encouraging discovery regarding the organization climate of Small and Medium Enterprises in Malaysia. Significant proportions of the respondents give positive feedback regarding their workplace environment. They felt that their workplace actively promoted and reflected considerations of others and corrective actions were taken whenever a problem was reported. Most felt that their immediate supervisors as well as their co-workers and colleague treated each other with considerations and respects. The researchers feel that this positive organizational climate will inevitably influence the types of actions taken by the victims of sexual harassment (if any). Study by Fitzgerald (1993) has shown that organizational climate and management norms influence the level of sexual harassment and the propensity of victims of sexual harassment to undertake actions in the workplace. It was found that weak policies, negative organizational climate and laxly enforced of policies are related to higher incidence of sexual harassment levels.

There are various actions that the victims of sexual harassment can take ranging from a less assertive action such as avoiding the harasser or ignoring the behavior of sexually exploitative manners to a more assertive form of action such as confronting the harasser. On the surface it would seem that when you avoid the person the situation becomes better but in reality the respondents perceived it to be better since they have removed themselves from the source of the problem. However, the problem has not been resolved and it can also have a negative effect on the victim's work performance, if she/he spends a lot of time trying to avoid the harasser. Therefore, it would be a better option for the harassed to choose a more assertive response. This is quite logical – that it is not the victims who should change their interpersonal style; the offenders should be the ones to change. It was also found that in practice, if employees who experience sexual harassment wanted to stop harassment at the workplace and get on with their jobs,

the most expedient way is often to assertively put a stop to the misbehavior rather than waiting for the harassers to see the error of their ways.

It is also encouraging to know that majority of the respondents who choose to report the sexual harassment incidence prefer to do so internally and were predominantly satisfied with the way the organizations had handled the complaint. Once again, this could be attributed to the positive organizational climate referred herein before. Most probably the efforts undertaken by the Ministry of Human Resources to address the problem of sexual harassment at workplace are beginning to take effect. However, our study also indicates that there are inadequate training programs are focus on sexual harassment and this limitation definitely needs to be addressed.

## **5.6 RECOMMENDATION**

An employer has a legal and moral responsibility to maintain a workplace that is free from sexual harassment. This makes sense not only from the legal perspective but also from the business perspective. If sexual harassment is not checked in a timely manner at the workplace a high price will be paid in terms of poor employee morale, low productivity and possibly lawsuits.

There are several ways to reduce sexual harassment at the workplace be at the macro level or the micro level. This ways are (though not exhaustive):

1. broadening sexual harassment definition – one of the ways to reduce sexual harassment is through the broadening of sexual harassment definition. Essentially, there are two types of illegal harassment: quid pro quo and hostile environment. Quid pro quo harassment involves “the conditioning of concrete employment benefits on sexual favors” (Deadrick et al., 1996) and is limited either to situations of sexual harassment behaviors exhibited by management or supervisory personnel, or to situations where tangible job benefits are directly linked to the submission to or rejection of sexual advances or requests for sexual favors. Hostile environment harassment occurs when verbal or physical conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or

offensive working environment. This broadening of definition of hostile environment should not be limited to sexual harassment. Non-sexual harassment that is based on the race, color, religion, national origin, age or disability of an individual or that of his/her relatives, friends, or associates should also be included. Second, it is not limited to harassment behaviors of managers or supervisory personnel. Hostile environment harassment can occur because of the actions of co-workers, supervisors or customers as well as the actions of supervisors and/or managers. Third, hostile environment harassment is not limited to situations involving economic or tangible job benefits, or serious injury or psychological harm; rather, the “test” is whether working conditions have been discriminatorily altered in such a way as to make it more difficult to do the job. Lastly, hostile environment harassment can involve either unequal treatment which affects given individuals, or situations which when verbal or physical conduct that is directed at all employees is disproportionately more offensive or demeaning to one group. By broadening definition and scope of illegal harassment has increased an employer’s vulnerability to litigation in the courts thereby forcing them to monitor closely and control the workplace conduct of employees; i.e., establish or reaffirm anti-harassment policies and procedures and severely punish offenders.

