

The prevalence and the amount of sexual harassment in the hospitality industry in Finland

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In 2017, women who experienced sexual harassment gained ground in the media. The hashtag #MeToo was an indication of the harassment endured by individuals who dared to speak out. According to the 2017 equality barometer conducted in Finland, 39 percent of women and 17 percent of men had experienced sexual harassment in the last two years.

According to the same study, sexual harassment particularly impacted women under the age of 35, more than half of whom had experienced harassment. Sexual harassment is a global problem and one element on the list of others where a women's rights and security are consistently violated. Harassment exists both in leisure time but also in the work-place. Multiple studies have been published since the #MeToo movement started. These studies have sparked a global debate on how harassment is prohibited and how it affects not only the individual but also society and working life.

The theoretical framework of this research-based thesis consists of Finnish legislation that protects employees from sexual harassment and obliges the work community and supervisors to identify and properly address various forms of harassment. The study highlights the importance of reporting on the status of the victim, and what factors contribute to the fact that inequalities do arise.

The study was executed utilizing a quantitative method which consisted of approaching the target group with a questionnaire. The target crowd was women working in the hospitality industry in Finland. Based on the results of the research, it was significant that 70% of the participants identified the forms of sexual harassment and have experienced and witnessed them during their working life. Unfortunately, it was evident that the same volume of reporting had not been done. In fact, a majority had failed to report the incident and only 19% had dared to share their experience. Those who didn't report said they did not know to whom and how and a few others felt that the appearance would negatively affect their work.

The main finding of this research was that the hospitality field is a possible arena for sexual harassment and work to eradicate cases is still to be done. The results give personal experiences a voice and enable the reader to comprehend the topic more deeply and from a legal perspective as well.

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This thesis uses Harvard referencing.

Keywords

Sexual harassment, hospitality industry, women rights, reporting

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1 Introduction

The author of this thesis has chosen sexual harassment because it is taboo in the hospitality industry. The author also recently witnessed sexual harassment in the workplace and found that community members did not know how to act. From this situation arose the idea of writing research on the subject. While recognizing the #MeToo movement, it may not have considered how one could act if one becomes a victim, or a coworker falls victim to harassment in the workplace. The author emphasizes the importance of supervisor work for prevention. As the author is pursuing a managerial position in her career, it is essential to study this topic to become part of the solution of how to build a harassment-free workplace for the next generations.

A movement that is a driving force for this research-oriented thesis is the #MeToo movement that got started originally in 2006. In 2006, the #MeToo movement was founded by a survivor and activist, Tarana Burke. In the early years, Burke was determined to develop her vision. She wanted to bring resources, support, and pathways to healing for victims of sexual offense, abuse, and harassment. The #MeToo movement's goal was to build a community of advocates determined to interrupt sexual violence wherever it happens. The #MeToo movement has also affected workplaces in every arena.

The #MeToo movement got wind underneath its wings in 2017 when Alyssa Milano used the hashtag #MeToo on her Twitter account and addressed the need to speak out loud about sexual harassment (Twitter, 2017). The silence was broken then, and in just one day, the hashtag got millions of shares on social media. Millions of women gained their courage to speak out about their painful experiences in public for the first time with such volume. During the year 2017 in Finland, the misconducts were prominent when multiple actresses addressed the sexism and misconduct in the film industry. The #MeToo movement has resulted in changes: people in managerial positions ousted, colleagues defeated, and multiple public figures disgraced.

Today, the #MeToo movement work focuses on assisting a growing spectrum of survivors — young people, queer, trans, the disabled, black women and girls, and all communities of color. The movement's core activity is to help individuals find the right point of entry for their unique healing journey. But movement is also galvanizing a broad base of survivors and working to disrupt the systems that allow sexual violence to proliferate in the world. This includes insisting upon accountability on the part of perpetrators, along with the implementation of strategies to sustain long term, systemic change. So that one day, nobody ever has to say "me too" stated Tarana Burke the founder of the movement (Metoo, 2021).

The movement continues to affect positively the circumstances women navigate. Year after the movement went viral the topic was widely spoken in the media. At the 2018 Golden Globe awards, Oprah Winfrey gave a powerful speech that framed the #MeToo movement as the latest episode in a long history of women's resistance to sexual harassment and violence (Hornshaw, 2018). Her speech was also notable for emphasizing racially and economically marginalized women, including Recy Taylor, who died in 2017 at the age of 98. Taylor's determination to seek justice for her rape in Jim Crow-era Alabama set the stage for the civil rights movement and, in many ways, today's modern #MeToo movement (selves, 2020). The #MeToo campaign was created in 2006 by Tarana Burke, a black woman following in the footsteps of Recy Taylor and Rosa Parks. It is time to end the silence, and as Oprah Winfrey stated in her Golden Globe speech with a round of applause and standing ovations, "The time is up. The time is up" (Youtube, 2018). The thesis author follows these remarkable women's steps to create awareness of the forms of sexual harassment and how to address it adequately. The #MeToo movement is paving the road towards radical swift in our culture Worldwide and here in Finland regarding the sexual misconduct, power dynamics and the strength of women's words and courage to speak up.

The worst thing for those who have experienced sexual harassment is that if the perpetrators have not been held accountable for their misconducts appropriately (Ciurria, 2020). The lack of consequences creates a negative picture for the victims. Sexual harassment can be hard to address and prove without witnesses. The number of cases remains unknown, because actions are silently accepted (WHO, 2018). An example of this type of case is the news of IMF Director Dominique Strauss Khan, accused of a sexual offense against a hotel cleaner in New York, 2011 (BBC, 2011). In the next paragraph the author explains more.

In 2011 a French politician Strauss Khan checked himself out from Sofitel Hotel, New York. After a while, he got captured by the FBI at the airport in the hopes of returning home. Strauss Khan was accused in a criminal case relating to allegations of a sexual assault and attempted rape made by a hotel maid, Nafissatou Diallo, at the Sofitel New York Hotel on 14 May 2011 (News, 2011). Diallo was sexually violated while performing her duty as a housekeeper at this five-star hotel. The sexual offense lasted some minutes, including forcing Diallo to forcibly perform oral sex to the politician (News, 2011). Diallo had spit the semen around the room. Diallo then ran out from the room and told the security what happened to her.

This event caused a scandal as Strauss Khan was running to become president for France (NDTV, 2011). Without enough proof and accountability to Ms. Diallo, the suit was later settled for an undisclosed amount, subsequently reported to have been \$1.5 million (Local, 2012). In addition, Mr. Dominique Strauss Khan was never found guilty. The prosecutors stated that Ms. Diallo lacked truthfulness in her story together with lack of evidence the charges were then dismissed (WNYC News, 2011). In a television interview in September, Strauss-Kahn admitted that his liaison with Diallo was a moral fault and described it as "inappropriate" but that it did not involve violence, constraint or aggression (Reuters, 2011). Although it might feel obvious that Dominique is guilty, he was eventually found not guilty but liable to the victim. In other words, with money, Mr Strauss Khan got himself bought out of the charges. Few years later, Strauss Khan has also been charged with pimping at a hotel room, but still, he is not held accountable for his actions (NDTV, 2011).

To conclude, the Strauss Khan case is a dangerous and silent sign that it is acceptable to treat women without respect in certain positions. It gives a sign, that #MeToo movement has some work to get done. That is why the author is writing on this subject. The author, therefore, wanted to conduct a survey about women whom, are working in hospitality sector in Finland to understand the prevalence of harassment in the hospitality industry in Finland.

Recent news outlined by young Finnish MEP Alina Alametsä about the treatment she and women in the European Parliament is experiencing (Euractive, 2021). Alina says that she had been warned about possible harassment when she started her career but would not have believed what kind of suggestions she would have to face. Among other things, Alametsä explains how in a business call with male MEP, she was offered sex and when she refused and said the question was utterly inappropriate, her colleague hang up the call (Iltalehti, 2021). Alametsä also talked about a case where a male MEP had taken off his pants and settled in front of a female colleague, as a act of waiting for a sexual favor (Iltalehti, 2021). Pina Picierno, EU parliament, shared her thoughts about harassment in the EU parliament in 2018. Pina stated how sexual harassment is widely experienced and that the women do not report their experiences, which means that the actual number of cases is much higher (Parliament, 2018).

In the cases mentioned above, these are well-exemplified examples of harassment. The author aims that after reading this thesis, one will have the courage to address the grievances and trust that the victim should receive justice with appropriate actions.

1.1 Why this topic is important

When an employee becomes sexually harassed in the workplace, it has numerous adverse effects. There are effects on the victim personally and effects on work efficiency and motivation, and social effects. Caroline Criado Perez is a British feminist activist, author and activist. Perez is the author of a book *Invisible Women: Exposing Data Bias in a World Designed for Men* her book was a Sunday Times bestseller in 2019. Perez stated that when we do not collect data on women and their lives, we continue to normalize discrimination based on sex - at the same time, we close our eyes and deny to witness discrimination. We do not see it because we normalize it; harassment is so apparent, so common, so predictable one cannot even bother to comment on it (Perez, 2019). There are various reasons why women fail to report harassment and crimes. Some of them are communal stigma, shame, worry that they will be accused or not believed (Natalie Gardner, 2017). The change must emerge from society itself. Nevertheless, very rarely are these topics discussed. Silence is tacit acceptance, and quite clearly, intervention is needed.

The author has noted that literature related to sexual harassment is minimal. Therefore, author believes that the amount of headlines related to harassment has grown after #Me-Too movement went viral in 2017, which is a sign of need to study the subject. Therefore, most example cases are from other countries to give the reader a tangible proof of a globally existing problem.

Example from United States written in the Slate magazine. In 2016, an article in Slate magazine told of Dana who, in the middle of a flight between the United States and Germany, woke up to a hand squeezing her painfully from her chest (Slate, 2016). The harasser was the unknown man sitting next to her, which Dana told the staff about. The staff initially tried to get her back in place but eventually gave her a place in the business class; although the staff sympathized it seemed that no one seemed to know what to do. When the plane landed, the man stepped out and went his way. A similar story happened when 2017 American airlines refused to relocate a woman to another location when it turned out that the man next to her was masturbating (TIME, 2017). Apparently, headlines identifying harassment and proper procedures for reporting sexual harassment is missing also in tourism sector.

Australian student Natalie Gardner wrote an article about public transport harassment. In her study Gardner found out that many women fail to report because of mundane reasons that are already much easier to grasp. First, women are not entirely sure what counts as sexual harassment and are intimidated by the authorities' reaction (Natalie Gardner, 2017). If they understand that an event is wrong, they do not always understand whom

they should report (Natalie Gardner, 2017). Because the reporting of sexual harassment is complex this research thesis aims to find out how it could be improved by asking directly from the women participating in the survey.

This thesis focuses on legislation that protects employees from harassment in Finland. There are many practices in different countries, but this thesis focuses on Finnish working life. Harassment is experienced regardless of gender, but because studies show that women experience harassment more often than men (welfare, 2020), the work in the dissertation has focused more on the status of women. The nonbinary experiences of equality mentioned at the beginning have also been left unexamined. The author seeks to keep the topic better controlled by writing a reader-friendly thesis, by focusing on one gender specifically; women.

