

THE PERCEPTIONS OF EMPLOYEES REGARDING SEXUAL HARASSMENT IN AN ADMINISTRATIVE HIGHER EDUCATIONAL WORK ENVIRONMENT

Elmarie Britz

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Abstract

Although all types of harassment are prohibited by the Employment Equity Act, sexual harassment in particular is still rife in the workplace. Research not only shows that the problem is common and widespread but that many companies do not have sexual harassment policies in place.

Although sexual harassment as a labour related issue is a relatively new concept in South-Africa, we are one of the few countries worldwide to make a progressive contribution against sexual harassment by prohibiting sexual harassment directly through legislation.



The goal of this research was to determine the perceptions of administrative employees regarding sexual harassment at the University of Johannesburg to provide a more comprehensive picture of employee perceptions, the occurrence of sexual harassment and awareness of administrative staff of sexual harassment policies at the University of Johannesburg.

From the results it was clear that although employees had a good understanding of the definition of sexual harassment, a clear gap existed in knowledge regarding the University of Johannesburg sexual harassment policy.

It was therefore recommended that an extended sexual harassment awareness campaign be introduced at the University of Johannesburg.

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Chapter 1: Background, problem formulation and goal setting

1.1 Introduction

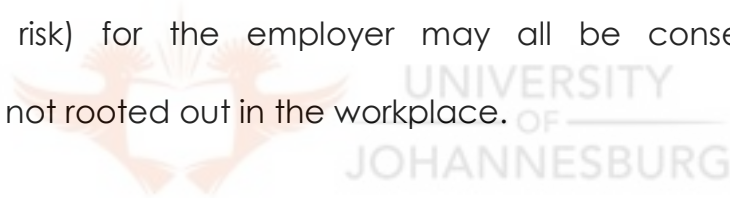
Sexual harassment as a labour related issue is a relatively new concept in South-Africa. The first case of sexual harassment was brought before a South-African Industrial court in Durban as recently as 1989 when a senior manager was dismissed after allegedly fondling a female employee and making suggestive remarks to her.

Since then the reality of sexual harassment in the workplace has forced the South-African legislature to develop, under section 203(1) of the Labour Relations Act, a Code of Good Practice on the Handling of Sexual Harassment cases. In addition to this code, the Supreme Court of Appeals, in a recent case, found that an employer has the responsibility to create and maintain a working environment where amongst others; employees are free from sexual harassment (Reid. K, 2004:1).

South-Africa is one of the few countries worldwide to make a progressive contribution against sexual harassment by prohibiting sexual harassment directly through legislation. Although its effects on social reform can be questioned, the Labour Relations Act and the Code of Good Practice are important starting blocks to combat sexual harassment. (Zalesne. D, 2001:7)

Why is it then, that 76% of women in a 2002 Business Leadership research study reported being sexually harassed at work and that their respective companies did not have sexual harassment policies in place? (Caelers. D, 2002:3)

Sexual harassment is usually associated with female employees but sexual harassment of male employees and same sex employees can not necessarily be excluded. In addition to the negative effect on the harassed individual, sexual harassment may also incur additional costs to a company or institution because it affects general productivity, morale and motivation. Paying legal fees as well as damages and compensation, industrial action and negative publicity (reputational risk) for the employer may all be consequences if sexual harassment is not rooted out in the workplace.



This study intends to look at how sexual harassment is perceived/defined by employees at the University of Johannesburg (UJ) and if sexual harassment does in fact occur. It will also investigate whether staff is aware of the current UJ sexual harassment policy. Because of the negative effect of sexual harassment on productivity, morale and work performance, it is felt that this study could provide information for the development of a possible sexual harassment awareness and training programme for university staff.

1.2 Research goal and topic

The goal of the research is to determine the perceptions of administrative employees regarding sexual harassment at the University of Johannesburg.

The research topic is, as mentioned previously, to investigate the occurrence of sexual harassment at the University of Johannesburg and employee perceptions regarding sexual harassment. In addition to giving a broad overview and definition of sexual harassment, legislation and sexual harassment policies at the University of Johannesburg will also be examined. The impact of sexual harassment on individuals and companies will also be discussed in the literature review.



The research can thus provide a more comprehensive picture of employee perceptions, the occurrence of sexual harassment and awareness of staff of sexual harassment policies at the University of Johannesburg. The study aims to make recommendations to introduce an extended sexual harassment awareness campaign at the University of Johannesburg.

1.3 Definition of sexual harassment

A complete definition of sexual harassment will be discussed in the literature review, but in general sexual harassment can be described as unwelcome and

unwanted sexual conduct that violates the rights of the individual, impacting on the wellbeing of the person as well as equality and productivity in the workplace.

1.4 Formulation of Research Questions

The following research questions were formulated:

- Is sexual harassment recognized as such in the working environment?
- Does sexual harassment exist at the University of Johannesburg in the administrative environment?
- Are employees aware of their rights in terms of the University of Johannesburg sexual harassment policy?
- What is the possible impact of sexual harassment on the employee and the employer? (This question will be answered through the literature study)

By finding possible answers to these questions an awareness and clearer understanding regarding the gravity of sexual harassment could be created.

1.5 Research objectives

The following research objectives were set:

- To execute a comprehensive literature study.
- To develop a comprehensible questionnaire that will address the research questions.
- To select an applicable research methodology and a representative sample.
- To formulate recommendations that will have a positive impact on the awareness and prevention of sexual harassment at the University of Johannesburg and the workplace in general.

By reaching these objectives a picture can be developed regarding perceptions and awareness of sexual harassment among University of Johannesburg employees. The intention of the study is to make recommendations to create more awareness of the issue as a preventive tool.

1.6 Literature Study

A comprehensive literature study will be done utilizing the University of Johannesburg library and the internet.

The aim of the literature study is not only to develop an accurate picture of the concept and potential impact of sexual harassment in general but also to examine the existing University of Johannesburg policy.

1.7 Research Design

The study has an empirical design because primary information from existing data, case studies and questionnaires will be used. The whole concept of sexual harassment including definitions, perceptions, awareness and impact will be described. A quantitative research style will be utilised.

1.8 Research Sample and data collection

A random sample will be drawn from administrative staff from the University of Johannesburg, based on gender. Questionnaires will be delivered to their offices with the help of student assistants. Completed questionnaires will be delivered back to the researcher via internal mail to ensure anonymity.

1.9 Problems associated with the study

The population grouping of the University of Johannesburg employees is fairly large and the distribution of questionnaires will be time consuming.

Generally people are reluctant to complete questionnaires because of the sensitivity of a topic or because of time constraints.

Almost all departments have recently completed a restructuring process to complete the merging of Rand Afrikaans University and Technikon Witwatersrand. Staff is generally extremely stressed and this could have a negative impact on perceptions of policies.

1.10 Limitations

Because of the population number it was decided to include only administrative staff for the purposes of this research. This grouping constitutes 51,9% of University employees.

The study does not measure the extent of sexual harassment or the effectiveness of the existing sexual harassment policies. The increase or decrease of sexual harassment, since the establishment of a sexual harassment policy will also not be researched.

No indication will be given of the gender or "general characteristics" of either the harasser or the victim.

1.11 Outline of chapters of the study

The outline of the chapters are as follows:

Chapter 1: Background, problem formulation and goal setting

Chapter 2: Theoretical overview and definitions

Chapter 3: The impact of sexual harassment, case studies and prevention of sexual harassment.

Chapter 4: Research Methodology

Chapter 5: Data analysis, results, limitations and conclusions

Chapter 6: Summary conclusions and recommendations

1.12 Conclusion

Through a literature study a broad overview will be given about sexual harassment and its impact on individuals and companies. Furthermore this study intends to look at how sexual harassment is perceived/defined by employees at the University of Johannesburg (UJ) and if sexual harassment does in fact occur. It will also investigate whether staff is aware of the current UJ sexual harassment policy.

The study will follow an empirical design utilizing data from literature, case studies and a questionnaire. A random sample will be selected from the administrative staff population and some limitations and problems include general reluctance to complete questionnaire and low morale of staff.

Because of the negative effect of sexual harassment on productivity, morale and work performance, it is felt that this study could provide information for the

development of a possible sexual harassment awareness and training programme for university staff.

Chapter 2: Theoretical overview and definitions

2.1 Introduction

The aim of this chapter is to provide a theoretical overview on sexual harassment. Sexual harassment will be defined and different forms of sexual harassment will be explored. The occurrence and causes of sexual harassment will be discussed. People at risk of sexual harassment, harasser patterns and dimensions, as well as categories of sexual harassment behaviour will receive brief attention.

2.2 Defining sexual harassment

“At least until 1976, no one had a name for this collective experience” (Stanco, 1985:61).

Amid international and national efforts to curb and eliminate the occurrence of sexual harassment, a single universally accepted definition is still not forthcoming.

In her book, *Shockwaves: The Global Impact of Sexual Harassment*, Susan L. Webb (1994:15) states that international instruments generally focus on sexual harassment as a form of violent discriminatory treatment, while national legislation focuses more on the illegal conduct.

It is therefore necessary to look at definitions compiled by international organizations, individual countries and general definitions.



2.2.1 International organizations' definition of sexual harassment.

General Recommendation 19 to the Convention on the Elimination of all Forms of Discrimination against Women (1992:11) of the United Nations includes the following as sexual harassment: ***“such unwelcome sexually determined behavior as physical contact and advances, sexually colored remarks, showing pornography and sexual demands, whether by words or actions. Such conduct can be humiliating and may constitute a health and safety problem; it is discriminatory when the woman has reasonable ground to believe that her objection would disadvantage her in connection with her employment, including recruitment or promotion, or when it creates a hostile working environment.”***

In a press release on 20 August (2004:1) a specialized United Nations agency, the International Labor Organization (ILO) addressed the issue of sexual harassment as ***“ a violation of fundamental rights of workers”*** and ***“that it constitutes a problem of safety and health, a problem of discrimination, an unacceptable working condition and a form of violence (primarily against women)”***.

The Council of Europe (COE) and the European Union (EU) not only labeled sexual harassment as illegal, but defined it as ***“unwanted conduct of a sexual nature, or other conduct based on sex affecting the dignity of women and men at work. This includes unwelcome physical, verbal or nonverbal conduct”***

(European Union Commission Recommendation 92/131/EEC of 27 November 1991:2).

This commission went further and distinguished between three types of behaviour, namely: physical, verbal, and nonverbal sexual harassment.