2. adopting a clear sexual harassment policy – the ‘best practices’ for employers to prevent and correct harassment is through adopting a formal, written anti-harassment policy which describe prohibited conduct, states the employers opposition to it, and outlines potential disciplinary actions if the conduct nevertheless occurs (Grossman, 2002). The policy must be made available to employees – either disseminated individually, included in the employee handbook, or posted in a public workspace.
3. training supervisors and managers – training sessions should be conducted regularly in order to educate the managers and supervisors about sexual harassment and explain mechanism to deal with complaints.
4. training employees – training sessions should teach employees what sexual harassment and review their complaint procedure as well as encouraging employees to use it.

5. establishing grievance procedures – it is of equal importance that a grievance mechanism be established in order that employees who perceive themselves to be the objects of sexual harassment have a comfortable, efficient and effective process to obtain redress. The policy must unambiguously provide a mechanism for addressing an employee's sexual harassment claims. It is crucial that where such claims involve the affected employee's supervisor, he/she be permitted to address his/her concerns to higher-level management in strict confidentiality. The procedures must also provide for a thorough investigation of the allegations – usually within a specified and relatively short time frame.
6. monitoring the workplace – it is important for the employers to get out among their employees periodically and talk to them about the work environment. It is equally important too for the management to ask employees for their input related to their work environment and to look around the workplace for any sign of offensive posters or notes and keeping the lines of communication open.
7. taking all complaint seriously – when a complaint is file, do the following:
  - a. act immediately i.e. every complaint must be taken seriously since any delay in taking actions might be misconstrue by the harassers as tacit approval of the conduct.
  - b. investigate and act on every complaint – a person responsible for handling sexual harassment complaint should conduct a thorough investigation and involved everyone in the investigation.

Interviews should endeavour to answer:

    - i. *who*
    - ii. *what*
    - iii. *where*
    - iv. *how and*
    - v. *when.*

and should be conducted in private, and their contents kept confidential.
  - c. keep accurate record of the investigation i.e. document all phases of the investigation from receipt of the complaint through any remedial actions taken.

- d. ensure that there is no retaliation against the complainant.
- 8. taking remedial actions – if the investigation reveals merit in the complainant allegations the management should acknowledged this fact and take appropriate corrective actions which should not only include discipline for the offenders but also encompass employers effort to correct the hostile and offensive work environment.
- 9. providing counseling services – counseling should be provided to all parties and training (or retraining) to all employees in cases where harassment has been alleged but cannot be determined.

Given that the place of employment has become “home” for more than half of our lifetime in terms of hours spent in total, it is of considerable importance to create a conducive working environment for both its male and female employees. Malaysian Small and Medium Enterprises seem to score reasonably well in this area. However, much still need to be done in order improve the workplace misappropriate behavior if not to eliminate it altogether. Hence, men and women can work hand in hand to better serve the nation and increases her competitive advantages.



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## ***A STUDY ON SEXUAL HARASSMENT IN SMALL AND MEDIUM ENTERPRISES OF MALAYSIA***

The above study is conducted by the Universiti Teknologi Malaysia in conjunction with the Malaysian Code of Practice on Sexual Harassment in the Workplace issued by the Ministry of Human Resources in September 1999. It is hoped that the results of this study will enable organizations to create a more conducive work environment for its employees thereby increasing its' productivity and competitiveness.

The information given by the respondents will be treated with strictest confidentiality. The following definitions are excerpts from the Malaysian Code of Practice on Sexual Harassment in the Workplace.

**Sexual Harassment** means:

Any unwanted conduct of sexual nature having the effect of verbal, non-verbal, visual, psychological or physical harassment;

- (i) that might, on reasonable grounds, be perceived by the recipient as placing a condition of a sexual nature on his/her employment; or
- (ii) that might, on reasonable grounds, be perceived by the recipient as an offence or humiliation, or threat to his/her well-being, but has no direct link to his/her employment.