1.2 Objectives of the thesis

This research aims to answer the question of whether the hospitality sector recognizes the various forms of harassment and the factors that discourage it.

The main research question is:

Do women recognize the forms of sexual harassment in the hospitality industry?

The sub-question the author seeks answer to is:

do women report sexual harassment cases?

This research-based thesis is written to gain knowledge and understanding of the dilemma related to large amounts of experiences of harassment among women. The aim is to understand how to address sexual harassment appropriately. Moreover, studying the laws that gives protection to women in the workforce in hospitality industry. Because the topic is delicate the author wants to understand in what forms does the sexual harassment take place in the industry, and whether the victims are aware of their rights, and whether the cases are brought to the attention of the management.

Quantitative research and analysis will determine whether harassment is experienced and how successful the reporting has been. The survey allows respondents to describe their experiences using open-ended answer options, in which case the qualitative method is utilized as part of the research to add value and weight to the research.

1.3 Thesis structure

In the theoretical framework the author will discuss the legislation and harassment. Followed by the introduction of the forms of harassment and in the last chapter discuss the hospitality industry and harassment. The theoretical part will be followed by information on the planning of the survey and the outcome of the survey. Finally, the author presents the survey results from which the author evaluates the reliability of the survey results and draws conclusions from them by mirroring the theoretical knowledge. Finally, the author evaluates her work in the writing process and presents her suggestions for further research on the topic.

At the beginning of the theory, the author introduces three laws that work to ensure the employee's safety, as a result of which the author conducts a survey to find out the understanding of the various forms of harassment. The survey also shows the number of the respondents whom which have experienced or witnessed harassment. Survey also aims to find out how victims have acted after the incident. The author intends to study the phenomenon and that it will generate knowledge to the reader about how to address sexual harassment cases, as a victim or as a witnesser. The research will potentially give courage to address the harassment cases.

1.4 Key definitions

- Sexual assault: is attempted rape. Fondling or unwanted sexual touching. Forcing a victim to perform sexual acts, such as oral sex or penetrating the perpetrator's body. Penetration of the victim's body, also known as rape. (Finnish institute of health and welfare, 2020)
- Sexual offence: the crime of forcing a woman to submit to sexual intercourse against her will. A sexual act that violates a person's own right to self-determination. Coercion, persuasion on something the other is not willing to. Exploiting another person's situation, such as a drunken state. Also forcing to view something the person is not willing to. An act can be a violation of the right to self-determination even if the act is not related to the genital area (Minilex, 2021).
- Sexual harassment: Sexual harassment refers to verbal, nonverbal or physical behavior that is undesirable from the perspective of the victim of sexual harassment. Such acts may include, for example, sexually suggestive gestures or expressions, sexually charged speeches, jokes or suggestions, and intimate remarks or questions about the

body, dress, or privacy when these acts intentionally or actually violate a person's mental or physical integrity (commission, 2021).

- **Criminal Code:** The law covers rape, aggravated rape, and /or attempted sexual exploitation and also condemns sexual offenses. There are a wide variety and quality of sexual assaults and offenses. Some of the acts are very serious. Most sexual offenses are publicly prosecuted and punishable by imprisonment, which is indicative of their general conviction. The penalty for rape is 1 to 6 years in prison. Aggravated rape is punishable by a minimum of 2 years and a maximum of 10 years in prison. Rape offenses are difficult to resolve in the courtroom, as so-called direct, unambiguous evidence is often lacking (MINILEX, 2021).
- **Health and safety Act:** The Occupational Safety and Health Act prohibits inappropriate treatment and harassment at work. It imposes obligations on employers and employees. According to the act, if harassment or other inappropriate treatment of an employee occurs at work and causes hazards or risks to the employee's health, the employer must take measures to remedy this situation. According to the Occupational Safety and Health Act, employers and employees must work together to maintain and improve occupational safety in the workplace (Ministry of social affairs and health, 2002)
- **Equality Act:** The Act on Equality between Women and Men (609/1986) is also called the Equality Act. The objective of the Equality Act is to prevent gender-based discrimination and promote equality between women and men, thereby improving the status of women, particularly in working life. Another goal of the act is to prevent discrimination based on gender identity or the expression of gender. The Ombudsman for Equality monitors compliance with the Equality Act and provides instructions and guidance on questions related to the act. The ombudsman is an independent law enforcement authority operating in connection with the Ministry of Justice. The Ombudsman for Equality can escalate a matter to the National Discrimination and Equality Tribunal, which can prohibit discriminatory practices and oblige a party to draft a gender equality plan, under threat of a fine, if necessary (Finnish institute for health and welfare, 2021)

2 Theoretical framework

The theoretical framework of this thesis is based on current knowledge of the law in Finland that protects the individual and workplaces from sexual harassment. Current sources, research and articles on the subject have been used as sources, in addition to literature. The two laws that are supposed to protect against harassment are first introduced, followed by an introduction to various forms of harassment, and lastly, hospitality industry in relation to sexual harassment. The chapter also includes the topic of reporting and its challenges in working life, and responsibility issues in supervisory work.

2.1 Sexual offence and sexual harassment

A sexual offense is an offense defined in the criminal law that violates sexual self-determination (Riku, 2019). The right to sexual self-determination means the right to decide independently about one's sexuality and body. A person who infringes these rights commits an offense for which he or she is sentenced to imprisonment (Amnesty International, 2020).

Sexual offenses are embodied in actions such as unwanted touching in a public place and the pursuit of intimacy in a compelling manner to which the other party has not consented (Marshall education, 2021). These situations may escalate, or the perpetrator intentionally violates the victim's bodily sovereignty in its worst way and commits or attempts to commit rape.

In Finland, convictions for sexual offenses increased in 2014 (Finlex, 2014). At the moment, a sexual offender can receive fines, and harsh punishment offenders may receive sentences for ten years in prison. Compared to other parts of the world, the penalties for sexual offenses in Finland are low and have been much criticized (Flemming Balvig, 2015).

Studies reveal that identifying, reporting, and preventing sexual harassment is not known in the workplace (Guardian, 2021). Fortunately, sexual harassment and its prevention are subject to various regulations that the supervisor should promote in the workplace (Ministry of social affairs and health, 2021). It is also noteworthy that the Workplace Act also obliges employees to ensure a safe working environment for their community (Ministry of social affairs and health, 2021). A workplace safe from sexual harassment is the responsibility of all the members in the workplace. Nevertheless, what is the difference between a sexual offense and sexual harassment? The answer to this can be found in the following chapter.

What are the differences and similarities between sexual offense and harassment? Sexual harassment is intentional, unwanted, one-sided, sexually explicit behavior or sex discrimination (Ombudsman for equality, 2021). It can be a physical touch or speech that the subject feels objectionable. There are many types of sexual harassment forms, and in order to identify the forms, the need for more understanding is inevitable. As the author mentions, sexual offenses, rape, and its attempts are punished under criminal law. Meanwhile sexual harassment can be more challenging to report and hold the perpetrator accountable due to its interpretability (Bailey, 2020). This jeopardizes the victim's legal protection. This explains why harassment cases are not reported and perpetrators are not held accountable, as the victim's position is subordinate and fragile.

2.2 Laws protecting from sexual harassment

Fortunately, jobs are protected from sexual harassment primarily under two different laws. Laws such as:

- Occupational Safety and Health Act
- Equality Act.

These two laws aim to create a working life free from harassment for all parties equally. The above laws are binding on the employer and every employee working in the workplace. Let us first look at what the Occupational Safety and Health Act means in terms of sexual harassment in the workplace, after which we turn to Equality Act and the protection it provides against harassment in the workplace.

2.2.1 Occupational Health and Safety Act

The purpose of Occupational Safety and Health Act is to improve the working environment and working conditions in order to safeguard and maintain employee's ability to work and to prevent and combat accidents at work, occupational diseases, and other injuries to workers' physical and mental health (Työsuojelu, 2021). This Act applies to work performed based on an employment contract and work performed in an official or comparable public law employment relationship (The Centre for occupational safety, 2021). There are multiple chapters and moments in the Occupational Safety and Health Act that can be applied to prevent sexual harassment. It should be noted that all the following points defined by law also apply to temporary employees that work through an agency, and in particular, to a company that utilizes these actors in its staff (Työsuojelu, 2021). Those employed through temporary work must also comply with the same occupational safety laws as those working full-time in the company (The Centre for occupational safety, 2021).

It is also noteworthy that the employer has a general duty of care, which is intended to safeguard the worker's working day, taking into account the operating environment and preparing for unexpected events that may occur (Työsuojelu, 2021). Naturally, the employer is not directly responsible for the unexpected events. However, suppose if it can be shown that the employer does not systematically and reportedly promote occupational safety. In that case, this can also lead to liability for unforeseen situations if it can be proved that the employer has failed in its duties to prevent incidents as such (Tasa-arvo valtuutettu, 2021). Sexual harassment may fall into the category of an unexpected event. Supervisors need to be aware of the possibilities their employees may find themselves in during the time they spend at work. In below a chapter for Health and Safety Act that highlights the responsibility of the employer.

Chapter 2, section 8, first momentum (Finlex, 2021)

“Employers are required to take care of the safety and health of their employees while at work by taking the necessary measures. For this purpose, employers shall consider the circumstances related to the work, working conditions and other aspects of the working environment as well as the employees’ personal capacities.”

The employer has a responsibility to take care of its employees. Admittedly, it is not enough for a supervisor to be held accountable in the field, but it is an essential task of the employer to communicate the organization's values, culture, and, in this case, the obligations to subordinates as well. Members of the work community should also be reminded and instructed about these issues, as they also have a duty to act to support a healthy and working environment for all parties. As in the first, second, and third moments of chapter three of the Occupational Safety and Health Act, the community's responsibility at work is stated as follows.

Chapter 3 section 17 (Finlex, 2021)

Momentum 1

“Employers and employees shall cooperate in maintaining and improving safety in workplaces.”

Momentum 2

“The employer shall in good time give the employees necessary information on any factors that affect safety and health in the workplace and other circumstances that have an effect on the working conditions as well as on any assessments and other analyses and plans concerning them. The employer shall also ensure that these matters are duly and in good time discussed between the employer and the employees or their representatives.”

Momentum 3

“The employees for their part shall act in cooperation with the employer and the employees representatives in order to achieve the objectives of this Act. The employees have the right to submit proposals on safety and health in the workplace and other matters mentioned in subsection 2 to the employer and get a response to them.”

The Occupational Health and Safety Act has its own chapter dedicated to harassment. It is a short but concise chapter stating that the employer has a duty with all his skills to rectify a harassment situation. The chapter does not emphasize the following, but the author thinks that because the experience is very personal and sensitive it is a prerequisite for good management that the matter is also handled as the employee wishes, even if it becomes a sanction for another employee at the workplace. Sexual harassment occurs in various forms, and sometimes the perpetrator might be a colleague, in such cases the reporting and solving the issues becomes complicated but the victims experience shall not be forgotten. Below is a chapter on the obligation for management to correct an experience caused by sexual harassment.