“Conduct is considered sexual harassment if it is (1) unwanted, improper or offensive; (2) if the victim’s refusal or acceptance of the behavior influences decisions concerning her employment or (3) the conduct creates an intimidating, hostile or humiliating working environment for the recipient”

(European Union Commission Recommendation 92/131/EEC of 27 November 1991:2).



2.2.2 Countries’ definition of sexual harassment.

American law, interpreted by the US Equal Employment Opportunity Commission (EEOC) policy (1979:1) in accordance with title VII of the Civil Rights act of 1963 defines sexual harassment as a form of sexual discrimination that includes ***“unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature”***. It further states that individual behaviour constitutes ***“sexual harassment when this conduct explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work performance, or creates an intimidating, hostile, or offensive work environment”***.

This policy also mentions that any gender may be affected by sexual harassment and that the harasser's conduct must be unwelcome. Although sexual harassment can occur in a variety of circumstances, the policy includes the following in sexual harassment:

- ***“The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.***
- ***The victim does not have to be the person harassed, but could be anyone affected by the offensive conduct.***
- ***Unlawful sexual harassment may occur without economic injury to or discharge of the victim. “***

In Sweden, The Prohibition of Discrimination Act (2005:480) defines sexual harassment as ***“any type of conduct of a sexual nature that violates a person's dignity”***.

Canadian legislation does not define sexual harassment in precise terms, but the Canadian Labour Code (1985:247) defines it explicitly as ***“any conduct, comment, gesture or contact of a sexual nature that (a) is likely to cause offence or humiliation to any employee; and (b) that might, on reasonable grounds, be perceived by that employee as placing a condition of a sexual nature on employment or on a opportunity for training or promotion”***.

In South Africa, under section 203(1) of the Labour Relations Act, a Code of Good Practice on the Handling of Sexual Harassment cases gives sexual harassment the following definition:

“(1) Sexual harassment is unwanted conduct of a sexual nature. The unwanted nature of sexual harassment distinguishes it from behaviour that is welcome and mutual.

(2) Sexual attention becomes sexual harassment if:

- a. The behaviour is persisted in, although a single incident of harassment can constitute sexual harassment; and/or***
- b. The recipient has made it clear that the behaviour is considered offensive; and/or***
- c. The perpetrator should have known that the behaviour is regarded as unacceptable”.***

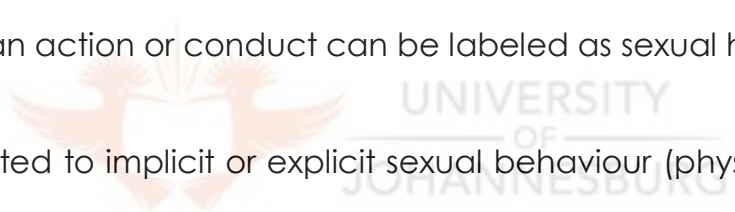
2.2.3 General definitions

The on-line sixth edition of the Columbia Encyclopedia (2006:1) defined sexual harassment as ***“in law, verbal or physical behavior of a sexual nature, aimed at a particular person or group of people, especially in the workplace or in academic or other institutional settings, that is actionable under equal-opportunity statutes”.***

Wordiq.com (2005:1) describes sexual harassment as **“harassment of a sexual nature, typically in the work setting where raising objections or refusing may have negative consequences”**.

In an on-line article, sexual harassment is described as **“unwanted physical contact, unwelcome and persistent advances and pressure to engage in sexual intercourse, even rape”** (Roberts, S, 2006:1).

Definitions of sexual harassment are as many as the articles published about the topic. Despite the lack of a universal definition of sexual harassment, there seems to be a general consensus about what constitutes sexual harassment. In broad terms an action or conduct can be labeled as sexual harassment if:

- 
- it is related to implicit or explicit sexual behaviour (physical, verbal or non-verbal) in the workplace;
 - it is unwanted / unwelcome, not returned, not mutual;
 - it affects the terms or conditions of employment;
 - it creates a hostile work environment;

All definitions, however, are in agreement that the prohibited behavior in the workplace is sexual, unwanted, cause harm to the victim and infringes on the human rights and the dignity of the individual.

2.3 Forms of Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment. According to the Code of Good Practice on the Handling of Sexual Harassment cases (1998:2) the following can also be included as forms or examples of sexual harassment:

Sexual harassment extends to **physical conduct** of a sexual nature as well as all unwanted physical contact, ranging from touching to sexual assault and rape, including a strip search by or in the presence of the opposite sex.

Verbal forms of sexual harassment include unwelcome suggestions, hints and innuendoes; sexual advances; comments with sexual overtones; sex-related jokes or insults; unwelcome graphic comments about a person's body made in their presence or directed toward them; unwelcome and inappropriate enquiries about a person's sex life; and unwelcome whistling directed at a person or group of persons.

Unwelcome gestures, indecent exposure, and the unwelcome display of sexually explicit pictures and objects can be included as **non-verbal** forms of sexual harassment.

Where an owner, employer, supervisor, member of management or co-employee, undertakes or attempts to influence the process of employment, promotion, training, discipline, dismissal, salary increment or other benefit of an

employee or job applicant, in exchange for sexual favours, **quid pro quo** harassment occurs.

A person in a position of authority who rewards only those who respond to his/her sexual advances, whilst other deserving employees who do not submit themselves to any sexual advances are denied promotions, merit rating or salary increases is known as **sexual favouritism**.

Occasional compliments, mutually acceptable flirtatious banter and occasional jokes and behaviour without an offensive intent are not considered to be sexual harassment.

Table 1: Differences between Flirting & Sexual harassment

| Flirting Is | Sexual Harassment Is |
|----------------------|-----------------------------|
| Wanted by both sides | Unwanted |
| Legal | Illegal |
| Reciprocal | One-sided |
| Flattering | Demeaning |
| A compliment | Degrading |

www.takecareonline.org/sexualharassment (2007:1).

2.4 The occurrence of sexual harassment

The first case of sexual harassment was brought before a South-African Industrial court in Durban in 1989 when a senior manager was dismissed after allegedly fondling a female employee and making suggestive remarks to her. Since this first case sexual harassment has become a regular feature in South-African newspapers. Susan Stelzner expresses the opinion in her article published in the Cape Times on 17 October (2005: 3) that this is not necessarily because incidences have increased, but because employees are becoming more aware of their rights. Between January 2003 and April 2007 one thousand three hundred and eight (1308) cases of sexual harassment have been dealt with by the Commission for Conciliation, Mediation and Arbitration (CCMA). This excludes cases heard by the constitutional court, high court, labour appeals court and labour court. Specific cases of sexual harassment will be discussed in chapter 3, but these cases do not necessarily accurately reflect the daily occurrence of sexual harassment in the workplace.

According to an article in the Star newspaper on 17 January (2007:5) 77% of 500 surveyed women reported to having been submitted to sexual harassment at least once, in their place of work. 76% of women in a 2002 Business Leadership research study reported being sexually harassed at work (Caelers: 2002:1).

Research regarding sexual harassment at work is currently very limited in South Africa. Companies in general are also very hesitant to publish statistics on sexual

harassment cases. A lot of the cases also go unreported because employees are uncertain of their rights or they simply change employment to escape the issue. It is however, estimated that over 80% of South-African companies introduced at least some form of sexual harassment policy since the creation of the Code of Good Practice on the Handling of Sexual Harassment cases in 1998 (Steltzner, 2005:3).

In America approximately 15,000 sexual harassment cases are brought annually to the U.S. Equal Employment Opportunity Commission (EEOC) each year. The majority of complaints are from women, but the number of complaints filed by men is rapidly increasing. A 2006 government study in the United Kingdom revealed that 2 out of 5 sexual harassment victims in the UK are male, while 8 percent of all sexual harassment complaints to the British Equal Opportunities Commission are coming from men.

A telephone poll by Louis Harris and Associates on 782 U.S. workers revealed that 31% of the female workers reported they had been harassed at their place of work; 7% of the male workers reported they had been harassed at work; 62% of targets took no action; 100% of women reported that the harasser was a man; 59% of men reported that the harasser was a woman; 41% of men reported that the harasser was another man. Of the women who had been harassed, 43% were harassed by a supervisor; 27% were harassed by an employee senior to them; 19% were harassed by a co-worker at their level; 8% were harassed by a junior employee (www.sexualharrassmentsupport.org; 2006:4).

Although these statistics are limited in South-Africa, it is obvious that sexual harassment is a problem to be reckoned with. It is likely to occur on a daily basis and it is a reality to many employees in the South African workforce.

2.5 Causes of sexual harassment in the workplace

It is very difficult to determine causes of sexual harassment at work, but some explanations can be found in psychology, politics and culture. Those working together share common interests and are dependant on each other for teamwork and support. A successful career and job opportunities are mostly directly related to the approval of the direct supervisor or head of department. Professional boundaries can be blurred as managers grow accustomed to the power they have over their employees. Problems caused by poor management, workplace bullying, frustration, and job or financial insecurity, etc., can also create hostile environments that leak over into working relationships.

According to an article on the website sexualharassmentsupport.com (2006.2), ***“no occupation is immune from sexual harassment; however, reports of harassment of women is higher in fields that have traditionally excluded them, including blue collar environments, such as mining and firefighting, and white collar environments, such as surgery and technology”***.

Carla Sutherland, in a seminar on sexual harassment and the law in South Africa (1992:9) voiced concern that management structures are mainly male dominated and that studies have shown that ***“men as a group are less willing than women to both identify sexual behaviour in the workplace as sexual harassment and to see it as a serious issue”***. This can have serious consequences for the prevention of sexual harassment as sexual harassment policies in individual workplaces are a management prerogative suggested by the Code of Good Practice on the Handling of Sexual Harassment cases. Very often cases that end up in Labour court or the CCMA are against one of the members of the management team responsible for the creation of a sexual harassment policy.



Furthermore men still retain most of the workplace management positions and they are the ones who decide whether or not a complaint of sexual harassment is justified. Because of this, if someone complains about sexual harassment, in most cases, the victim is the one who will be considered the problem.

In “sexualized environments” where sexual joking and very often sexually explicit graffiti or objects are common, employees are three to seven times more likely to be sexually harassed than in an environment where such talk and images are not tolerated.