Sexual harassment encompasses various conducts of sexual nature which can manifest themselves in five possible forms, namely:

- (i) verbal harassment i.e. offensive or suggestive remarks, comments, jokes, kidding, sounds, questioning.
- (ii) non-verbal / gesturer harassment i.e. leering, ogling, suggestive overtones, licking lips, holding or eating food provocatively, hand signal, sign language denoting sexual activities, persistent flirting.
- (iii) Visual harassment i.e. showing phonographic materials, drawing sex-based sketches, writing sex-based letters, sexual exposure
- (iv) Psychological sexual harassment i.e. repeated unwanted social invitations, relentless proposals for dates or physical intimacy,
- (v) Physical harassment i.e. inappropriate touching, patting, pinching, stroking, brushing up against the body, hugging, kissing, fondling and sexual assault.

It is important that the information given is complete and truthful. Your kind cooperation is highly appreciated. Thanking you in advance.

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- 1. Ms Lekha Laxman.
- 2. Asso. Prof Dr. Hishamuddin Md Som.
- 3. Puan Maisarah Mohamed Saat.
- 4. Mr Low Hock Heng



## Section A: Background information

Instructions: Please tick or fill in the blanks as appropriate.

1. Gender: (    ) Male    (    ) Female
2. Race:    (    ) Malay    (    ) Chinese    (    ) Indian    (    ) Others: \_\_\_\_\_
3. Age: \_\_\_\_\_
4. My current marital status:  
    (    ) Single  
    (    ) Married  
    (    ) Separated  
    (    ) Divorced  
    (    ) Widowed
5. My highest level of education:  
    (    ) SPM  
    (    ) STPM  
    (    ) Diploma  
    (    ) Bachelor's Degree  
    (    ) Master's Degree  
    (    ) Others (specify) \_\_\_\_\_
6. My position at the current workplace: \_\_\_\_\_
7. My workplace is located in :  
    (    ) Johor  
    (    ) Kuala Lumpur/Selangor  
    (    ) Penang/Kedah
8. How long have you been working in the current workplace? \_\_\_\_\_ years.
9. The total number of employees in the current workplace: \_\_\_\_\_
10. State the approximate number of employees according to racial composition in your workplace:  
    Malays \_\_\_\_\_  
    Chinese \_\_\_\_\_  
    Indians \_\_\_\_\_  
    Others \_\_\_\_\_
11. What is the gender of your immediate supervisor?  
    (    ) Male                      (    ) Female
12. Which statement best describes the gender mix of your current work group:  
    (    ) All men                                      (    ) All women  
    (    ) Almost entirely men                      (    ) Almost entirely women  
    (    ) More men than women                      (    ) More women than men  
    (    ) Equal numbers of men and women

13. Are you of the same racial/ethnic background as the rest of your current work group?
- ☐ Everyone is of my background
  - ☐ Almost everyone is of my background
  - ☐ More personnel are of my background than other backgrounds
  - ☐ About equal numbers of personnel are of my background and other background
  - ☐ More personnel are of other backgrounds than my background
  - ☐ Almost everyone is of other backgrounds than my background
  - ☐ I am the only person of my background
14. There is a policy on sexual harassment in my workplace:
- ☐ Yes
  - ☐ No
  - ☐ Don't Know
15. Type of Industry:
- |  |   |
|--|---|
| <input type="checkbox"/> Basic metal industries          | <input type="checkbox"/> Paper            |
| <input type="checkbox"/> Beverage                        | <input type="checkbox"/> Petroleum & Coal |
| <input type="checkbox"/> Chemicals                       | <input type="checkbox"/> Plastic          |
| <input type="checkbox"/> Electrical & Electronics        | <input type="checkbox"/> Rubber           |
| <input type="checkbox"/> Fabricated Metal Industries     | <input type="checkbox"/> Textile          |
| <input type="checkbox"/> Machinery & Equipment           | <input type="checkbox"/> Wood             |
| <input type="checkbox"/> Non – metallic mineral products | <input type="checkbox"/> Tobacco          |
| <input type="checkbox"/> Other (please state)_____       | <input type="checkbox"/> Food             |

## Section B: Organization Climate

**Please choose one of the following responses which most accurately describes your work place using the scale below:**

- A. Strongly agree
- B. Agree
- C. Disagree
- D. Strongly disagree
- E. Don't know

1. ☐ Management at my workplace actively promotes consideration of others (concern for others, fairness, ethics, working together, trust, compassion).
2. ☐ The corporate climate at my workplace reflects a consideration of others.
3. ☐ Corrective actions would be taken if I reported a problem (discrimination, sexual harassment, unfair treatment, etc.) to my immediate supervisor.
4. ☐ Corrective actions would be taken if I identified a problem (discrimination, sexual harassment, unfair treatment, etc.) to upper management.