Section 28 Harassment (Finlex, 2021)

“if harassment or other inappropriate treatment of an employee occurs at work and causes hazards or risks to the employee’s health, the employer, after becoming aware of the matter, shall by available means take measures for remedying this situation.”

Next, we return in more detail to a topic that touches on this research-based thesis on forms of sexual harassment in the hospitality industry. Studies reveal the implementation of sexual harassment and how many women identify that they have become sexually harassed in their workplace does not recognize the forms. It has been said that many people fail to report harassments because the subject is very personal and sensitive. Caroline Criado Perez, the award-winning writer, and feminist, states that procedures for dealing with harassment experienced by women are deficient, probably due to a lack of data. Leaders in all fields are male-dominated, and the fact is that men, like women, do not have to experience similar aggression as women (Perez, 2019). In addition, employees often do not know to whom they should report (Perez, 2019). Perez believes many organizations do not come to characterize the procedures by which sexual harassment could be properly addressed. Furthermore, how it is yet another example of how important it is for everyone to have a wide range of experience in leadership positions to build harassment free working life (Perez, 2019).

In summary, the Occupational Safety and Health Act enables a safe workplace for everyone by law. It is vital that supervisors understand their responsibilities, and so do employees. Crimes of sexual harassment should be reported more, but if women do not dare to talk about things, we will be statistically obscured by our experiences (Perez, 2019). The author speculates that the challenge may be that the majority of working in supervisory positions are men. Could this be the reason why women who have experienced harassment do not dare to talk because they do not think that men cannot understand their experiences? By no means does this suggest that men would not act with dignity in their role, but that it may be difficult for a woman to talk about her experience to a man who does not have a woman's body, and therefore they may find it difficult to understand a woman's experience of harassment. If a woman becomes belittled or she hears another woman to be treated as such, women remain silent, which is why exemplary interventions are needed the author believes.

Hopefully, reader of this research will understand that harassment is a criminally punishable act, meant or understood by the perpetrator or not. A woman and a man who experience harassment have the right to set their boundaries. Next, we will look at the Equality Act and its protection from harassment in the workplace

2.2.2 The Equality Act

The Equality Act aims to prevent discrimination based on sex and promote equality between women and men and improve the position of women in working life (Finnish institute for health and welfare, 2021). In the Equality Act, sexual harassment is included in the concept of discrimination, i.e., harassment is legal discrimination. What makes the Equality Act relevant is that if the employer does not intervene in a situation where an employee is harassed at the workplace, the employer is considered guilty of discrimination, i.e., the employer is liable for the harassment alongside the harassing employee (Ministry of Social Affairs and Health, Finland, 2012). The Equality Act should protect all jobs equally. However, the law obliges jobs that employ more than thirty people to draw up an action plan every two years to achieve equality. Below a section from the Equality act that states the responsibility of the gender equality plan, which can protect from harassment at workplace.

Section 6a (Ministry of Social Affairs and Health, Finland, 2021)

If an employer regularly has a personnel of at least 30 employees working in employment relationships, the employer shall at least every two years prepare a gender equality plan dealing particularly with pay and other terms of employment, according to which the gender equality measures are implemented. The gender equality plan

may be incorporated into a personnel and training plan or an occupational safety and health action plan. The gender equality plan must be prepared in cooperation with the shop steward, the elected representative, the occupational safety and health representative or other representatives appointed by the employees. The representatives of the personnel must have sufficient opportunity to participate and influence the preparation of the plan.

The gender equality plan must include:

- 1) an assessment of the gender equality situation in the workplace, including details of the employment of women and men in different jobs and a pay survey on the whole personnel presenting the classifications of jobs performed by women and men, the pay for those jobs and the differences in pay;
- 2) necessary measures planned for introduction or implementation with the purpose of promoting gender equality and achieving equality in pay; and
- 3) a review of the extent to which measures previously included in the gender equality plan have been implemented and of the results achieved. Employees must be informed about the gender equality plan and any updates to it.

The author wonders who will monitor the implementation and execution of the equality plan. Moreover, are employees aware that a plan is being made and how the plan is maintained?

In summary, there are three different laws to protect from sexual harassment: Occupational Health and Safety Act, the Equality Act, and in the most severe cases, the Criminal Code. Together, these three laws, good management, and workplace culture should guarantee a safe environment for employees. However, this is not the case. According to various studies, the indicator is that sexual harassment at work is a common problem, but there seems to be a lack of reliable general statistics at the EU level that allow comparisons between countries, sectors, and workplaces (Bragason, 2016). However, the International Trade Union Confederation report indicates that around 50% of women workers in the industrialized world have been sexually exploited (Bragason, 2016). To further emphasize, harassment is unacceptable, it is most importantly criminally prohibited, and the perpetrators should always be held accountable. Next, the author will present the different manifestations of harassment, and finally, will present the field of Hospitality and how that field is an unfortunate arena for the experience of harassment. In the next chapter, different forms of harassment are introduced.

3 Forms of sexual harassment

In discussing the legal side of a sexual offense, we learned that improper touching and attempting to rape or rape in a public place are criminally punishable acts. Sexual harassment, which manifests itself in many other different forms, is equally criminally reprehensible. Addressing and preventing harassment can be perceived as challenging due to its interpretability. This chapter is intended to provide more information on the various forms of harassment. The aim is to increase understanding of what kind of treatment does not need to be accepted and emphasize the management's responsibility to reduce and eliminate harassment at workplaces.

3.1 Examples and statistics

The Equality Act prohibits sexual and gender-based harassment in the workplace. In the eyes of the law, sexual harassment is verbal, nonverbal, or physical unwanted conduct that violates another person's mental or physical integrity (Amnesty International, 2020). This is done by creating an intimidating, hostile, degrading, humiliating, or distressing atmosphere (Ombudsman for equality, 2021). Harassment can manifest itself in many ways, such as sexually suggestive gestures and expressions, rumbling or ambiguous speech, remarks about body or clothes, unwanted suggestions or demands, or physical rapprochement (Finnish institute of health and welfare, 2020).

As seen in figure 1. sexual harassment comes in many forms, some easier to identify and some not. The author has chosen to use the table from Nordic Union that has divided the forms into three categories; verbal, non-verbal, and physical harassment. Also, hate speech occurs in a sexual form; sexist hate speech is mainly directed at girls and women (Pietikäinen, 2021). Sexist hate speech is offensive speech or expression that spread, foment, promotes, or justifies hatred based on sex (Council of Europe Gender Equality Strategy, 2021). It springs from society's power structures and produces inequalities between the sexes (Finnish Institute of Health and Welfare, 2020). Sometimes harassment transcends the boundaries of a violation of the Equality Act, and the perpetrator or perpetrators commit a more serious crime such as forced sex and rape, which are punishable acts in the criminal law.

One of the critical difficulties in identifying sexual harassment is how it is perceived differently by men and women. Yle is Finland's national public broadcasting company; Yle conducted a survey in 2017 about sexual harassment and made exciting findings on how differently sexual harassment experiences between men and women in Finland were seen by respondents. An Yle survey of experiences and attitudes to sexual harassment has

found that more men than women believe that sexual harassment can result from a misunderstanding (Yle, 2018). The survey said that the results could be partly attributed to divergent opinions on what constitutes sexual harassment. Respondents' age and gender influenced their opinions on the issue. Quite simply, the most common target of sexual harassment — young women — have a broader definition of sexual harassment than men. Yle found that 46 percent of women surveyed between the ages of 18 and 24 defined inappropriate staring as harassment. However, just 15 percent of men over the age of 50 shared that view (Yle, 2017).

Meanwhile, 90 percent of young women said that sexual innuendo and jokes constituted harassment, while 67 percent of all men thought the same. In this study, all age groups felt that inappropriate touching is sexual harassment, regardless of gender. Attitudes to verbal harassment also corresponded with age. Like their male counterparts, older women were considerably more tolerant of intrusive questions and obscene jokes than younger women (Yle, 2017). The research director of this study Juho Rahkonen said that people tended to overlook harassment because the culture used to be more patriarchal (Yle, 2017).

3.2 Three forms of harassment

In this chapter the three forms of harassment are represented to the reader. The report from Nordic Union has made a study of the hospitality industry and prevalence of harassment (Bragason, 2016). The author borrowed a table from the report and used it to map the situation in Finland. First the author starts by explaining verbal harassment, followed by non-verbal and the physical form of harassment.

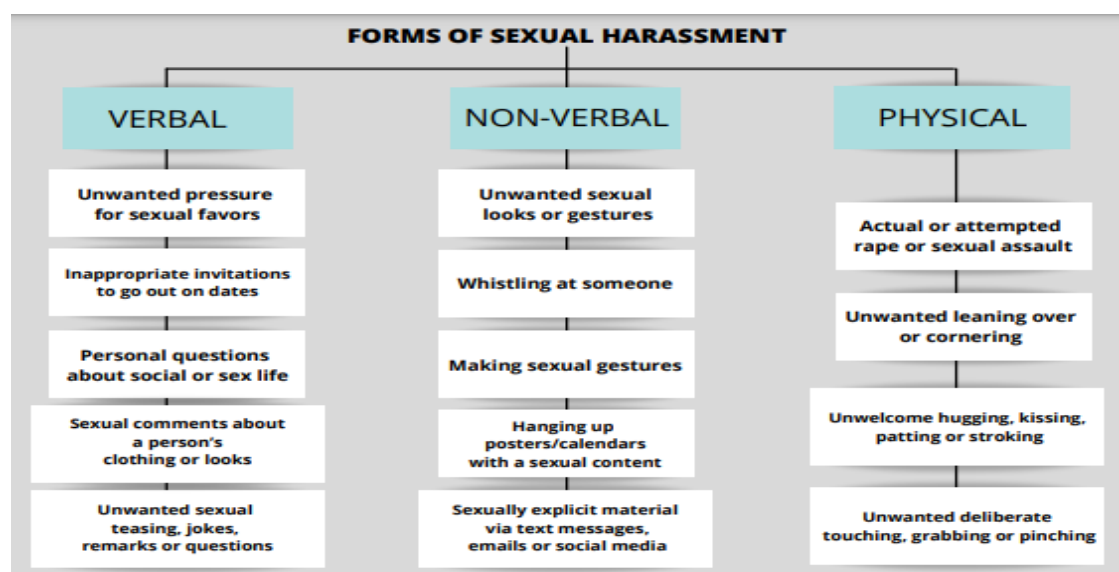


Figure 1. Forms of sexual harassment (Adopted from Nordic Union harassment report s.a.)

3.2.1 Verbal harassment

Verbal harassment is the type of language that violates the person that it is directed. Typically, the harm of verbal harassment causes emotional and psychological stress to the victim (Researchgate, 2013). Calling a person with names and making the person feel useless or in any way diminishing the person's self-worth is also a form of verbal harassment. Sexual harassment is influenced by the socially and culturally accepted way of interacting. Interpersonal activities involve communication, and most societies have specific ways and rules that direct what type of communication is accepted in any situation (Zimbardo, 2007). Verbal harassment is flaunting these rules. Nevertheless, even when the victims would not feel the words as harmful as physical harassment, the fact that the abuser is using his/her right to speak the way they wish to the victim is damaging.