Beth Montemurro (2003:1) quotes Mac Kinnon in saying that ***“trivialization of sexual harassment has been a major means through which its invisibility has been enforced”***. This trivialization takes place through the media but mainly television. When jokes are made about a person's body, appearance or sexuality, their performance as workers are perceived as less important and they become mere objects, rather than employees. If television programmes mock sexual harassment and when it enforces sexual harassment issues as something that can be joked about, sexual harassment could be seen as a humorous issue instead of a serious social problem. These portrayals may cause certain individuals to think that sexual harassment is acceptable in certain cases and even “flattering”.



Less information about sexual harassment of men (and therefore its causes) is available, because men are less likely to report the behaviour. When sexual harassment of men in the workplace does occur, it is most often same-sex harassment, and focused on men who are deemed less masculine than the others. It does not however mean that either the perpetrator or the victim will necessarily be gay.

2.6 Employees at risk of sexual harassment

Results of a 1990's South-African survey among the members of the Institute of People Management and the Institute of Directors showed 98% of cases

reported, involved men harassing women (Caelers 2005:2). All women are therefore at risk, but men are not necessarily excluded. Those more at risk are women who head households and badly need their jobs; divorcees or widows who are psychologically vulnerable due to personal loss and loneliness; those timid and insecure about their abilities, lacking self confidence and vocational training; those eager for acceptance; powerless, easily replaceable women working for powerful men; and saleswomen pressurised to meet sexual demands in exchange for business (Otto, M; 1997: 71).

In addition to targeting subordinates, perpetrators of sexual harassment may therefore choose their victims based on such characteristics as age, perceived passivity or lack of assertiveness, poor education or naiveté, low self esteem, and other areas of vulnerability.

2.7 Harasser patterns and dimensions

Contrary to popular belief sexual harassment is not about sex, but about the abuse of power and authority. The dynamics of sexual harassment usually involves an aggressor who holds a position of power over the victim. Harassers often test out new victims with minor violations at work, social, and interpersonal boundaries by for example telling sexual jokes or making sexual comments about their target or displaying sexual/erotic materials. It can also include violating a person's personal space with touching, maintaining that it is meant to

be non-sexual or making requests or demands that the potential victim meet him/her outside of normal work hours or the designated workplace.

Even when assertive attempts are made to put an end to the inappropriate behavior, harassers often dismiss or show a lack of regard for the feelings of their victims. Confusion is therefore created in the victim, that makes her/him feel as if there is no basis for complaining about the harassment or as if they do not have the right to complain. When confronted about their inappropriate behavior, perpetrators of sexual harassment often act as if they are being victimized, claiming that it is the victim who is at fault.

According to the website sexualharassmentsupport.org, (2006:7) behavior and motives may vary between individual harassers but four dimensions, or themes, can be identified:

(1) **Public versus Private Harassers:** Public harassers are open about their seductive or sexist attitudes towards colleagues and subordinates. They like to tell sexist, or sexual jokes, and can be overtly sexual or seductive in their approach. Private harassers are intensely interested in their images, cultivating public personas that appear to be restrained and conservative. After an encounter with the private harasser, the victim will be in a "my word against yours" predicament if they try to file a grievance. The deception and secretiveness of the activities are part of the excitement for the private harasser.

(2) **The Untouchable versus the Risk-Taker:** Consequences of his or her actions is not a factor considered by the untouchable. They believe themselves to be in control, free of any real risks and beyond the ranks of censorship or reprimands. It is possible that they may even flaunt sexual liaisons with co-workers and subordinates, viewing this as a challenge to the system. For the most part, they are narcissistic and grandiose, viewing themselves as untouchable. Risk takers recognize the inappropriateness of the behaviour, but they consider their actions to be a statement, but at the same time fears punishment for the transgressions. Their feelings will alternate between the high of breaking the rules and guilt at the immorality of their actions. The sexual harassment target will symbolize the transgression, and symbolize the harasser's weakness. Because of this the harasser will blame the victim.

(3) **The Seducer-Demander versus the Passive-Initiator:** The seducer-demander is someone who actively plots sexual encounters using his or her position to do so. They have little more than contempt for their targets and by using their position to facilitate sexual encounters, they fulfill their selfish need to be desired and loved. The effect their power and position have on the target is part of this dynamic. The passive-initiator is the person who pays special attention to a subordinate by being flirtatious and flattering, but who does not make the first overtly sexual overture. Their argument is that if the subordinate initiate sexual contact, the superior is not guilty of any transgressions. It can however be

argued that an unequal power distribution in this kind of relationship makes the superior's concession to the overtures exploitation and the fact that the subordinate initiated the sexual contact is not an excuse for complying. The passive-initiator draws the line between morality and immorality at who does the asking.

(4) **The Infatuated versus the Sexual Conqueror:** The sexual conqueror is the typical Don Juan (or Juanita) who seduces many people. As they are only interested in numbers they will remember little about each conquest and in many cases, they will not even be able to match a name to a face. The infatuated develops stronger feelings after an initial infatuation. The fact that the target is lower in the hierarchy makes the infatuated feel stronger and more powerful than they would in a relationship with a peer and this is the primary attraction. In many cases, the infatuated are very discontented with their own status within their company, and the relationship with the subordinate helps to bolster the infatuated's self-esteem - specifically because they see themselves as the center of the relationship - the teacher who guides the lover.

2.8 Categories of sexual harassment behaviour

Besides the four dimensions, harassers and harassment can be subdivided into a number of categories. As with the dimensions, these are not entirely mutually exclusive categories and most harassment involves more than one type of behavior. Therefore, a single harasser may fit several of these profiles, or begin with one method, then move to another.

The power-player plays a power game, where the harasser insists on sexual favors in exchange for benefits like getting or keeping a job, favorable recommendations, credentials, projects, raises, promotions, orders, and other types of opportunities. It can be considered as emotional blackmail and is an extraordinary abuse of power and trust that can have serious effects on the victim.

The mother-father figure or the counselor-helper will try to create a mentor-like relationship with their sexual harassment target, while masking their sexual intentions with pretenses towards personal and professional attention. These harassers can be seen as the most calculated of all sexual harassers because they will gather information about their target's interests and vulnerabilities, and then tailor their initial behaviour to the target's specific needs.

Often motivated by bravado or competition, **one-of-the-gang** harassment occurs when groups of men or women embarrass others with sexual comments or physical evaluations. Acting individually to belong or impress the others or acting collectively, groups may gang up on a particular target. As a way of bonding, groups may sexually evaluate or derogate the victim openly or in secret. The behavior can range from minor isolated incidents to serial harassing of an individual, and even gang stalking. Competition comes into play as members of the group play on each other's egos and bravado.

The serial harasser can be the most difficult type of harasser to identify as this person is compulsive and often has serious psychological problems. Because they carefully build up an image, it is often hard for people to believe that they would be capable of harassment. They can do a lot of damage before being found out as they carefully plan their approach to strike in private.

The bully punishes the victim for some transgression, such as rejection of the harasser's advances, complaints about the harasser's behaviour, or making the harasser feel insecure in their own abilities. Harassing behaviour would include sexually degrading comments or pranks, sending sexually hostile mail or e-mails, leaving hostile telephone messages, giving negative evaluations or low grades, sabotaging projects, denying opportunities or otherwise undermining the victims ability to do their work or advance at work.

The groper is usually serial in his/her attentions to colleagues or subordinates. Whenever the opportunity presents itself - in the elevator, when working late, at the office or department party - the groper's eyes and hands begin to wander.

The opportunist uses physical settings and circumstances, or infrequently occurring opportunities, to mask premeditated or intentional sexual behavior towards a target. This may involve changing the environment in order to minimize inhibitory effects of the workplace like private meetings, field trips, or

conferences.

The confidante approaches the subordinate as an equal or a friend sharing their own life experiences and difficulties and even inventing stories to win admiration or sympathy. Their target may feel valued and trusted.

The pest is the stereotypical harasser who persists in hounding a target for attention and dates even after persistent rejections.

The great gallant uses mostly verbal harassment that involves excessive compliments and personal comments that are out of place or embarrassing to the recipient.



2.9 Conclusion

Sexual harassment is not simply a form of misconduct. It has many definitions, forms, causes, dimensions and patterns that may have serious and intricate consequences for the individual being harassed. It is very clear that sexual harassment is a reality and a phenomenon that should receive serious attention in any company policy.

Chapter 3: The impact of sexual harassment, case studies and prevention of sexual harassment.

3.1 Introduction

The aim of this chapter is to examine the impact of sexual harassment. The initial impact of sexual harassment, personal and psychological costs as well as possible costs to companies will be discussed. Lastly a few case studies and preventative measures will receive some attention.

3.2 Initial impact of sexual harassment

Confusion usually surrounds sexual harassment and it relies heavily on a victim's uncertainty about how to describe and label what is happening to them. Rape victims know when they have been raped, but sexual harassment victims often find it difficult to understand what they are experiencing, or even why they are

being hurt by it. Even if they can describe the experience to themselves, victims are often unwilling to accept what is happening to them.

The people around the victim may also have difficulty understanding and accepting that the harassment is occurring, and their reactions may lead to a further increase in the victim's isolation and confusion. Very often when a sexual harassment victim speaks out about the harassment, they are the ones who are considered to be the problem, not the harasser.

Most victims never report the harassment. Many do not even talk about it to friends or family. There are many specific factors that underlie the uncertainty of identifying and accepting what a sexual harassment victim has been experiencing. According to Martha Langelan (1993: 17) they may be struggling with issues of:

- **Confusion:** victims do not know how to describe to themselves what has been happening;
- **Embarrassment:** they may feel embarrassed by the experience;
- **Victim-blaming:** The victim may be blamed for the harassment and the dress, lifestyle and private life of the victim seem to become more important than the behaviour being investigated;
- **Guilt:** Victims may feel guilt over what has happened, or could be blaming themselves;
- **Shame:** Victims may feel ashamed about the harassment or the fact that they are unable to stop it;

- **Denial:** The inability of victims and acquaintances to believe that the harassment is real;
- **Minimizing:** The victims may feel or may be told that they are over sensitive;
- **Fear:** Victims may have fear for retaliation or that the harasser may get in trouble when all they want, is the behavior to stop;
- **Adaptation:** The abuse may have been going on for such a long time that the victims may feel that nothing can be done;
- **Numbing:** Victims may want to distance themselves emotionally from the experience - even avoiding people and places that remind them of these painful events;
- **Triggers:** Victims may feel that talking about what happened causes too much pain and/or anxiety, or what is happening in the present could be triggering past experiences with assault or abuse;
- **Invalidation:** Victims may feel that no one will believe them if they reported the harassment;
- **Defamation:** The motives or character of the victim may be under attack;
- **Same-sex harassment:** If the harasser is of the same sex, victims may be afraid that people will question their sexual orientation;
- **Masculinity:** Male victims may be afraid that it is a reflection on their masculinity to not enjoy the sexual attention, or they may be afraid others may question their masculinity or sexual orientation.