5.     (    ) My immediate supervisor treats me with consideration and respect
6.     (    ) My co-workers/colleagues treat me with consideration and respect
7.     The following programs aimed at improving working and personal relationships are available at my workplace:
  - I.     Communication Skills:     (    ) Yes     (    ) No
  - II.    Sexual Harassment:       (    ) Yes     (    ) No
  - III.   Religious Guidance:       (    ) Yes     (    ) No
  - IV.    Leadership Skills         (    ) Yes     (    ) No
  - V.     Others (state)\_\_\_\_\_
8.     (    ) I know where to report a problem of sexual harassment, unfairness, or abuse.
9.     (    ) I would expect no reprisal/retaliation against me if I reported an incident of sexual harassment, unfairness, or abuse

### **Section C: Level of Awareness**

**Please circle the correct answer.**

1. Which of the following is NOT an example of hostile environment sexual harassment?
  - A.     Where repeated unwelcome sexual comments alter the conditions of a complainant's employment.
  - B.     Where listening to repeated, offensive sexual jokes is a condition of employment.
  - C.     Where a nonmanagement employee's sexual conduct toward the complainant creates an abusive work environment.
  - D.     Where the manager asks an employee out on a date and she refuses.
  - E.     All of the above would support a claim of hostile environment sexual harassment.
2. Mr. X sent an E-mail message to an employee recently assigned to his team complimenting her on her dress. Later she was reprimanded for poor performance. She responded that this must have been caused by her refusal to become involved with Mr. X. He is stunned and denies doing or saying anything that could be construed as sexual harassment. What advice would you offer Mr. X?
  - A.     Quit and find another job
  - B.     Don't worry. Everyone knows that this employee is unstable.
  - C.     Cooperate fully in the investigation. If the only evidence of sexual harassment is an occasional compliment on an employee's choice of clothing, it is hard to imagine that this would create a hostile work environment.
  - D.     Take a training course on sexual harassment.
  - E.     Hire a good lawyer.

3. The Code of Practice on Sexual Harassment provides sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
  - A. Submission to such conduct is made a term or condition of employment.
  - B. Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual.
  - C. Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance.
  - D. Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment
  - E. All of the above.
4. Ms R had a consensual affair with Mr. P, one of her co-workers. They stopped seeing each other. However, Mr. P has been sexually propositioning Ms R over the last several weeks at work. Ms R now finds Mr. P's sexual comments to her offensive. Does Ms R have a viable sexual harassment claim against Mr. P based on these recent comments to her?
  - A. No, because Ms R had previously had an affair with Mr. P
  - B. No, because verbal remarks, without any physical touching, are insufficient to predicate a sexual harassment claim.
  - C. Yes, because the affair between Ms R and Mr. P ended several months ago.
  - D. No, unless Ms R has made it clear to Mr. P that the affair is over and that she now finds his sexual remarks offensive.
  - E. Probably, if Mr. P continues to make sexual remarks in the future.
5. You are Ms Z's supervisor. She comes to you and confidentially reports that a co-employee is bothering her in a sexually suggestive manner. You offer to investigate the matter. She firmly rejects the offer and states that she merely wanted you to be aware of the situation in case it became worse. What is your best next move?
  - A. Keep a close eye on the co-employee and report the matter to senior management if Ms Z complains again or you independently observe inappropriate conduct.
  - B. Report the matter immediately to senior management; however, protect Ms Z by characterizing the complaint as originating from "an employee."
  - C. Immediately fire Ms Z for noncompliance with the sexual harassment policy.
  - D. Find a reason to immediately terminate the co-employee.
  - E. Tell Ms Z that as a supervisor you are obligated to report and follow up on certain matters. Afterward, report the matter to senior management and seek assistance in handling the matter.
6. Which statement best describes a supervisor's, manager's or team leader's potential personal liability for sexual harassment?
  - A. Individual supervisors are immune from personal liability because they are not employers (only agents of their employer).
  - B. Supervisors have no personal liability but may be disciplined by their employer.