Almost every interaction involves some form of communication, and most societies have specific rules which govern how to communicate in a given situation (Grimshaw, 2010). Verbal harassment violates the rules and uses words to harm the victim. In most workplaces and institutions, these sorts of harassment are prohibited by rules that outline measures that can be taken against abusers. Although if the verbal harassment has no witnesses, it becomes difficult to prosecute the perpetrator. Verbal harassment differs by area and culture, and even within the same city, two individuals might view what constitutes appropriate speech very differently (University of Minnesota, 2021). Also, the generational gap is a reason for verbal harassment to take place: times change and language changes at the same time. Also, the generational gap is a reason for verbal harassment to take place: times change and language changes at the same time. Noteworthy, this has led women to question the familiar ways in which women are addressed. Representatives of different decades are not necessarily on the verge of the same knowledge as young women are, which may in some cases be a reason for verbal harassment, the author believes.

Even inclusive language, like certain diminutives or racially loaded names, may affect listeners in different ways. Therefore, one must communicate discomfort directly and immediately to the person who might be speaking in a harassing manner with the best of their intentions. In many cases, verbal harassment can be resolved by describing why the words are hurtful and asking the offender to stop. In contrast to physical harassment, verbal abuse is challenging to prove. Evidence proving the existence of verbal abuse is more difficult to acquire. Documenting the insult or getting witnesses may be the only answer if a verbal harassment situation must be pursued.

Verbal sexual harassment contains, for example, sexually explicit jokes and frivolous expressions that are insulting in nature or viewed as inappropriate to the listener (Terveyden ja hyvinvoinninlaitos, 2020). Proposing and inappropriately asking a person while performing a task can similarly be said to be harassing. Proposals and invitations can occur in an unpredictable context where the victim may return to the issue in his or her thoughts repeatedly and be left wondering how he or she should have acted during the unacceptable event.

Intrusive incidents are also a form of harassment (Barnett, 2021). A worker does not have to share information about their personal lives at their workplace in the labor community or with clients. Asking such things is inappropriate and wrong. Occasionally verbal harassment manifests itself as unacceptable suggestions and offers (Barnett, 2021). The characteristics of sexual harassment are encountered by suggestions and invitations when they involve a desire or demand for sexual intercourse. For example, inviting to lunch is not sexual harassment, but proposing and making inappropriate suggestions and actions at lunch is, unfortunately sexual harassment that women may experience.

Unfortunately, women frequently encounter commentary and criticism about their appearance. There is a subtle difference when and how a woman can be told this is beautiful, or one of her outfits is particularly pretty. Nevertheless, remarks about body curves and changes in the body, including sexual interest, are forms of harassment.

General secretary from the Union of Women, Milla Pyykkönen, described naming an adult woman as a girl is an everyday form of sexism (Yle, 2015). In Finland, we use the term “tytöttely” when discussing sexism and how women are spoken down to by referring them to as a girl child. It occurs when the opposite sex utilizes the word girl for an adult woman. In Finnish working life, women frequently experience this phenomenon. Naming a woman as a girl insidiously subjugates a woman and addresses her in a degrading style (Yle, 2015). The author thinks that the term boy is not in everyday use; when addressing men, it should not be used for a woman either.

In summary, verbal sexual harassment manifests itself in various different forms. This form of harassment is easily subject to interpretation (Schooley, 2020). Verbal harassment can also be wholly unconscious and unintentional on the part of the perpetrator. The experiencer's responsibility is to consider his or her boundaries and what kind of verbal and sexual tone is appropriate for them. Open interaction in the work community helps to talk about experiences. The experiencer may often be left to reflect on her experience alone. Verbal sexual harassment has comparatively as devastating effects as physical forms of harassment. Shame, fear, and threat are emotions that a victim may experience in the

verbal form of harassment. The emotions are similar as if the victim would be physically harassed (Suvi Nipuli, 2017). Next, introducing the manifestation of non-verbal forms of harassment.

3.2.2 Non-verbal harassment

Non-verbal sexual harassment does not include verbal dialogue or physical contact. Its occurrence is not as evident as verbal or physical, but it offends the experiencer in the same way. The perpetrator can put pressure on the victim with his gaze and suggestive gestures (Bragason, 2016). Winking and whistling are also part of non-verbal harassment. The presence of inappropriate sexual material in the workplace can also be perceived as sexual harassment. For example, naked calendars, can be perceived as harassing (Bragason, 2016). Nonverbal harassment is a more subtle form of harassment, which also increases its interpretability.

Approaching a person by e-mail or using a telephone number with sexual material is forbidden without the other person's consent (Bragason, 2016). Victims of sexual harassment on social media suggest that social platforms feel more private, and many people do not comprehend that legally, harassment that happens on social media outside the workplace between two colleagues or a supervisor still counts as sexual harassment in the workplace (Työturvallisuuskeskus, 2014).

Social media is a potential arena for harassment (Faqihul Muqoddam, 2019). Approaching through personal social media channels can seem like an easier way to approach a coworker or client. Not everyone has the skills to use social media properly and may intentionally or unintentionally use this as a conduit to show interest. The content of the messages can be harmless but also inappropriate. When the level of good conduct deceives badly, the perpetrator insults the recipient by sexual harassment. Seduction in public places in Finland is prohibited by law, but seduction on the Internet is not yet criminal (MTV, 2013). If the victim seeks justice based on images and messages, the name of the harasser and the times and nature of the act must be displayed clearly. In order that the actions can be reprimanded or punished.

3.2.3 Physical harassment

Physical harassment is the most severe form of harassment. Acts include unwanted touching, slapping, squeezing, and pinching as examples (Bragason, 2016). Also, forcibly kissing or hugging and trying to do so is physical harassment (Bragason, 2016). Everyone has the right to decide about their own body. Demarcation and refusal are human rights that the perpetrator must condemn. Studies on how the survival of a rape attempt and

rape victims can take years, sometimes the victim's life is not fully restored at all (Suvi Nipuli, 2017).

Sexual violence is often profoundly traumatizing to the victim (Suvi Nipuli, 2017). Even with a conservative estimate, nearly 40% of those who experience rape develop traumatic stress disorder (Suvi Nipuli, 2017). The consequences of sexual violence cause considerable human suffering. Victims are particularly affected by mood disorders, and self-harming behaviors such as slicing, using drugs as "self-care," and suicidal thoughts are common (Suvi Nipuli, 2017). As a result of rape, the victim may also have to fear reluctant pregnancy, sexually transmitted diseases, and suffer the social consequences of violence, such as problems in relationships and family life, disability, and other incapacitations (Suvi Nipuli, 2017).

Occasionally, the speech about sexual crimes is that women rape men, but the statistical fact has proven that in most cases, men are guilty of attempting rapes in Finland (Terveyden ja hyvinvoinninlaitos, 2020). In Finland in 2016, most perpetrators of rape offenses reported to the police were men, with women accounting for less than one percent of the perpetrators (Rikoksantorjuntaneuvosto, 2017). Ninety-six percent of the victims were women. Most reported rapes took place in a private dwelling or other private places, with less than one-fifth being raped in public places. About 40 % of those suspected of rape were under the influence of alcohol at the time of the incident (Rikoksantorjuntaneuvosto, 2017). Forty-four percent of the victims were intoxicated, according to court records. In 2016, the police became aware of just over 1,000 rapes or attempted rapes (Rikoksantorjuntaneuvosto, 2017). The relative number of reported rape offenses has increased over the last ten years. The increase is likely to be explained by strengthening reporting and the intensification of police investigations (Rikoksantorjuntaneuvosto, 2017).

In summary, sexual offenses in their many different forms are all acts punishable by criminal law (Poliisi, 2021). The challenge is to identify and properly report the characteristics of the crime and to intervene as required. The laws are in support of the victim or the victim's representative. Furthermore, for example, the equality act also obliges the employer and the employees at the workplace to create an operating environment that is safe for every party. Many of the above studies communicate the same language that many women experience harassment and at the same time fail to report it. In the next section, we explore the forms and prevalence of sexual harassment in the hospitality industry.

4 Sexual harassment and hospitality industry

Mr. Seppo Koskinen, Professor of Labor Law, says that harassment in the workplace is an old phenomenon, but it has new forms. Koskinen believes that one in five men under 35 experiences sexual harassment, although sexual harassment experienced by young women is certainly much more common. He speculates that every second young woman falls victim. The professor estimates that sexual harassment has increased overall (Niilola, 2017).

A recent Swedish study confirms the knowledge that sexual harassment can seriously impair mental well-being. A study by Stockholm University found harassment at work. From previous research, it is already known that sexual harassment in the workplace can increase stress, sick leave, and, for example, depression (Hanson, 2020). According to an extensive Swedish study, work-related sexual harassment can be a significant risk factor even for suicides or suicide attempts, stated Linda Magnusson, an assistant professor at the Department of Psychology at Stockholm University, leading the study (Hanson, 2020).

A Finnish study commissioned by the Finnish business organization the Confederation of Finnish Industries made similar findings with a smaller sample. The survey queried some 2,128 people between the ages of 18-64 in January 2018 (Taloustutkimus Oy, 2018). The poll questions included whether respondents had faced sexual harassment, who the harasser was and whether the victim faced further harassment after the first incident. The outcome was that 38 percent of female respondents said they had experienced sexual harassment in a work setting (Taloustutkimus Oy, 2018). According to the survey, some nine percent of male respondents also reported having experienced sexual harassment at work. Harassment appears to be more common among younger females, the survey found (Yle, 2018).

Even though the views between men and women may differ, it is vital to understand that harassment is unacceptable behavior. Professor of Labor Law Seppo Koskinen highlights the responsibility of management to act accordingly to cases of harassment. Koskinen stated that at workplaces, one must behave appropriately (Niilola, 2017). Sexually colored humor and touching are not humorous but harassment (Niilola, 2017). The requirement of reasonable conduct applies to everyone. The employer must take care of that. It is not patronage but the duty of the employer (Niilola, 2017).

The prevalence of sexual harassment is high in the hospitality industry (Nordic Union, 2016). There are many reasons for this, especially the fact that work focuses on customer service and service encounters with customers.

The nature of the work thus exposes employees to the experience of harassment. Harassment occurs by employees to each other and by customers—those working in the service field experience harassment about the nature of their work. The industry works with people, and work is done when exposure to harassment is more likely (David Gilbert, 1998). In addition, the work is also sometimes done alone, doubling the experiencing of experiencing harassment (Safepoint, 2021).

Harassment can also be internal in the workplace, resulting in harassment between employees. It emphasizes the importance of managerial work. The supervisor participates in setting an example of respectful and professional treatment of all employees equally; if successful, this will become a shared value to which the employees will contribute. Investigations have also highlighted that those who hold a dominant position are unfortunately guilty of harassment (Wayne, 2000). It explained by the psychological factors of dominance and the subordinate relationship through which the enjoyer of power exercises his status (David Gilbert, 1998). A similar action is very destructive to the target of harassment, as s/he is left with many reasons not to report his supervisor for fear of being taken seriously and losing his job.