3.3 Personal Costs

Prekel (2001:7) expressed the opinion that although perpetrators and even observers can be harmed through sexual harassment, it is the victims that usually suffer the highest personal costs. The effects of sexual harassment will vary from person to person, and are dependant on the severity and duration of the harassment. Some of the psychological and physiological health effects that can occur in someone who has been sexually harassed include depression; anxiety and/or panic attacks; post-traumatic stress disorder; sleeplessness and/or nightmares; difficulty concentrating; headaches; fatigue or loss of motivation; difficulties with time (forgetting appointments, etc); stomach problems or gastrointestinal disorders; eating disorders (weight loss or gain); feeling betrayed and/or violated; feeling angry or violent towards the perpetrator; feeling powerless, helpless, or out of control; increased blood pressure; withdrawal and isolation; suicidal thoughts or attempts (www.sexualharassmentsupport.org; 2006:1).

Furthermore there might be:

Decreased work performance as the victim focuses on dealing with the harassment, the surrounding dynamics and psychological effects of the harassment.

Increased absenteeism to avoid harassment, or because of illness from the stress.

Extreme stress upon relationships with significant others, that could result in divorce; extreme stress on peer relationships or relationships with colleagues is also common.

Loss of trust in environments similar to where the harassment occurred and loss of trust in the types of people that occupy similar positions as the harasser or their colleagues.



Victims who resign because of sexual harassment problems, often have difficulty obtaining good references from their previous employers, or giving reasons for having left their previous job; and may thus have difficulty in finding another position. It may include having to relocate to another job or city with loss of income as a serious consequence.

Colleagues, friends, and even family may distance themselves from the victim or abandon them altogether, thereby weakening their support network. Depending on the situation, a sexual harassment victim can experience anything from mild annoyance to extreme psychological damage, while the impact on a victim's career and life may be minimal, or leave them in ruins.



3.4 Cost to companies

Harassment reduces productivity, morale and motivation. If a worker is constantly concerned that the harasser may strike again, it is unlikely that his/her work would be effective (Prekel; 2001:6). Both men and women in a workplace can find their work disrupted by sexual harassment even if they are not directly involved. Men or women who observe harassment going undisciplined may lose trust in their superiors, may feel threatened by the situation if they believe that others are favoured because they play along, or may be tempted to indulge in the same type of behaviour if that appears to be the norm in their company. Sexual

harassment can have a demoralising effect on everyone within range of it, and it often negatively impacts company productivity on the whole.

The knowledge that harassment is permitted can undermine ethical standards and discipline in the organisation in general, as staff lose respect for, and trust in, their seniors who indulge in, or turn a blind eye to, such behaviour.

Companies may lose valuable staff because many employees would rather resign than go through the unpleasantness of a confrontation. The consequences to working women as a group can also not be ignored. Sexual harassment has a cumulative, demoralising effect that discourages women from asserting themselves within the workplace, while among men it reinforces stereotypes of female employees as sex objects.

Prekel (2001:7) suggests that the costs of bad decisions related to harassment are often difficult to quantify. Costs of appointing people because of their compliance with "quid pro quo" demands, rather than skills and competence, and the direct costs of perks and unearned increases for favourites / favours are examples of bad cost decisions related to sexual harassment.

“The financial consequences of ignoring sexual harassment can be about 34 times more expensive than the provision of training” writes Thandi Orleyn (2005:17) in the Financial Mail of 26 August.

The company's image among its staff, customers and the general public may also suffer if it becomes known that the company allows sexual harassment to go unchecked.

3.5 Legal costs

Even in the first reported case of sexual harassment in South Africa it was ruled that employers have to ensure that employees are not subjected to a hostile work environment. If an employer therefore knows about harassment and fails to take appropriate preventive action, legal proceedings may be brought against the company. Even without knowledge of the complaint a company might be held liable if there are inadequate channels to handle the complaint.

Because sexual harassment is now expressly prohibited through legislation, such behaviour may now lead to both criminal action and civil claims.

3.6 Case Studies

J v M Ltd was the first reported case of sexual harassment in South Africa, heard in the Industrial Court in February 1989 (Industrial Law Journal, 1989:55). The case in question concerned a senior executive of an unnamed company, who was charged with sexual harassment at an internal company hearing, following numerous complaints about his behaviour. The applicant sexually harassed another complainant, a much older woman, by caressing and/or slapping her buttocks and fondling her breasts. She found his behaviour offensive and made this fact clear to him. In a company disciplinary hearing, chaired by the general manager, he was found guilty of sexual harassment and given the opportunity to resign, which he did, but subsequently he withdrew his resignation and was dismissed.

The senior executive then brought an application for re-instatement to the Industrial Court. The application was brought in terms of S43 of the Labour Relations Act 28 of 1956 which gives the Industrial Court the authority to re-instate employees if the court is satisfied that an "alleged unfair labour practice" has taken place. His argument was that company procedure was not followed and that the sanction imposed had been too harsh.

The application was dismissed. The court found the senior executive guilty of sexual harassment. The sanction imposed by the company, namely dismissal, was upheld, as the seriousness of the matter warranted this action.

J v M Ltd, as the first reported judgment on sexual harassment, has a few positive notable aspects. Firstly, it identified sexual harassment in the workplace as a serious problem that needed serious attention. Secondly, it stressed that it was an employer's responsibility to ensure that sexual harassment does not occur (J v M Ltd, 1989, p. 755). Particular attention can be given where employers are advised in a case note to take immediate appropriate action if an allegation of sexual harassment is brought to their attention. Failure to do so could imply that the employer was committing an unfair labour practice.

In a far-reaching judgment on Friday 14 November 2003, the Cape Town labour court ruled in the case of Ntsabo vs. Real Security in favour of a female ex-security guard paving the way for employers to be held accountable for sexual harassment in the workplace (Orleyn 2005:18).

The case was taken up by the Women's Legal Centre, and revolved around a female security guard who was repeatedly subjected to sexual harassment and who was indecently assaulted by her supervisor at the end of 1999. Ntsabo claimed for sexual harassment, constructive dismissal, and damages for both financial and non-financial loss. The judge, finding for the applicant, awarded Ntsabo R82,000.00 in compensation, because the company failed to take the necessary steps to stop the harassment after she reported the incidents.

In 2005, Media24 and one of its former trainee managers lost an appeal in the Supreme Court of Appeal against a sexual harassment finding in favour of a secretary. Sonja Grobler had successfully sued her employer and Gasant Samuels in the Cape High Court for psychiatric trauma suffered due to Samuels' sexual harassment.

In this case, Grobler who was employed as a secretary at Media24, alleged that she had been sexually harassed by her immediate superior, Samuels, who was a trainee manager, over a period of 7 months. Grobler contended that Samuels frequently and persistently tried to engage in conversations of an intimate nature, made intimate suggestions to her and made comments with sexual overtones to her (Reitz, D, 2004:9).

Samuels was dismissed following a disciplinary hearing. Grobler suffered a mental breakdown as a result of the harassment and was no longer fit to work. She approached the High Court for relief and contended, *inter alia*, that Media24 was vicariously liable for the damages she suffered as a result of the sexual harassment by Samuels.

She argued that Media24 had failed her by virtue of their employment relationship. Grobler contended that the company owed it to employees to

create and maintain a working environment in which the dignity of its employees would be respected. The trial court also heard that her employer had a responsibility to take all reasonable steps to preserve and protect the bodily integrity of its employees in their working environment.

Grobler also argued that Media24 breached its duty in that its management wrongfully and negligently failed to prevent Samuels from sexually harassing her. She claimed in particular that it had failed to come to her assistance, notwithstanding her requests and had failed to deal with allegations of sexual harassment against Samuels seriously and expeditiously.



The court concluded that the particular employment relationship created an inherent risk of sexual harassment or increased the risk thereof and found that the power Samuels wielded placed him in a position that substantially contributed to his ability to create a hostile work environment. The court accordingly found that policy considerations justified that Media24 was vicariously liable for the sexual harassment of Ms Grobler. It held both Media24 and Mr Samuels jointly and severally liable for compensation totaling R776,814.00.

The court adopted a novel approach to this case as the interpretation of vicarious liability up to that stage had never been extended beyond the actions

of employees who were acting outside the course and scope of their employment. The problem that would be encountered by an employer if the approach in the Media 24 case is followed is that it would not be able to escape liability by showing that it did all that was reasonably practicable to ensure that the employee would not act in contravention of the Act. This may only serve to reduce the liability of the employer. The employer can also not raise the defense that the employee was on a frolic of his own. (Reitz, 2004:12)

Sexual harassment cases are numerous. Unisa academic Margaret Orr settled her sexual harassment claim against the chairman of the Unisa council in the high court by accepting R150,000.00 plus legal costs and settled her claim against the university in the labour court by accepting a commitment by Unisa to donate R500,000.00 to a bursary fund and a contribution of R430,000.00 to her legal costs.

Kashiefa Aiam (2007:3) reported as recently as 22 September that five female employees working at the Potchefstroom municipality were suing the council and its chief financial director, Govin Nair for R2,5-million in a sexual harassment case.

In a disciplinary hearing the council could not make a final decision on whether Nair was guilty of sexual harassment of six women. Subsequently five of them are now claiming R500,000.00 each from both the council and Nair. In their claim, the women state that the council neglected to protect them from possible sexual harassment.

In 2006, three South African Airways employees were implicated in various sexual harassment charges, these included attempted rape and sexual harassment for allegedly imposing themselves on employees in boardrooms, offices, car parks and hotels where team-building sessions were being held (Aiam, 2007:3).

At the time it was alleged that Eric Konkani, an acting general manager with the human resources department, forcibly undressed a woman, threw her on a boardroom table at SAA's corporate offices near OR Tambo International Airport and tried to have sex with her.

Magi Polecats resigned as general manager of global sales and marketing before a disciplinary hearing regarding sexual harassment against him could be heard.

In the third incident, Alfred Mhlanga, general manager of flight operations, allegedly forcibly kissed and imposed himself on a cabin crew relationship manager, making unwelcome advances for nine months and forcing his way into her room at a team-building weekend.