- C. It is common in many states for a supervisor to be individually named in a charge and/or a lawsuit claiming sexual harassment.
  - D. Sexual harassment must be very extreme before a claim can be made for individual liability against a supervisor, manager, or team leader.
  - E. Supervisors, managers, and team leaders are protected from individual liability under the relevant Malaysian law.
7. Mr. Y is thinking of dating an employee in his work group. He works long hours and has not met anyone outside of work. He believes that this relationship might have long-term possibilities. What is the best advice to Mr. Y regarding the problems of sexual harassment?
- A. Go for it -- this is a personal decision unrelated to the workplace.
  - B. If Mr. Y dates an employee he directly supervises, his employer will likely terminate him. Mr. Y should know this before proceeding.
  - C. This is a personal decision and will probably result in a successful long-term relationship and even a marriage.
  - D. Almost all such relationships result in claims of sexual harassment or sexual favoritism. Mr. Y should keep looking.
  - E. None of the Above.
8. Which of the following are examples of sexual harassment in the workplace?
- A. Ms K's boss asks her to see him after office hours to discuss certain matters. As she walks in, he closes the door.
  - B. If Ms K does a good job, he (the boss) pats her on the shoulder.
  - C. When Ms K's male colleague tells a naughty joke which is rather amusing.
  - D. When Ms K's boss tells her that she may have to entertain male clients, even at night.
  - E. If Ms K's boss wants to date her and he is single but she declines.

#### **SECTION D: Types of sexual harassment**

**Please choose one of the following responses which most accurately describe the frequency of a certain event using the scale below:**

- A. Never
- B. Once or Twice
- C. Sometimes
- D. Often
- E. Very often

How often have you been in situations involving.....

- 1. (    ) Repeatedly told sexual stories or jokes that were offensive to you?
- 2. (    ) Whistled, called, or hooted at you in a sexual way?
- 3. (    ) Made unwelcome attempts to draw you into a discussion of sexual matters (for example, attempted to discuss or comment on your sex life)?

4. (    ) Made crude and offensive sexual remarks, either publicly (for example, in your workplace) or to you privately?
5. (    ) Made offensive remarks about your appearance, body, or sexual activities?
6. (    ) Made gesture or body language of a sexual nature which embarrassed or offended you?
7. (    ) Displayed, used, or distributed sexist or suggestive materials (for example, pictures, stories, or pornography which you found offensive)
8. (    ) Made unwanted attempts to establish a romantic sexual relationship with you despite your efforts to discourage it?
9. (    ) Stared, leered, or ogled you in a way that made you feel uncomfortable?
10. (    ) Exposed themselves physically in a way that embarrassed you or made you feel uncomfortable?
11. (    ) Continued to ask you for dates, drinks, dinner, etc., even though you said "No"?
12. (    ) Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual behavior?
13. (    ) Made you feel threatened with some sort of retaliation for not being sexually cooperative (for example, by mentioning an upcoming review)?
14. (    ) Touched you in a way that made you feel uncomfortable?
15. (    ) Made unwanted attempts to stroke, fondle, or kiss you?
16. (    ) Treated you badly for refusing to have sex?
17. (    ) Implied faster promotions or better treatment if you were sexually cooperative?
18. (    ) Made you afraid you would be treated poorly if you didn't cooperate sexually?
19. (    ) Offered to be sexually cooperative to you in exchange for a favor or special treatment from you (for example, offered sex in exchange for a good assignment)?
20. (    ) Attempted to have sex with you without your consent or against your will, but was unsuccessful?
21. (    ) Had sex with you without your consent or against your will?