Customers can also be guilty of harassment. Furthermore, unfortunately, women fall as victims more likely than men. The hospitality industry is based on the service mindset, to which extend may be hard to understand. Customers may use their power as a paying customer wrong and flirt and demand from the women workforce things and gestures they would not benefit from men. The author thinks this is a form of harassment that is potentially the most challenging to address. The general concept that the customer is always right overshadows the employee's right. The employee does not have to tolerate any bad behavior and harassment from customers either.

In addition, the sensitivity of the topic further complicates reporting. The reasons for non-reporting are that the victim belittles his or her experience and thinks there will be no encounters, the victim is afraid of losing his or her job and is branded as a complicated person or victim (Perez, 2019). Feeling ashamed is also common. If managers or occupational health representatives are of the opposite sex, the victim may experience speaking to be difficult because the victim feels that his experience is thus understood (Perez, 2019).

Harassment negatively effects the person. It affects mental well-being, coping and well-being, and motivation at work (Bragason, 2016). The situation is, of course, affected by

who is harassing. When the perpetrator is an outsider, it is easier to take care of the employee because work tasks can ensure the employee's safety. Thus, if the perpetrator is, for example, a supplier or business partner, the employer must try his best to arrange for employees to work in pairs or to transfer the person experiencing the harassment away from the responsibility where the harassment is possible. However, this approach is only a safeguard, and it is crucial to address harassment concretely.

At the beginning of the study, we learned that sexual harassment is not condemned in criminal law without one's activity of harassment. Even if the person who experienced the harassment talks about it to their supervisor or the occupational health and safety officer, reporting the matter remains with the experiencer. The victim of the experience should make a decision and action on reporting the case. The supervisor must support here, but it is always the person's responsibility to complete the report. Is this probably the reason why a limited amount, of reports about harassment are made?

5 Methodology

This chapter covers the research method's choice, the chosen method's characteristics, planning of research, data collection, and data analysis. The main research question was whether women recognize the forms of sexual harassment. The sub-question for research was if women know about how to report and how to hold the perpetrators accountable.

Sometimes it seems logical to think laterally and combine a wide variety of research methods and models. However, the safest option for someone writing their first research is to keep the research simple and keep a straight line between the topic, the research method, and the analysis (Silverman, 2013). The author of this thesis chose to use the quantitative method. Quantitative research is the method of gathering and analyzing numerical data. It can be utilized to discover patterns and averages, construct predictions, examine causal relationships, and generalize findings to broader populations (Morris, 2003). The objective of quantitative research is to test causal relationships between variables, construct predictions, and generalize findings to broader populations. Commonly a quantitative approached research is utilized to test a theory and eventually support or disapprove it. Experiments typically generate quantitative data, as they are concerned with measuring things. However, other research methods, such as controlled observations and questionnaires can produce both quantitative and qualitative information.

Statistics assist us to transform quantitative data into valuable information to support decision-making. Statistics support summarizing the gathered data, detailing patterns, relationships, and connections. Statistics can be descriptive or inferential (McLeod, 2019). The participants were approached with a questionnaire.

The author wanted to collect data in a standardized way, i.e., to ask all respondents in the same way, the chosen method for the study was a questionnaire. Questionnaire approach research can be used to study many people efficiently and thus save the researcher time. When the questions are well done, the answers are easy to record and easy to analyze; on the other hand, preparing the questionnaire requires the author to have skills and resources (Valerie M. Sue, 2012). The questionnaires were shared as a link to respondents.

The study was designed and produced using the Webropol tool. The survey was conducted with the Webropol program in April 2021 in English. A total of 51 respondents, including women and men, participated in the study.

5.1 Research tool

The questionnaire was made with the Webropol program, as Webropol provides a wide range of possibilities for sharing the questionnaire with a link. The material was eventually organized in an easy-to-understand format. For example, a web report can be used to

print a summary report of the survey responses. A good questionnaire is clear, logical, and progresses from top to bottom. The anonymity of the respondent must be maintained, and it is adequate to mention that the answers are only used for statistical purposes. One should start the form with easy-to-answer questions. The questions must be easy to understand and, if necessary, have instructions for answering them. Also, the researcher should not research for himself or his client but should keep in mind the openness of science.

5.2 Implementation of the questionnaire

The research problems are to find out the views, experiences, and attitudes about sexual harassment of those working in the hospitality field. The aim is to form a picture of what sexual harassment is like in the field. The questions have been formulated based on other quantitative studies as well as the relevant literature. The survey was designed and piloted by several individuals (Valerie M. Sue, 2012). The questions were made in such a way that they are easy to understand, and no misunderstandings arise. The questions were considered based on research problems. Is there sexual harassment in the Finnish hospitality industry? In which forms is it manifested, and are women aware of how and to whom to report?

The first questions dealt with the respondent's background and work background, while the following questions the respondent's views and attitudes towards harassment. The final questions of the survey found out how many of the respondents have either subjectively or objectively experienced sexual harassment, what it has been like, and whether it has negatively affected their work. In the end, respondents were asked whether they had reported possible harassment, including suggestions on how harassment should be addressed.

The form was made in average length, with 30 questions. The respondent did not answer all questions but was directed to the relevant question based on the chosen answer. For example, if the person said they had not experienced or witnessed harassment, they would then be directed to question related to reporting the harassment instead of being forced to answer questions that were not relevant to the respondent. People quickly fail to answer if the survey feels long or does not follow an intelligent structure.

The survey was conducted in 19.4.2021 – 2.5.2021. The questionnaire was shared in a public Facebook group. The group consists of above 5000 hospitality industry representatives. The order of the questionnaire started with background questions that are easy to answer. After that, the author used a Likert scale to measure the respondent's attitudes and views about the topic. Finally, experiences of sexual harassment were dealt with at

the end of the questionnaire. Each question related to sexual harassment included a request for the participant to explain in their own words. With this strategy, the author ensured that nothing relevant was left unsaid by the respondents. All open-ended questions were voluntary, as not all respondents may have anything more specific to say. An open-ended question helps interpret unexpected answers to structured questions (Valerie M. Sue, 2012). They allow the respondent to express himself in his own words, demonstrate the respondent's knowledge of the topic, show what was important to the respondent, and the intensity of emotions. In the research form, individual word choices are also important. For example, the use of professional slang, preliminary questions, and words that may be incoherent should be avoided because respondents may not understand them. This study examined those working in the hospitality field, so there was no need to restrict the use of professional words.

Questions can be asked in the research form in multiple ways, including open-ended questions, multiple-choice questions, and scale-based questions (Valerie. M. Sue, 2012). Open-ended questions are preferred because respondents could tell what they think instead of choosing an option based primarily on their opinions. Structured questions, on the other hand, are used because the material formed by open-ended questions is mixed, unreliable, and difficult to handle and analyze (Valerie. M. Sue, 2012). Multiple-choice questions were used to map backgrounds when respondents were asked to indicate, for example, their gender and job status.

The Likert scale is a typical scale-based question. The respondent chooses on a plate to completely agree - disagree entirely with how strongly he agrees or disagrees with the statement. The scale is usually five- or seven-point on a descending or ascending scale (Valerie M. Sue, 2012). The author chose to use the Likert scale to find out the attitudes of the respondents. Also, by bringing variation to the survey, the respondent's interest in the topic is achieved. It is usually recommended to choose multiple-choice questions instead of agreeing/disagree questions. The Likert scale was chosen because it is efficient for many to express their opinions and draw conclusions of how respondents feel and view specific topics. The defendant may have nothing to say on the matter, in which case coercion into either opinion may distort the outcome of the investigation.

5.3 Design of the questionnaire

The appearance of the survey is vital to engage people to give their time and answer. With Webropol, the author is free to customize the questionnaire to their liking. This questionnaire arrived at a black text on a light background and a simple pink background to make the survey understandable and easy to read. The pink background for the survey was chosen to create a liberated, safe, and warm feeling in the respondent's mind (Valerie

M. Sue, 2012). Choosing this color was intended to affect the respondent's feelings to possibly evoke a safe and confident environment (Desket, 2016). A similar atmosphere wanted to be created by using the most convenient font Sans Serif (Folders, 2015). The cover letter explained the purpose, importance, and significance of the questionnaire to the respondent. The reader was also encouraged to respond to the survey. The author wanted to show gratitude to each respondent through thoughtful and respectful communication when introducing the questionnaire and during it. The cover letter emphasized that the answers remain anonymous, which was necessary because the topic is personal and sensitive. The length of the survey was stated in the introduction. Based on numerous attempts and feedback, it would take an average of about seven minutes to respond. This was mentioned in the cover letter. The last page of the questionnaire gave thanks to the respondents for taking part in the study; the author also provided information where the ready study would be later found (Valerie M. Sue, 2012).

5.4 Reaching the target group

The target group of the study is those working in hotels and restaurants in Finland. In 2020, 46% of the service sector trade union members were under 35 years of age. The age structure had rejuvenated since 2010 when 39% were under 35 years of age. Thus, many of those working in the hotel and restaurant sector and other private service sectors are young people. The use of social media has been a trend for a long time, but it is still significant and on the rise. Social media is increasing its membership. Networking on the Internet is already familiar. Social media is strongly present, especially in the lives of young people and young adults. Online surveys are not a new phenomenon. For example, Webropol Oy has been providing survey and analysis applications since 2002. The survey was conducted using the Webropol survey application and distributed to the target group on a social media channel in April 2021 (Appendix 1.). The author chose to contact the target audience directly instead of companies, as due to the sensitivity of the research topic, companies may not want to take part in the questionnaire. The author also predicts that companies might be afraid of the results. The hotel and restaurant industry has a bad reputation for the prevalence of sexual harassment, so many supervisors or entrepreneurs probably think the result would be that there is much sexual harassment in their company. They might not want this information disclosed. Such an attitude is widespread instead of taking measures to prevent sexual harassment.

Sharing the survey into public groups means that it is a sample of the target group. The study groups are more diminutive than the target group can be divided into samples and non-samples (probability sample and non-probability sample) (Valerie M.Sue, 2012). In

the example, each target group member has a greater than zero probability of being selected. In quantitative studies, sampling is most often preferred so that the results can be more generally generalized to the population. Sometimes, however, it is impossible to obtain a random sample, for example, when the researcher does not have contact information for the target groups, or there is no list or even information about the size of the target group (Valerie M.Sue, 2012). In this research, it is justified to settle for a discretionary sample. There is no list of employees in the hotel and restaurant industry in Finland, and impossible to obtain everyone's contact information. Nor was it intended to limit the investigation to one or a few companies, as companies' practices vary widely, and the results could not, therefore, be generalized. The good side of an internet survey is the speed, and the answers are immediately in a workable format. However, the application of an Internet survey is only possible if a representative sample is thus obtained.