SAA spokesperson Robyn Chalmers reported that disciplinary action was taken and Konkani was subsequently dismissed, while Mhlanga opted to resign from the airline.

Nonhlanhla Tshabalala, of the Sexual Harassment Education Project quoted on page 3 of the Star newspaper of 22 September 2007 says the project is currently conducting research to determine whether there is an increase in sexual harassment cases in South Africa, but no official statistics are known.



3.7 Preventative measures

In looking at these case studies it is obvious that the burden of preventing sexual harassment in the workplace rests primarily on the employer and they are required or encouraged by law to take steps to prevent and correct sexual harassment in the workplace. These steps can include the following:

- o Issuing a categorical statement from top management stating that the company will not tolerate any forms of discrimination, including sexual harassment.
- o Developing and communicating a sexual harassment policy. If a clear, well promoted policy exists, both the person being harassed, and the

person considering harassing someone, will have knowledge of an individual's rights – what is considered to be acceptable, and what not; also what recourse is available to the person being harassed. This should reduce the likelihood of harassment considerably.

- Maintaining an effective sexual harassment complaint mechanism, investigative process, record keeping system; and
- Screening, training and monitoring supervisors and managers specifically, and employees in general.



3.8 Conclusion

The impact of sexual harassment is enormous, not only on the victim, but also on the organisation. Victims may suffer physically and psychologically, but sexual harassment also impacts on other employees and the workplace in general., e.g. morale, productivity, reputation, etc. Over and above this, the organisation can suffer huge financial losses should the victim decide to take formal action.

It is in every employer's interest to be proactive and prevent the problem, rather than having to redress it after damages have been suffered. Informed individuals can play a major role: by bringing the seriousness of harassment to the attention

of management and of employees, by helping to formulate and implement appropriate policies, and by helping victims to deal with the consequences of harassment.



Chapter 4: Research methodology

4.1 Introduction

The aim of this chapter is to sketch the principal features of the research method used; to point out the method's advantages and limitations; to discuss the administration involved in the data gathering phase, as well as the data analysis process.

4.2 Type & Method of Research

There are two types of research, namely **basic** research that focuses on developing or enhancing theory and **applied** research that is done to solve current problems and questions.

Two basic methods of research exist:

- **Quantitative research** is adopted from the natural sciences and is based on the assumption that our world and the claims about it are not considered meaningful, unless they can be verified through direct observation.
- **Qualitative research** is tied to perspective or context and there is typically never one right answer.

The characteristics of the two methods are described in table form by Gay, LR & Aiasian, P (2003:29).

Table 2: Quantitative and Qualitative Research

| Characteristics | Quantitative Research (aka. Empirical or Analytical) | Qualitative Research (aka. Interpretive) |
|-------------------------|---|--|
| Purpose | To generalise about or control phenomena | To provide in-depth descriptions of settings and people |
| Reasoning Method | Primarily Deductive: Specific predictions based on general observations, principles, or experiences | Primarily Inductive: Generalisation based on specific observations and experiences |

| | | |
|---------------------------------|---|---|
| Hypothesis | Identified prior to research, purpose of research is to test it | Begins with guiding research questions, which will be refined during data collection and analysis |
| Nature | More narrowly focused and outcome oriented | Holistic and process oriented |
| Design | Clear, well-ordered sequence of steps | Flexible and changeable during research |
| Interaction with Context | Tries to eliminate the influence of contextual variables | Tries to capture the richness of the context of the subjects and their perspectives |
| Data collection | Primarily numerical data gathered through paper-and-pencil, non-interactive instruments (can also include narrative data) | Primarily narrative data, collected from fieldwork (can also include numerical data) |

Quantitative, empirical or descriptive research therefore uses quantitative methods to describe phenomena as they exist without aiming to control or manipulate. This method of research is a grouping that includes many particular research procedures and methodologies, such as observations, survey research, self-reports, and tests.

Research used in this dissertation is:

- o **Basic:** enhancing current sexual harassment theories
- o **Descriptive:** using quantitative methods to describe the phenomena of sexual harassment at the University of Johannesburg.

4.3 Sources of Information

Information gathered for a specific research project is referred to as **primary data**. Information that has previously been gathered by someone other than the researcher and/or for some other purpose than the research project at hand, is called **secondary data**. This research project used primary data to measure:

- the knowledge of University of Johannesburg employees regarding what constitutes sexual harassment;
- the occurrence of sexual harassment at the University of Johannesburg; and
- employee knowledge about the University of Johannesburg sexual harassment policies.

4.4 Research Methodology

The survey research methodology was used. Survey research is considered to be one of the most important areas of measurement in applied social research. This broad area of survey research can include any measurement procedures that involve asking questions to respondents. A survey can be in the form of a written questionnaire or an intensive one-on-one in-depth interview. Issues that played an important role in selecting a written questionnaire as a measurement procedure in this project, will be discussed next.

4.4.1 Selection of population and sample size

The University of Johannesburg staff has a permanent staff head count of 8,545 consisting of 4,434 (51.9%) administrative staff members, 3,077 (36%) academic staff members and 1,034 (12,1%) service worker staff. The merge between the former Rand Afrikaans University, Vista University (Soweto & East Rand campuses) and Technikon Witwatersrand had a severe impact on the lecturing duties of

academic staff. In 2007 when the questionnaires were distributed, further complications were created by the closing of the University of Johannesburg East Rand Campus and consistent academic staff shortages. Academic staff at the University of Johannesburg is also known to neglect to complete questionnaires. It was therefore decided to exclude academic employees from the sample.

Literacy and English proficiency with service worker staff are problems currently being addressed by the University of Johannesburg. Furthermore, most of these employees have no allocated office space and distribution of questionnaires would prove to be difficult. It was therefore decided to also exclude service worker staff from the sample.

The sample was thus drawn from the administrative staff that constitutes 51.9% of University staff. A sample should not be selected haphazardly or only from persons who volunteer to participate. It should be scientifically chosen so that each person in the population will have a measurable chance of selection. Random sampling was used, because it is the purest form of probability sampling. According to Statpac – an online survey & paper questionnaire software company ***“the advantage of probability sampling is that sampling error can be calculated. Sampling error is the degree to which a sample might differ from the population. When inferring to the population, results are reported plus or***

minus the sampling error. In non probability sampling, the degree to which the sample differs from the population remains unknown” (www.statpac.com, 2007:3).

The distribution of a written questionnaire was chosen, because the size of the population was known as it was possible to obtain a list of all University of Johannesburg employees. Because of the fact that the researcher was employed by, as well as registered at the University of Johannesburg, access to this information was readily available. Furthermore geographical restrictions, pertaining to delivery of the questionnaires were only limited to the four campuses of the University of Johannesburg.

Once a sample was selected it was easy to find contact details via the university intranet. Lists of various groups are however extremely hard to keep up to date and problems that arose were, that some employees either moved campuses or resigned from UJ's employment.

4.4.2 The questionnaire

The questions asked in the questionnaire were fairly simple, not complex and no screening questions were necessary. The question sequence could be controlled and no open ended questions were asked.

Advantages of a written questionnaire include:

- Questionnaires are very cost effective when compared to face-to-face interviews. The questionnaire could be printed at a low cost and distribution included only the payment of student assistants. The internal mail system was used to receive the questionnaires back
- It is easy to analyse questionnaires. Tabulation and data entry can easily be done with many computer software packages.
- Questionnaires are familiar to most people. Almost everyone has had some experience completing questionnaires. Generally questionnaires do not make people apprehensive.
- Questionnaires reduce bias because the researcher's own opinions will not influence the respondent to answer questions in a certain manner and there are no verbal or visual clues to influence the respondent. Question presentation is uniform.
- Questionnaires are less intrusive than telephone or face-to-face surveys. Unlike other research methods, the respondent is not interrupted by the research instrument. And the respondent is free to complete the questionnaire on his/her own time-table.

Disadvantages of a written questionnaire are:

- Low response rates can dramatically lower the confidence in the results.
- Questionnaires are structured instruments. The respondent is allowed little flexibility with respect to response format.

- o Nearly ninety percent of all communication is visual. Gestures and other visual cues are not available with written questionnaires. The lack of personal contact could have different effects depending on the type of information being requested.
- o Sometimes questionnaires are not suited for certain target groups.

Taking into account the advantages and disadvantages, the written questionnaire was still considered to be the best option, mainly because of its cost effectiveness, practicality and respondent privacy guarantees. Respondents could be expected to have a reasonable knowledge about the issue of sexual harassment. Because of the sensitivity of the issue, a personal interview method was specifically not selected. Anonymity could therefore be guaranteed. Low response rates are always among the most difficult of problems in survey research and it was anticipated that all the questionnaires would not be returned.

The questionnaire that was developed, consisted of five pages and included a covering letter and sections A – D.

The covering letter briefly introduced the researcher and the purpose of the questionnaire. To ensure anonymity, respondents were requested to mail the questionnaire back via the university's internal mail system.

Section A referred to background / demographic information and covered questions about gender, age, ethnicity, marital status, and highest educational qualification. The questions were multiple choice, where the appropriate answer could be chosen, or numeric open questions (e.g. age).

Section B explored the respondents' opinion about sexual harassment and eighteen agreement scale questions were asked where respondents could:

- o strongly disagree
- o disagree
- o neutral
- o agree
- o strongly agree.



Section C asked four questions about the occurrence of sexual harassment at the University of Johannesburg that required a yes or no answer.

Section D included three questions about the respondent's knowledge of the University of Johannesburg sexual harassment policy. Respondents could tick a yes, no or unsure answer box.

4.5 Administration of questionnaire

A list of female and male administrative employees was obtained from the Information Management department of the university and a random sample was drawn through the statistical Excel programme.

Of the 4,434 administrative staff members 2,583 are female and 1,851 are male. With a confidence level of 95%, a confidence interval of 5 and a population of 4,434, the sample size is worked out at 354. Of a population of 4,434, 58% are female and 42% male. Two hundred and six (206) questionnaires therefore had to be distributed to female administrative staff members and one hundred and forty eight (148) questionnaires to male administrative staff members.

After the sample was selected, three hundred and fifty four (354) copies of the questionnaire were printed. Office addresses were obtained from the University of Johannesburg intranet and labels were printed for the envelopes. Student assistants inserted the questionnaires in the envelopes and delivered it to the different offices on the four campuses.

Twenty three (23) envelopes were returned where staff members could not be located. Of these twenty three staff members, two have left the service of the university. The other twenty one staff members moved between campuses and

could be tracked through the secretaries of the relevant departments and the questionnaires were redistributed to the correct office address.