## **Section E: Effects of harassment**

**Please tick any of the following responses that apply to your situation for items 1-2.**

1. If you were sexually harassed did you feel that this unwanted sexual behavior:

- (    ) Threatened your personal security
- (    ) Threatened your employment opportunities
- (    ) Created an offensive working environment
- (    ) Created a hostile working environment
- (    ) Others (please explain) \_\_\_\_\_

2. Did the behavior to the above cause you to do any of the following:

- ( ) Arrive late to work
- ( ) Take time off work
- ( ) Work less effectively than before the incident
- ( ) Change your work pattern in a significant way
- ( ) Try and avoid certain areas within the workplace
- ( ) Consider changing jobs/environment

**Please choose one of the following responses which most accurately describes the effect of sexual harassment on you using the scale below.**

- A. Not at all
- B. Small extent
- C. Moderate extent
- D. Large extent
- E. Very large extent

3. To what extent did you experience the following effects as a result of being sexually harassed?

- ( ) It hurt my productivity/job performance.
- ( ) I was embarrassed
- ( ) I became upset
- ( ) I became ill/suffered physical problems
- ( ) Working became unpleasant/hostile for me
- ( ) My feelings about my organization was negatively affected
- ( ) My performance rating was unfairly lowered

### **Section F: Demographics of the harasser**

Who were the harassers and what were their gender. Please tick any that apply.

	Male	Female
Management	( )	( )
My immediate supervisor	( )	( )
My co-worker(s)	( )	( )
My subordinate(s)	( )	( )
My clients, vendors or other non-employees	( )	( )
Others (please specify)_____	( )	( )

### **Section G: Action Taken**

**Please choose one of the following responses which most accurately describes the action that you took using the scale below:**

- A. No I did not do this
- B. Yes and it made things worse
- C. Yes but it made no difference
- D. Yes and it made things better

1. Which, if any, of the following actions did you take to stop this unwelcome sex/gender related attention; and if you took that action did it make things better or worse for you?
  - a. ☐ I ignored the behavior
  - b. ☐ I avoided the person(s)
  - c. ☐ I asked or told the person(s) to stop (either orally or in writing)
  - d. ☐ I asked someone else to speak to the person for me
  - e. ☐ I threatened to tell or told a co-worker(s)
  - f. ☐ I acted as though it did not bother me
  - g. ☐ I called a hotline for advise/information (not to file a complaint)
  - h. ☐ I requested additional training for the person(s') work center/unit
  - i. ☐ I requested a transfer or temporary assignment elsewhere
  - j. ☐ I discussed with or got advise from someone unofficially
  - k. ☐ I informally requested advice/assistance from other departments.
  - l. ☐ Other forms of action taken: (If answer yes please specify): \_\_\_\_\_
2. Did you REPORT this unwanted sex related attention to any of the following individuals or organizations; and if so did it make things better or worse for you?
  - a. ☐ My immediate supervisor
  - b. ☐ The supervisor of the person who was bothering me
  - c. ☐ Someone else in my chain of authority (e.g. Head of Department/Unit)
  - d. ☐ The Police
  - e. ☐ Member of Parliament
  - f. ☐ Other person or offices with responsibility for follow up. If your answer is yes, please specify: \_\_\_\_\_
3. What action(s) did the organization take in response to your reporting this behavior? Tick all that apply:
  - a. ☐ The person who bothered me was talked to about the behavior.
  - b. ☐ My complaint was/is being investigated.
  - c. ☐ I was encouraged to drop the complaint.
  - d. ☐ My complaint was not taken seriously.
  - e. ☐ My supervisor(or others in my chain of authority) was hostile towards me.
  - f. ☐ My co-workers were hostile towards me.
  - g. ☐ I was reassigned against my will.
  - h. ☐ The person who bothered me was transferred or reassigned.
  - i. ☐ The person who bothered me was counseled.
  - j. ☐ Others (specify) \_\_\_\_\_
  - k. ☐ I don't know what action was taken
  - l. ☐ No action was taken.
4. How satisfied are you with the action taken (if any) by the organization?
  - ☐ Very satisfied
  - ☐ Satisfied
  - ☐ Neither satisfied or dissatisfied
  - ☐ Dissatisfied
  - ☐ Very dissatisfied