The questionnaire was shared on a public Facebook page. The Facebook page "Helsinki hotel and restaurant industry insiders" has 5300 members (Facebook, 2021). The survey was conducted in April 23rd, 2021, until May 9th, 2021. The Covid-19 virus was limiting the social gatherings therefore online survey was a safe approach to the research. In addition, the chosen approach was relevant because of the sensitivity of the topic and the fact that respondents may want to stay anonymous while they answer due to the sensitivity of the topic. In the next chapter the research results are discussed. Do women recognize the forms of harassment and do they report the events?

6 Results

In this chapter, the author discusses research findings that analyze the respondent's background information, the occurrence of sexual harassment, and what kind of thoughts and experiences the respondents have about it. The survey was open for two weeks from 23.4.2021 – 9.5.2021. The survey reached 205 people, of whom only 51 responded to the survey. The response rate was lower than expected. However, the open-ended questions generated over hundred responses, that gave weight to the research findings.

Webropol tool helped to analyze the research results (Webropol surveys, 2016). Webropol processes research results into easy-to-read charts that were used to analyze the results. The goals were to determine whether forms of sexual harassment are recognized and whether respondents know how to report them. The respondents were able to share her or his experience in her or his own words. This approach was chosen because the harassment was proven to be subject to interpretation. Because of that, the respondent got multiple possibilities to answer open-ended questions with their own words meaningfully for the author to understand the experience better. Answers will give both quantities and qualitative results, as respondents have been allowed to describe events. Finally, the respondents were asked to make suggestions for the prevention of harassment. Next, the author presents the questions and answers, after which we move on to the results phase.

6.1 Background of the respondents

First, the author wanted to ask for background information about the respondents. As seen in figure 2. the investigation was initiated by mapping the respondent's background information. The first question clarified the gender of the respondents. 78% were women, and 20% were men.

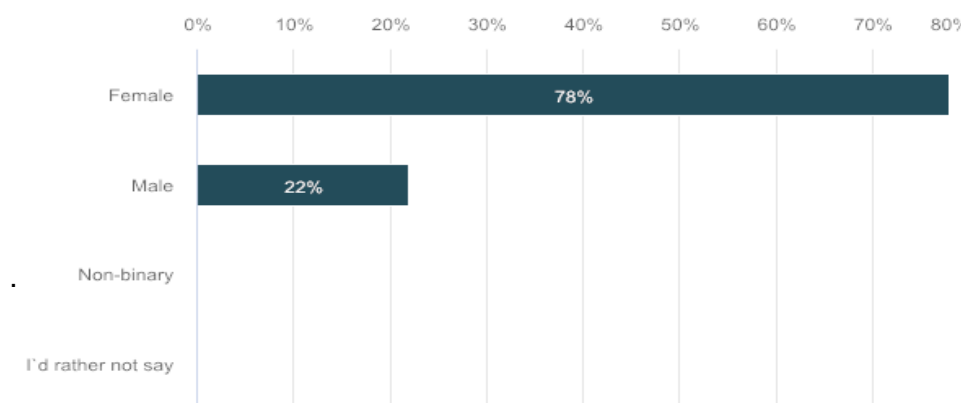


Figure 2. Gender of respondents

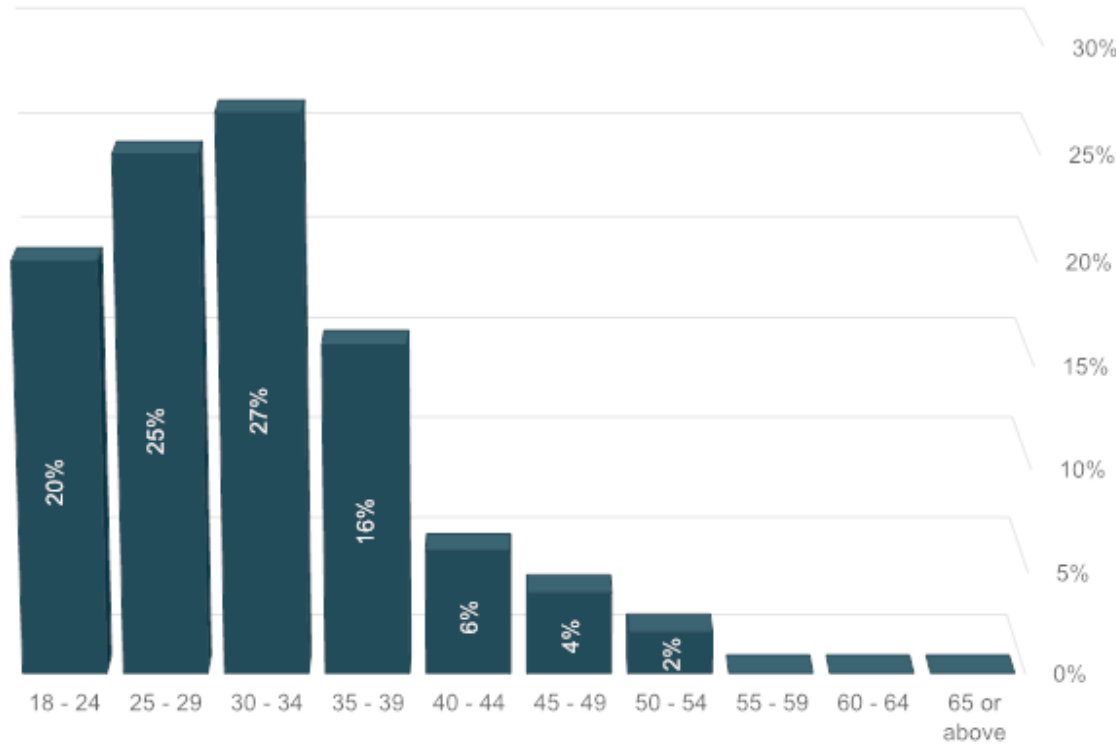


Figure 3. Age of respondents

The following question examined the age group of the respondents. The majority of respondents were representatives of the age group 18-34 years old. 12% of the respondents were 35 and older. The majority lived currently in Finland. However, two of the respondents stated that she/he lives in Russia and one in the Philippines (Appendix 2.)

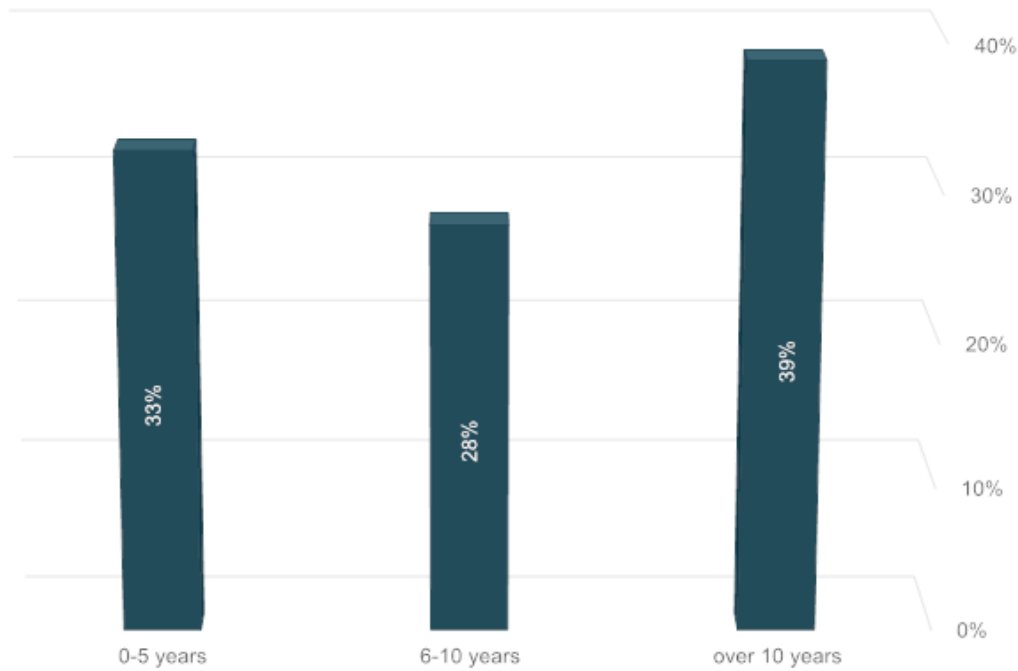


Figure 4. How long worked in hospitality industry

33% of the respondents have worked in the restaurant industry for less than five years. Meanwhile, 28% have worked for more than five years, but less than ten. The majority, i.e., 39% of respondents, have been in the industry for more than ten years.

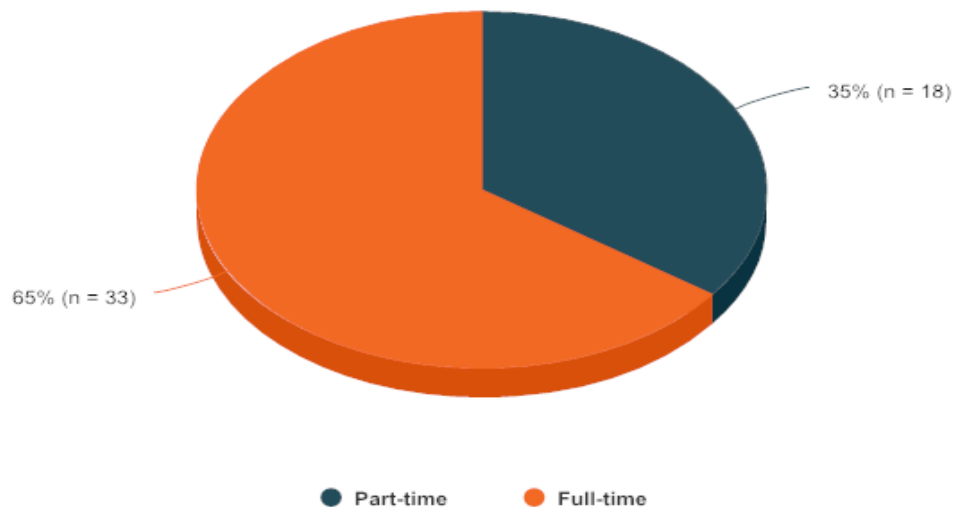


Figure 5. Working full-time or part-time

As seen above from the pie chart, most work full-time in the industry, while 35% worked part-time. The survey was conducted during the pandemic situation. In Finland, the hospitality sector was struggling to get by during the restrictions. Therefore, many hospitality professionals were laid off or cut hours from their regular hours.