Respondents were requested to return the questionnaires to the researcher's office via the internal mail system. During the first week after the deadline, one hundred and forty one (141) questionnaires were returned. During the course of the following four weeks eighteen (18) questionnaires were received. Because of the anonymity of the questionnaires, a follow up could not be done. An analysis of the responses look as follows:

- The total response rate was 44,9%
- One hundred and two (102) women responded (49.5% response rate)
- Fifty seven (57) men responded (38.5%) response rate.

Data was captured on the Microsoft Excel programme and combined on a spreadsheet.

4.6 Data analysis

Data analysis is commonly known as the process of systematically applying statistical and logical techniques to describe, illustrate, condense and evaluate data. Data is not knowledge by itself, but crude information.

“The sequence from data to knowledge is: from data to Information, from information to facts, and finally, from facts to knowledge. Data becomes information, when it becomes relevant to your decision problem. Information becomes fact, when the data can support it. Facts are what the data reveals. However the decisive instrumental (i.e., applied) knowledge is expressed together with some statistical degree of confidence” Hoessein Arsham, (2004:2).

While data analysis includes statistical procedures, analysis often becomes an ongoing iterative process where data is continuously collected and analysed almost simultaneously. Researchers generally analyse for patterns in observations through the entire data collection phase (Shamoo. AE, Resnick, BR. 2003:122).

The data was statistically analysed using the statistical package of Microsoft Excel.

Descriptive statistics utilising central tendencies (averages) and dispersion of scores were used to describe the basic features of the data in this study. This provided summaries about the sample and the measures.

A cross tabulation of the demographical items was done to get a view of the female and male respondents of the survey. Frequency distributions were done

to determine the respondents' opinions of sexual harassment, the occurrence of sexual harassment at the university and knowledge regarding the University of Johannesburg's sexual harassment policy.

4.7 Conclusion

The research used in this dissertation is basic, because it enhances current sexual harassment theories; and descriptive because quantitative methods were used to describe the phenomena of sexual harassment at the University of Johannesburg. Survey research in the form of a written questionnaire was utilised. After a sample was selected from the administrative staff population from the University of Johannesburg, questionnaires were distributed. Data from these questionnaires was analysed through descriptive statistics.

Chapter 5: Data analysis, results, limitations and conclusions

5.1 Introduction

The data analysis, results and conclusions of the research will be discussed in this chapter. The socio-demographical of the respondents will be reviewed before looking at the occurrence of and opinions regarding sexual harassment.

5.2 Return rate of questionnaires

A confidence interval gives an estimated range of values which is likely to include an unknown population parameter, the estimated range being calculated from a given set of sample data. One hundred and fifty nine questionnaires were returned. A return rate of 50% was not achieved. With a sample of 159 questionnaires, a population of 4,434 and a confidence level of 95%, the confidence interval worked out to be 7.63%. This is regarded as an acceptable confidence interval.

Furthermore ***“regarding the sample size question the researcher generally would not factor analyze a sample of fewer than 50 observations, and preferably the sample should be 100 or larger”*** (Hair, Anderson, Thatham & Black , 1998:98).

The return rate of the questionnaires is therefore adequate.

5.3 The Socio-demographical characteristics of the respondents

Table 3: Frequency distribution of gender and age

| | <19 | 20-30 | 31-40 | 41-50 | 51-60 | total |
|---------------|-----|-------|-------|-------|-------|-------|
| Female | 0 | 29 | 37 | 24 | 12 | 102 |
| Male | 0 | 18 | 17 | 13 | 9 | 57 |
| Total | 0 | 46 | 55 | 37 | 21 | 159 |

The majority of female respondents fall within the age group of 31- 40 years, while the majority (by one) of male respondents fall in the age group of 20 – 30 years.

Table 4: Frequency distribution of gender and race

| | Black | Coloured | Indian/Asian | White | total |
|---------------|-------|----------|--------------|-------|-------|
| Female | 24 | 18 | 7 | 53 | 102 |
| Male | 23 | 5 | 2 | 27 | 57 |
| Total | 47 | 23 | 9 | 80 | 159 |

The majority of respondents for both gender groups are white. This distribution seems to be consistent with the current gender ratios at the university.

Table 5: Frequency distribution of gender and marital status

| | Never married | Married | Separated | Divorced | Widowed | Living with partner | Total |
|---------------|---------------|---------|-----------|----------|---------|---------------------|-------|
| Female | 11 | 42 | 5 | 23 | 1 | 20 | 102 |
| Male | 2 | 21 | 6 | 18 | 0 | 10 | 57 |
| Total | 13 | 63 | 11 | 41 | 1 | 30 | 159 |

The majority of female and male respondents are married.

Table 6: Frequency distribution of gender and qualification

| | Grade 11 or lower | Grade 12 | Post-Matric Diploma or certificate | Baccalaureate Degree(s) | Post-Graduate Degree(s) | total |
|---------------|-------------------|----------|------------------------------------|-------------------------|-------------------------|-------|
| Female | 1 | 25 | 51 | 23 | 2 | 102 |
| Male | 0 | 13 | 19 | 22 | 3 | 57 |
| Total | 1 | 38 | 73 | 42 | 5 | 159 |

The majority of female respondents have a post matric diploma or certificate, while the majority of male respondents have a Baccalaureate degree.

If a single profile of the average female and male respondent could be developed it will reflect the following:

Female

31- 40 years

white

married

post matric diploma/certificate

Male

21 – 30 years

white

married

baccalaureate degree

The only differences seem to be in age (although not significant) and qualification.

5.4 Opinions about sexual harassment

The respondents' opinions about sexual harassment were measured in section B of the questionnaire.

Table 7: Opinions about sexual harassment (definitions)

| no | question | | strongly disagree | disagree | neutral | agree | strongly agree | n |
|-----|--|----------------|-------------------|------------|------------|-------------|----------------|------------|
| 7.1 | Repeated unwanted social invitations for dinner, drinks or movies. | frequency % | | | 9 5.6 | 34 21.4 | 116 73 | 159 100 |
| 7.2 | Unwanted physical contact for example touching and pinching | frequency % | | 1 0.6 | 5 3 | 15 9.4 | 138 87 | 159 100 |
| 7.3 | Attempted or actual kissing or fondling | frequency % | | | 2 1.3 | 11 6.9 | 146 91.8 | 159 100 |
| 7.4 | Unwanted or unwelcome demands for sexual relations | frequency % | | | | 40 25.2 | 119 74.8 | 159 100 |
| 7.5 | Requiring/requesting a subordinate to wear sexy, revealing, or suggestive clothing | frequency % | | 3 1.9 | 5 3.1 | 35 22 | 116 73 | 159 100 |
| 7.6 | When an employer, supervisor, member of management undertakes or attempts to influence the process of employment, promotion, training, discipline, dismissal, salary increment or other benefit of an employee or job applicant, in exchange for sexual favours. | frequency % | | | | 37 23.3 | 122 76.7 | 159 100 |
| 7.7 | Occasional compliments | frequency % | 116 73 | 36 22.6 | 7 4.4 | | | 159 100 |
| 7.8 | Graphic commentary about a person's body made in their presence or directed toward them. | frequency % | | 7 4.4 | 22 13.8 | 100 62.9 | 30 18.9 | 159 100 |

| no | question | | strongly disagree | disagree | neutral | agree | strongly agree | n |
|------|--|-----------|-------------------|------------|------------|-----------|----------------|------------|
| 7.9 | Unwelcome sex related jokes or insults, innuendoes, suggestions and hints | frequency | | 2 | 7 | 67 | 83 | 159 |
| | | % | | 1.3 | 4.4 | 42.1 | 52.2 | 100 |
| 7.10 | Unwelcome and inappropriate enquiries about a person's sex life or comments about a person's sexual habits. | frequency | | 13 | 2 | 103 | 41 | 159 |
| | | % | | 8.2 | 1.3 | 64.7 | 25.8 | 100 |
| 7.11 | Persistent and unwelcome flirting | frequency | 1 | 7 | 3 | 126 | 22 | 159 |
| | | % | 0.6 | 4.4 | 1.9 | 79.3 | 13.8 | 100 |
| 7.12 | A public display of pornographic or other offensive, or sexually explicit pictures, photographs, cartoons, drawings, symbols and other material. | frequency | 4 | | 3 | 12 | 140 | 159 |
| | | % | 2.5 | | 1.9 | 7.5 | 88.1 | 100 |
| 7.13 | Displaying/sourcing offensive material/jokes on PC's and/or e-mailing such material to other employees | frequency | | 7 | 5 | 51 | 96 | 159 |
| | | % | | 4.4 | 3.1 | 32.1 | 60.4 | 100 |
| | average | | 1.55 | 3.6 | 3.9 | 33 | 61.2 | 100 |

The definitions given in questions 7.1 – 7.13 (excluding 7.7) were taken from the Code of Good Practice on the Handling of Sexual Harassment cases. Respondents correctly identified “occasional compliments” in Question 7.7 as behaviour that does not constitute harassment. Therefore an average of questions 7.1 to 7.13 (excluding 7.7) reflects a general correct opinion by respondents of what constitutes sexual harassment.

61.2% of respondents strongly agree and 33% of respondents agree with the definitions spelt out in the questions. 94.2% of respondents therefore agree or strongly agree that sexual harassment is:

- Repeated unwanted social invitations for dinner, drinks or movies
- Unwanted physical contact for example touching and pinching
- Attempted or actual kissing or fondling
- Unwanted or unwelcome demands for sexual relations
- Requiring/requesting a subordinate to wear sexy, revealing, or suggestive clothing
- When an employer, supervisor, member of management undertakes or attempts to influence the process of employment, promotion, training, discipline, dismissal, salary increment or other benefit of an employee or job applicant, in exchange for sexual favours
- Graphic commentary about a person's body made in their presence or directed toward them
- Unwelcome sex related jokes or insults, innuendoes, suggestions and hints
- Unwelcome and inappropriate enquiries about a person's sex life or comments about a person's sexual habits
- Persistent and unwelcome flirting
- A public display of pornographic or other offensive, or sexually explicit pictures, photographs, cartoons, drawings, symbols and other material
- Displaying/sourcing offensive material/jokes on PC's and/or e-mailing such material to other employees.

Graph 1: Summary of average of response to sexual harassment definition

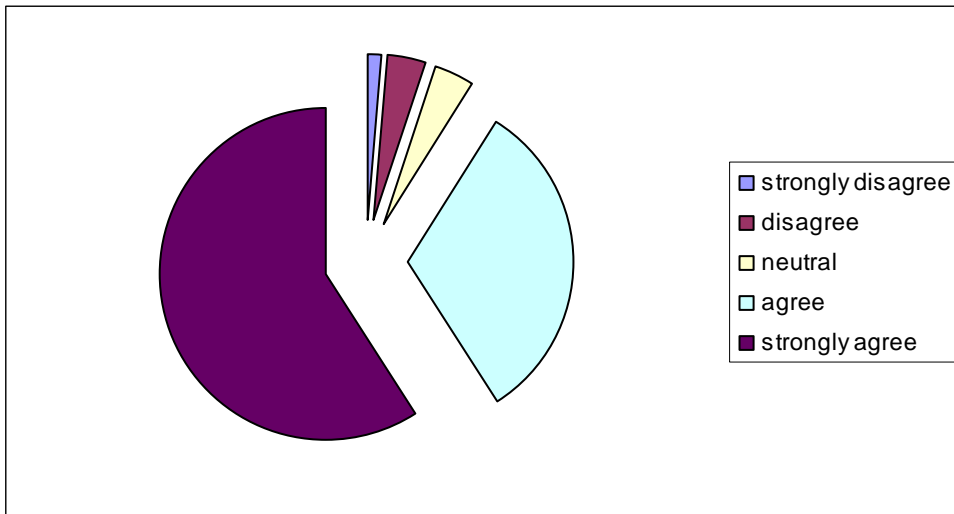


Table 8: Opinions about sexual harassment

| no | question | | strongly disagree | disagree | neutral | agree | strongly agree | n |
|----|--|-----------|-------------------|----------|---------|-------|----------------|-----|
| 8 | Some people deserve to be harassed because of their behaviour or the way they dress. | frequency | 61 | 82 | 9 | 7 | | 159 |
| | | % | 38.4 | 51.6 | 5.6 | 4.4 | | 100 |
| 9 | Most sexual harassment charges are exaggerated | frequency | 15 | 100 | 18 | 26 | | 159 |
| | | % | 9.4 | 62.9 | 11.3 | 16.4 | | 100 |
| 10 | Men can experience sexual harassment | frequency | 57 | | 2 | 67 | 33 | 159 |
| | | % | 35.8 | | 1.3 | 42.1 | 20.8 | 100 |
| 11 | Someone can be harassed by a person of the same gender | frequency | 35 | 12 | 19 | 36 | 57 | 159 |
| | | % | 22 | 7.6 | 12 | 22.6 | 35.8 | 100 |
| 12 | Unwanted sexual behaviour can be stopped by telling the offender that the behaviour is offensive and that it should stop | frequency | 52 | 15 | 7 | 76 | 9 | 159 |
| | | % | 32.7 | 9.4 | 4.4 | 47.9 | 5.6 | 100 |

Examining questions 8 -12 the following can however be noted.:

- o All the male respondents were of the opinion that men cannot be sexually harassed
- o 29.6%% of the respondents thought that same sex harassment cannot occur (strongly disagreed and disagreed with question 11);
- o 16.4% of respondents felt that sexual harassment charges are exaggerated; and
- o 47.9% agreed (and 5,6% strongly agreed) that unwanted sexual behaviour can be stopped by telling the offender that the behaviour is offensive and that it should stop. 42.1% however felt that sexual harassment behaviour cannot be stopped by telling the harasser to stop.

5.5 Occurrence of sexual harassment

Section C explored the occurrence of sexual harassment at the University of Johannesburg.

Table 9: The occurrence of sexual harassment at the University of Johannesburg

| no | question | | yes | no | n |
|----|--|-----------|------|------|-----|
| 13 | Have you been sexually harassed | frequency | 86 | 73 | 159 |
| | | % | 54.1 | 45.9 | 100 |
| 14 | Have you reported sexually inappropriate behaviour | frequency | 9 | 150 | 159 |
| | | % | 5.7 | 94.3 | 100 |
| 15 | Have you become aware of a colleague who was sexually harassed | frequency | 19 | 140 | 159 |
| | | % | 11.9 | 88.1 | 100 |
| 16 | Are you aware of any sexual harassment cases | frequency | 4 | 155 | 159 |
| | | % | 2.5 | 97.5 | 100 |

Of the 54% respondents who claim to have been sexually harassed only 10% reported the harassment (5.7% of total sample). In chapter 3 the confusion that usually surrounds sexual harassment is described, as well as the victim's uncertainty about how to describe and label, what is happening to them. Even if they can describe the experience to themselves, victims are often unwilling to accept what is happening to them. They are also often too embarrassed to

report the incident. The findings therefore seem to be consistent with statements in the literature.

In the previous section it was mentioned that men thought that male sexual harassment was not possible. It is therefore possible that male victims of sexual harassment may find it difficult to label what they are experiencing or that they may even be unwilling to accept what is happening to them.

Generally it seems that even though sexual harassment does occur at the University, it goes unseen and unreported.

5.6 Knowledge of the UJ sexual harassment policy

Section D examined the knowledge of respondents regarding the University of Johannesburg's sexual harassment policy. A sexual harassment policy does exist and it was accepted by the University of Johannesburg Council as part of the new conditions of service after the finalisation of the merger in January 2006. The policy is available on the UJ intranet. Staff are generally unwilling to use the intranet to locate forms (human resources related and others) and prefers to contact the specific department.

Table 10: Respondent knowledge of the UJ sexual harassment policy

| no | question | | yes | no | Unsure | n |
|----|---|-----------|------|------|--------|-----|
| 17 | The University of Johannesburg has a sexual harassment policy | frequency | 77 | 23 | 59 | 159 |
| | | % | 48.4 | 14.5 | 37.1 | 100 |

| | | | | | | |
|----|--|-----------|------|------|--|-----|
| 18 | A sexual harassment policy was clearly communicated to staff members | frequency | 32 | 127 | | 159 |
| | | % | 20.1 | 79.9 | | 100 |
| 19 | I am aware of the procedures to report sexual harassment | frequency | 29 | 130 | | 159 |
| | | % | 18.2 | 81.8 | | 100 |

The results of this analysis shows that:

- o 37.1% of respondents were unsure whether the university has a sexual harassment policy;
- o 79% of respondents agreed that there was no clear communication regarding such a policy; and
- o 81.8 % of the respondents are unaware of procedures to report sexual harassment.

It seems that the sexual harassment policy was not clearly communicated. It is possible that the cases of sexual harassment that went unreported were because employees were uncertain of the procedures to report the harassment.

5.7 Limitations of the study

The fact that the whole population of staff at the University of Johannesburg could not be included in the sample selection, can be seen as one of the limitations of the study.

The return rate of the questionnaires, although expected, also contributes to the limitations of the research project.

The primary goal of the study is not to measure the extent of sexual harassment or the effectiveness of the existing sexual harassment policy. The increase or decrease of sexual harassment, since the establishment of a sexual harassment policy at the University of Johannesburg, was also not researched.

No indication can be given of the gender or "general characteristics" of either the harasser or the victim.

5.8 Conclusion

Respondents seem to have a good idea about what kind of behaviour constitutes sexual harassment. It is however notable that 8.2% of respondents disagreed with the statement that sexual harassment is "unwelcome and inappropriate enquiries about a person's sex life or comments about a person's sexual habits".

All the male respondents (and some female respondents) were of the opinion that men cannot be sexually harassed, while 29.6% of the respondents thought that same sex harassment cannot occur. 16.4% of respondents felt that sexual harassment charges are exaggerated and 47.9% agreed that unwanted sexual behaviour can be stopped by telling the offender that the behaviour is offensive and that it should stop.

Although respondents could correctly identify some behaviour as sexual harassment, clear gaps exist in knowledge about same sex and male sexual harassment. Respondents also seem to have an inadequate understanding of preventing sexual harassment and sexual harassment charges.

Sexual harassment does occur among administrative staff of the university, with more than half of the respondents stating that they have been sexually harassed at work. Of the 54% respondents who claim to have been sexually harassed, only 10% reported the harassment. In spite of the 54% who claim to have been sexually harassed, only 11.9% of respondents were aware of sexual harassment of colleagues. 97.5% of respondents did not know about any reported sexual harassment cases.

It is therefore fair to assume that although sexual harassment does occur among administrative staff at the University of Johannesburg, it is an issue that goes unseen and therefore also does not receive much attention. Victims of sexual

harassment do not report the behaviour and cannot be assisted in dealing with the psychological and physiological effects of sexual harassment. Either victims are too embarrassed to report the harassment or they are unsure about procedures to follow to report the unacceptable behaviour.

Although 48.4% of respondents knew that the University of Johannesburg had a sexual harassment policy, serious problems exist with the communication thereof. 79.9% of respondents expressed the view that a sexual harassment policy was not clearly communicated. This is further amplified in the light of the fact that 81.8% of respondents were unfamiliar with procedures to report sexual harassment.



The impression created through this poor communication, is that the University of Johannesburg as an employer, is paying lip service by complying with the Code of Good Practice on the Handling of Sexual Harassment cases in creating a sexual harassment policy. It seems that the Management of the university does not see sexual harassment as an issue that deserves serious attention. Therefore communication and information about the policy and an employee assistance programme are deemed to be unnecessary.

This can have serious implications for the University of Johannesburg in the event of a legal case. As mentioned in chapter 3, previous sexual harassment court cases proved that employers must ensure that employees are not subjected to a

hostile work environment. If an employer therefore knows about harassment and fails to take appropriate preventive action, legal proceedings may be brought against the company. Even without knowledge of the complaint a company might be held liable if there are inadequate channels to handle the complaint.

It is the explicit duty of the employer to ensure that employees are educated and have a clear understanding of the sexual harassment policies of the company.

Chapter 6: Final conclusions and recommendations

6.1 Introduction

This chapter will look at the final conclusions of the research study and make recommendations towards the implementation of a sexual harassment preventative training programme.

6.2 Final conclusion

Applying the confidence interval of 7.63% it can be stated (with 95% confidence) that 46,4% - 61.6% of the total number of administrative staff members at the University of Johannesburg, have experienced sexual harassment. This number could even increase if you take into account that male and same sex sexual harassment may not even be labeled as such.

In most cases this harassment went unreported and left the individual to deal unassisted with the emotional crisis. This could be due to the embarrassment and emotional pain associated with sexual harassment, or ignorance pertaining to the procedures to report sexual harassment.