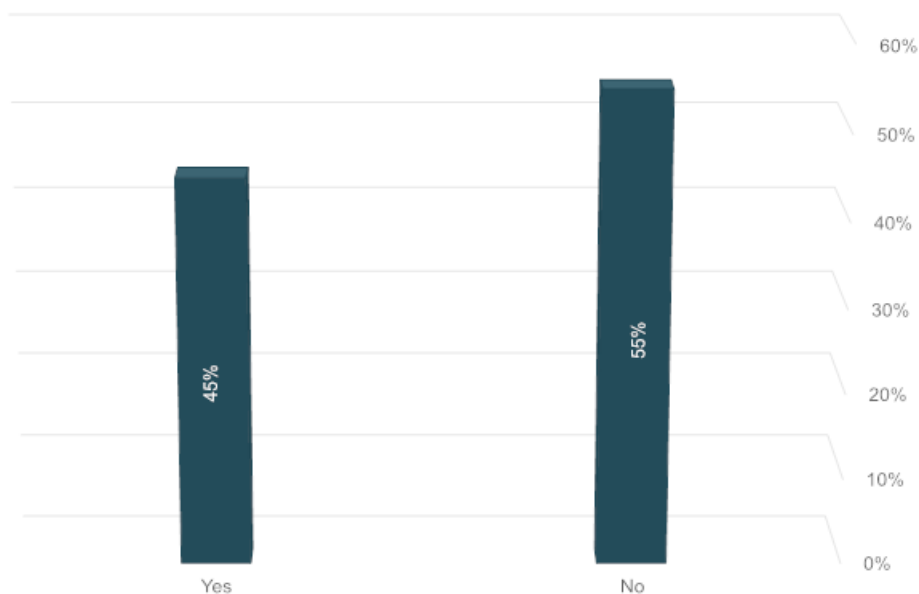


Figure 6. Did respondent have a team they were responsible of

The survey wanted to examine whether the respondent had a team they were responsible for, and the outcome was that of individuals who responded to the survey, 45% of respondents held supervisory positions and were responsible for the team. According to

their job description, the remaining 55% of respondents are part of the team and are not responsible for anyone. Therefore, half of the respondents should understand the laws and prevention of sexual harassment due to the responsible role they are representing.

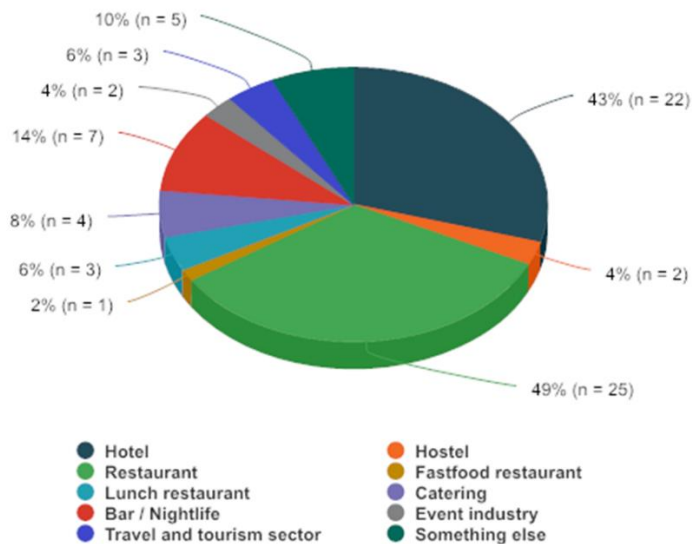


Figure 7. Departments

In the pie chart above the pie chart demonstrates in which sector the respondents worked. 49% of respondents said they worked in a restaurant, while 43% in a hotel, and 14% in nightlife. The respondents were given a possibility to determine where they worked if it was not listed; 10% of respondents answered, "something else." Three respondents described their current sector as follows: Hospitality technology, cafe, and bar manager position. The questionnaire was shared in a Facebook group whose name was Hotel and Restaurant representatives. Therefore, the high percentage of respondents from those sectors is understandable.

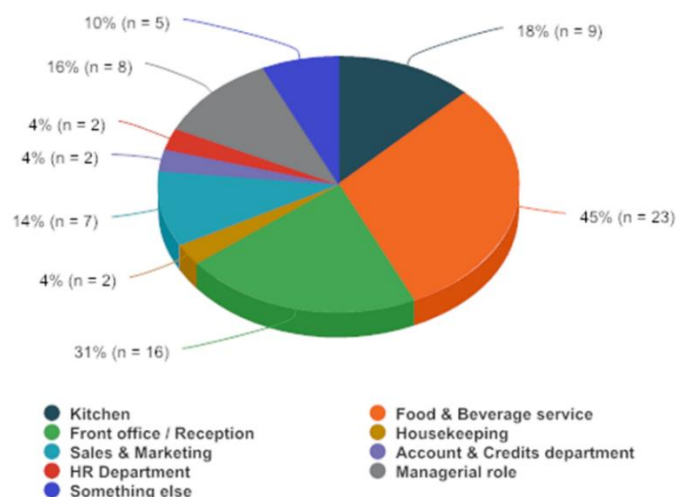


Figure 8. Current sector

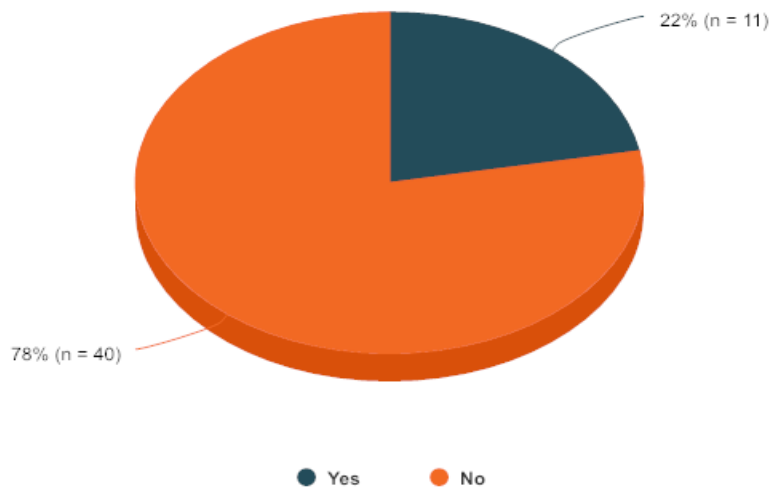


Figure 9. Lone working

The author wanted to understand the work conditions concerning harassment. Therefore, the question of whether the respondent occasionally worked alone was asked. The majority of the respondents do not work alone. More than a third of the respondents work in the presence of a team. In the following question, the author wanted to understand the size of the respondents' business. One-third of the respondents worked in small businesses with under 20 employees and the second half in businesses bigger than 40 members. Due to the relatively small number of respondents, the differences on this issue remained even. Therefore, half of the respondents work in a workplace that shall have the equality plan executed and monitored to promote equality and safety in the community from harassment.

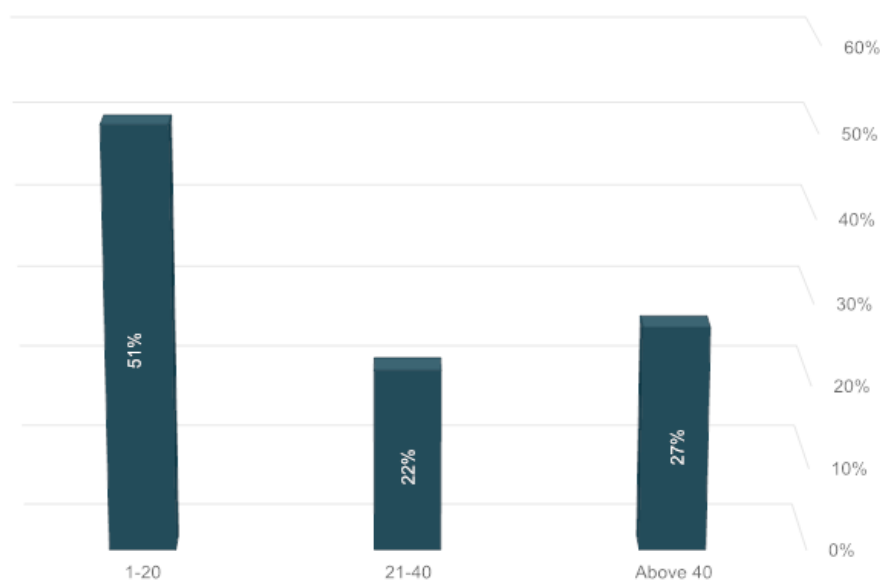


Figure 10. Number of employees

Background questions were all mandatory to the respondent. The question was similar to each respondent. As the questionnaire moved on, the questions would be asked depending on the given answer. After background questions, the questionnaire progressed towards a Likert scale, which will be discussed in the next sub-chapter.

6.2 Likert scale

The survey aimed to determine the opinions and views of the respondents. Utilizing a Likert scale, the author examined how the respondent's views on statements related to sexual harassment and its prevalence were. Respondents somewhat agreed that harassment is more common in the hospitality industry than in other industries. However, 33 per cent disagreed that it is more acceptable in the hospitality industry. 59% agreed with the statement that industry includes sexually colored jokes. 38% agreed that it is a complex topic to address. However, 32% disagreed that there is not much one can do to avoid sexual harassment.



Figure 11. views on harassment

6.3 Sexual harassment amount and prevalence in the hospitality industry

The first thirteen questions clarified the respondent's background, work experience, current position, and information about the work. The first part of the questionnaire was mandatory to answer, and the questionnaire progressed so that the following related to harassment was partly mandatory. However, the questionnaire was optimized so that respondents were directed to the right question depending on their answers.

Next, the interview progressed toward questions designed to determine the respondent's potential experience of sexual harassment, such as the size of the business and whether the respondent occasionally works alone. In the survey, the respondent describes either his or her own or a witnessed experience of harassment. The survey finds out what kind of harassment the respondent has experienced. The sub-question in this thesis was also related to issues of reporting harassment. The survey generates a response if the respondent has been able to report or has failed to report.

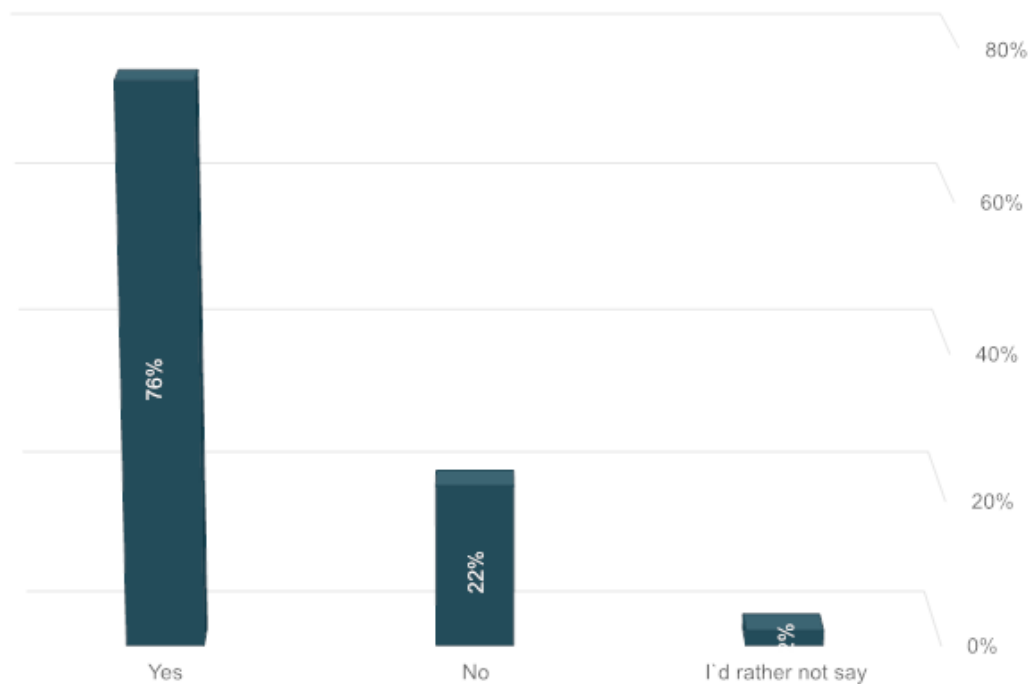


Figure 12. Has respondent been harassed or witnessed harassment

The topic related to harassment determined whether the respondent had been or knew someone harassed at the workplace. The clear majority answered "yes" to the question. A clear majority, 76%, stated they had been sexually harassed or witnessed it. The 22% had not experienced it, and 2% of the respondents felt they did not want to share whether they experience or witness harassment.