Although certain inappropriate behaviour could be identified as sexual harassment, serious gaps exist with regard to the knowledge of employees about sexual harassment issues and sensitivity towards its victims.

It is doubtful that employees are aware of their rights in terms of the Code of Good Practice on the Handling of Sexual Harassment cases. They are certainly aware that such a policy exist, but agree that it has not been communicated properly.

It is of little use when employees can identify behaviour that constitutes sexual harassment, but are unaware of procedures to report such incidents. Employees must be able to clearly identify resources available to them for action and assistance against perpetrators of sexual harassment.

6.3 Recommendations

6.3.1 Commitment and communication

It is important for the University of Johannesburg to express concern and commitment in dealing with the problem of sexual harassment. This should not merely be the formulation and acceptance of a sexual harassment policy.

In addition to the sexual harassment policy, the university should make it clear that sexual harassment will not be tolerated, permitted or condoned. Employees should know and understand that allegations of sexual harassment will be dealt with seriously, expeditiously, with sensitivity and confidentiality.

Furthermore, persons subjected to sexual harassment in their work environment must be assured that they have a right to complain, with the confidence that appropriate management action will be taken. Employees must also be protected from false accusations and against victimisation and retaliation after lodging grievances.

Even of more importance than developing a sexual harassment policy, is the communication and promotion thereof. If a clear, well promoted policy exists, both the person being harassed, and the person considering harassing someone, will have knowledge of an individual's rights and what is considered to be acceptable, and what not. This should reduce the likelihood of sexual harassment considerably .

It is also necessary to maintain an effective sexual harassment complaint mechanism, investigative process and record keeping system,

6.3.2 Training of managers and supervisors

Pro-active sexual harassment training is the best weapon against sexual harassment and ultimately against lawsuits. Preventing sexual harassment can prevent an unhealthy and unproductive work environment.

Managers and supervisors should be trained to prevent and correct harassment situations in the workplace. With potential liabilities growing, it might soon become a legally required mandate to train people in leadership positions to understand their role in eliminating sexual harassment in the workplace.

Such a training programme should identify the role of the manager and supervisor in the prevention of sexual harassment:

- to identify sexual harassment behavior and issues
- to identify the difference between sexual harassment and discrimination
- to distinguish between the work and social environments and identify boundaries
- to recognize correct and incorrect behavior
- to document applicable training

- to know and communicate sexual harassment policies
- to minimize conflict and maximize effectiveness when handling sexual harassment complaints.
- to investigate promptly
- to use interviewing techniques to draw out information from all involved parties
- to respond appropriately to sexual harassment complaints.

Managers and supervisors should basically be taught to take action and diffuse potential s

exual harassment issues before they occur.



6.3.3 Training of employees

Employees should also receive training to have the ability:

- to recognise the kind of conduct that frequently forms the basis of harassment claims, but is seldom recognised as being unlawful
- to define sexual harassment
- to identify language and behaviors that may constitute sexual harassment

- o to explain why a reasonable person might honestly regard some behaviors (including acts that might previously have been thought of as harmless flirting) as sexual harassment
- o to eliminate uncertainties about sexual remarks and behavior in the workplace
- o to distinguish between the work and social environments and identify boundaries
- o to know their individual rights pertaining to sexual harassment
- o to know where to get help in the event of being harassed.

Training for managers, supervisors and employees should not be a once-off event. It should be something that is worked into the employee development schedules on a regular basis.

6.3.4 Other supporting measures

Counselors should be appointed and trained to provide support and advice to staff who are sexually harassed, or to counsel harassers if required.

Assertiveness training and development of a healthy self-esteem will help employees to deal with harassers; and will also reduce the need in others to try to prove themselves by harassing colleagues.

An effective employment equity programme will ensure a well-planned career path for all - based on merit. It will also ensure that previously disadvantaged employees will be treated fairly, reducing the vulnerability of individuals to harassment by people who abuse their power and authority. The establishment of a workplace or diversity forum is suggested.

A healthy environment in which sexual harassment cannot flourish should be created through a positive corporate culture, in which the rights and dignity of all staff members are respected, and a positive example is set by management.

6.4 Conclusion

A policy alone cannot eliminate the problem of sexual harassment. Awareness of the problem and ways to deal with it can however help to reduce its extent dramatically. Management, together with personnel and employee assistance

professionals, must take initiative to act against sexual harassment and assist victims of past and present harassment to overcome the negative effects.



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Addendum 1:

Dear sir/madam

I am undertaking a research project to complete my MBA qualification at the University of Johannesburg. This study intends to look at how sexual harassment is perceived by employees of the University of Johannesburg and if sexual harassment does in fact occur. It will also investigate the awareness of staff of the current UJ sexual harassment policy. Because of the negative effect of sexual harassment on productivity and work performance it is felt that this study could provide information for the development of a possible sexual harassment awareness and training programme for university staff.

To this end I kindly request that you complete the following short questionnaire. It should take no longer than 10 minutes of your time and your response is very important to me.

Please do not enter your name or contact details on the questionnaire. It remains anonymous.

The completed questionnaire will be collected from your office.

If you have any queries or comments about this survey, I can be contacted telephonically on 0833834322 or via e-mail at ebritz@uj.ac.za

Yours sincerely

Elmarie Britz

Example of how to complete this questionnaire

Your gender?
If you are female:

| | |
|--------|--------------|
| Male | 1 |
| Female | 2 |

Section A

This section of the questionnaire refers to background or biographical information. I am aware of the sensitivity of the questions in this section but this information will allow me to compare groups of respondents. (comparative analysis) Once again, I assure you that your response will remain anonymous. Your co-operation is appreciated.

1. Gender

| | |
|--------|---|
| Male | 1 |
| Female | 2 |

2. Age (in complete years)

| | |
|--|--|
| | |
|--|--|

3. Ethnicity

| | |
|-----------------|---|
| Black | 1 |
| White | 2 |
| Coloured | 3 |
| Indian or Asian | 4 |

4. Marital Status?

| | |
|---------------------|---|
| Never married | 1 |
| Married | 2 |
| Separated | 3 |
| Divorced | 4 |
| Widowed | 5 |
| Living with partner | 6 |

5. Your highest educational qualification?

| | |
|------------------------------------|---|
| Grade 11 or lower (std 9 or lower) | 1 |
| Grade 12 (Matric, std 10) | 2 |
| Post-Matric Diploma or certificate | 3 |
| Baccalaureate Degree(s) | 4 |
| Post- Graduate Degree(s) | 5 |

6.

| | |
|-----------------------------|---|
| Academic staff member | 1 |
| Administrative staff member | 2 |

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Section B

This section of the questionnaire explores your opinion about sexual harassment.

To what extent do you agree with each of the following statements? Please indicate your answer using the following 5-point scale where:

1. = Strongly disagree
2. = Disagree
3. = Neutral
4. = Agree
5. = Strongly Agree

7. Sexual harassment is:

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
|--|-------------------|----------|---------|-------|----------------|
| 7.1. Repeated unwanted social invitations for dinner, drinks or movies. | 1 | 2 | 3 | 4 | 5 |
| 7.2. Unwanted physical contact for example touching and pinching. | 1 | 2 | 3 | 4 | 5 |
| 7.3. Attempted or actual kissing or fondling | 1 | 2 | 3 | 4 | 5 |
| 7.4. Unwanted or unwelcome demands for sexual relations | 1 | 2 | 3 | 4 | 5 |
| 7.5 Requiring/requesting a subordinate to wear sexy, revealing, or suggestive clothing. | 1 | 2 | 3 | 4 | 5 |
| 7.6 When an employer, supervisor, member of management undertakes or attempts to influence the process of employment, promotion, training, discipline, dismissal, salary increment or other benefit of an employee or job applicant, in exchange for sexual favours. | 1 | 2 | 3 | 4 | 5 |
| 7.7 Occasional compliments. | 1 | 2 | 3 | 4 | 5 |
| 7.8 Graphic commentary about a person's body made in their presence or directed toward them. | 1 | 2 | 3 | 4 | 5 |
| 7.9 Unwelcome sex related jokes or insults, innuendoes, suggestions and hints | 1 | 2 | 3 | 4 | 5 |
| 7.10 Unwelcome and inappropriate enquiries about a person's sex life or comments about a person's sexual habits. | 1 | 2 | 3 | 4 | 5 |
| 7.11. Persistent and unwelcome flirting | 1 | 2 | 3 | 4 | 5 |
| 7.12 A public display of pornographic or other offensive, or sexually explicit pictures, photographs, cartoons, drawings, symbols and other material. | 1 | 2 | 3 | 4 | 5 |
| 7.13 Displaying/sourcing offensive material/jokes on PC's and/or e-mailing such material to other employees | 1 | 2 | 3 | 4 | 5 |

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
|--|-------------------|----------|---------|-------|----------------|
| 8. Some people deserve to be harassed because of their behaviour or the way they dress. | 1 | 2 | 3 | 4 | 5 |
| 9. Most sexual harassment charges are exaggerated | 1 | 2 | 3 | 4 | 5 |
| 10. Men can experience sexual harassment | 1 | 2 | 3 | 4 | 5 |
| 11. Someone can be harassed by a person of the same gender | 1 | 2 | 3 | 4 | 5 |
| 12. Unwanted sexual behaviour can be stopped by telling the offender that the behaviour is offensive and that it should stop | 1 | 2 | 3 | 4 | 5 |

Section C

This section of the questionnaire explores the occurrence of sexual harassment.

At the University of Johannesburg:

13. Have you been sexually harassed?

| Yes | No |
|-----|----|
| 1 | 2 |

14. Have you reported sexually inappropriate behaviour?

| Yes | No |
|-----|----|
| 1 | 2 |

15. Have you become aware of a colleague who was sexually harassed?

| Yes | No |
|-----|----|
| 1 | 2 |

16. Are you aware of any sexual harassment cases?

| Yes | No |
|-----|----|
| 1 | 2 |

Section D

This section of the questionnaire explores your knowledge about the UJ Sexual harassment policy

17. The University of Johannesburg has a sexual harassment policy.

| Yes | No | Unsure |
|-----|----|--------|
| 1 | 2 | 3 |

18. A sexual harassment policy was clearly communicated to Staff members

| Yes | No |
|-----|----|
| 1 | 2 |

19. I am aware of the procedures to report sexual harassment.

| Yes | No |
|-----|----|
| 1 | 2 |

Thank you for your co-operation in completing this questionnaire.