In the following question, the author chose to offer a multiple-choice question to respondents. The author wanted to determine what types of harassment had been experienced among the respondents representing the hospitality sector in Finland. The form of verbal harassment was the most evident form of harassment taking place at work.

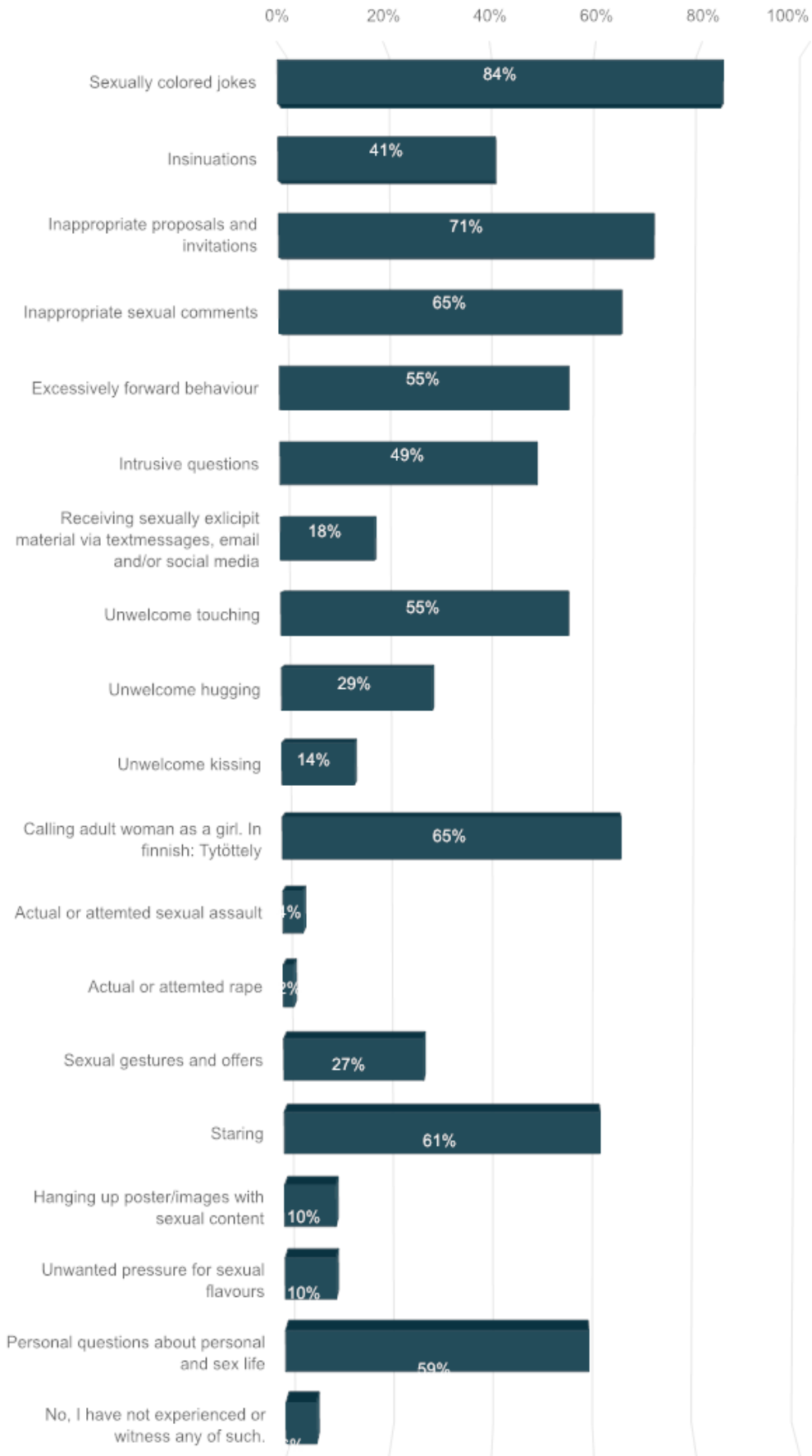


Figure 13. Different forms of harassment

Since the respondents were offered a multiple answer option, the question generated 369 answers, indicating that each respondent chose seven forms from the list. In addition to the tick a box question, the respondents were offered the possibility to describe events in their own words. (Appendix 2).

Next question dealt with the perpetrator. The author wanted to generate answer to the question if the harassment was happening inside the organization or by the customers.

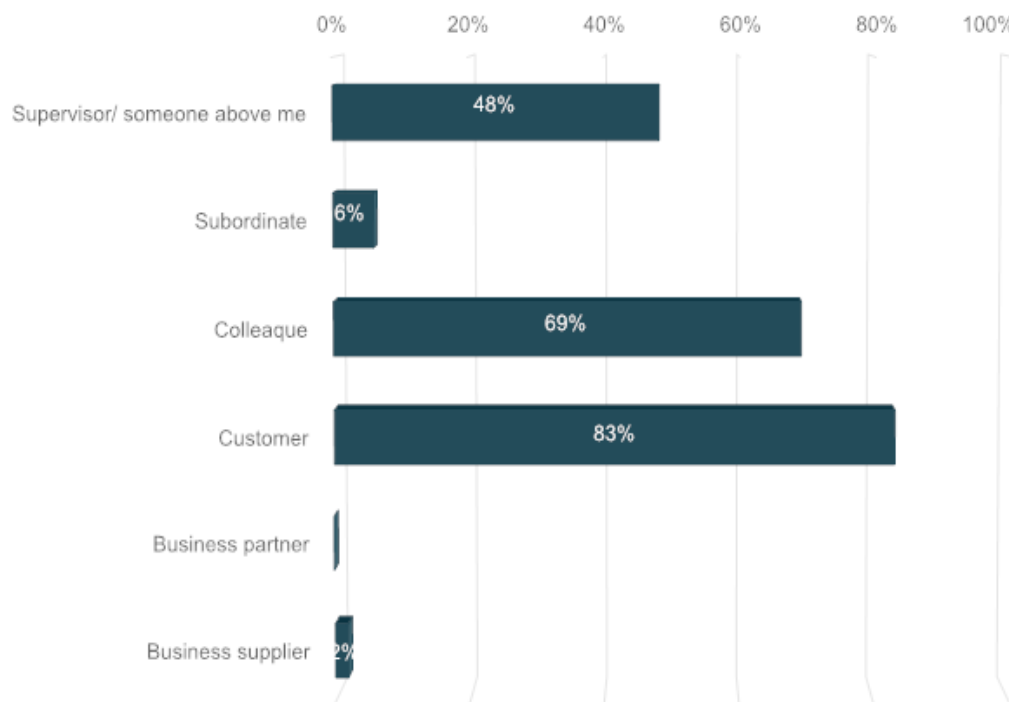


Figure 14. Who had been the harasser

Most the harassment cases happened outside of the organization. The customers did 83% of cases. The colleague did 69%, and the supervisor had harassed 48% of victims.

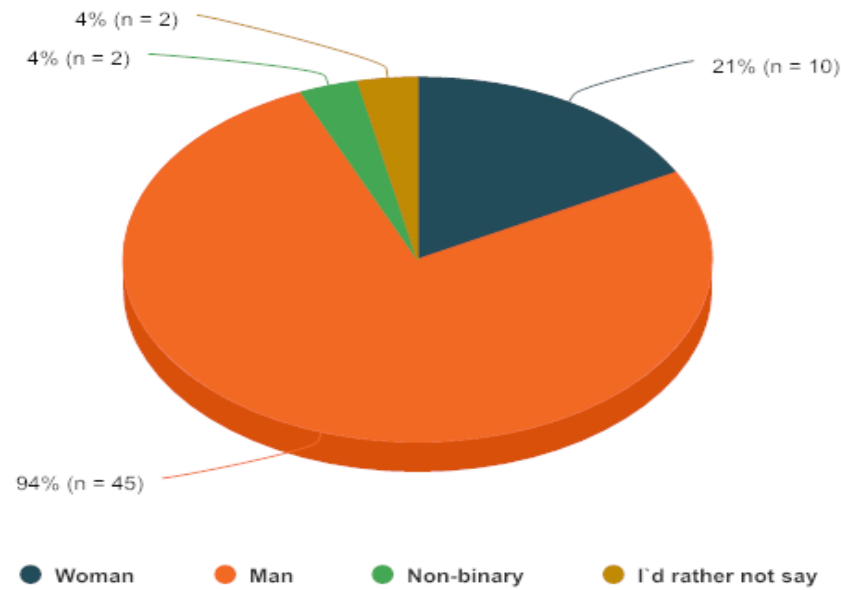


Figure 15. Gender of the harasser

The pie chart above shows the gender of the harasser when asked who the perpetrator was when the harassment happened. 95% of respondents answered that the person had been a male. 21% said the harassers had been a woman. The respondents were given a multiple-choice answer. The next question asked whether the harassment had been recurring?

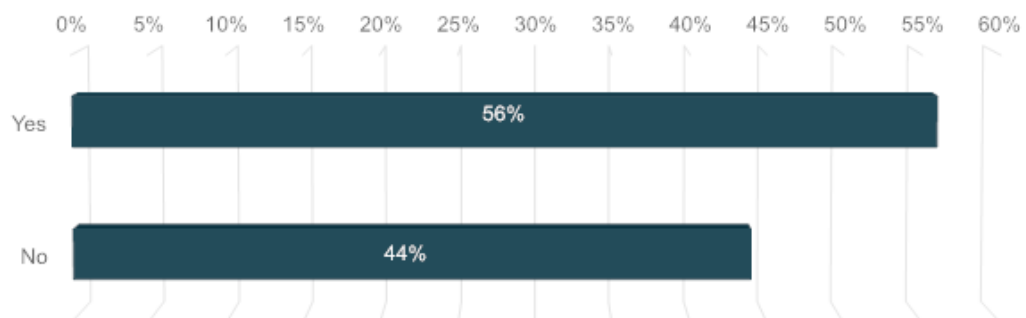


Figure 16. Had the harassment been recurring

A bit more than half of the respondents had been harassed or witness harassment in regular basis. 58% stated the harassment had been recurring. Rest said it had been a one-time event.

The author was seeking an answer to how harassment affects work. To this question, the respondents were almost equally divided. 58% thought that harassment had negatively impacted their performance at work, while the rest 42%, thought it had not impacted their work as seen in the below chart.

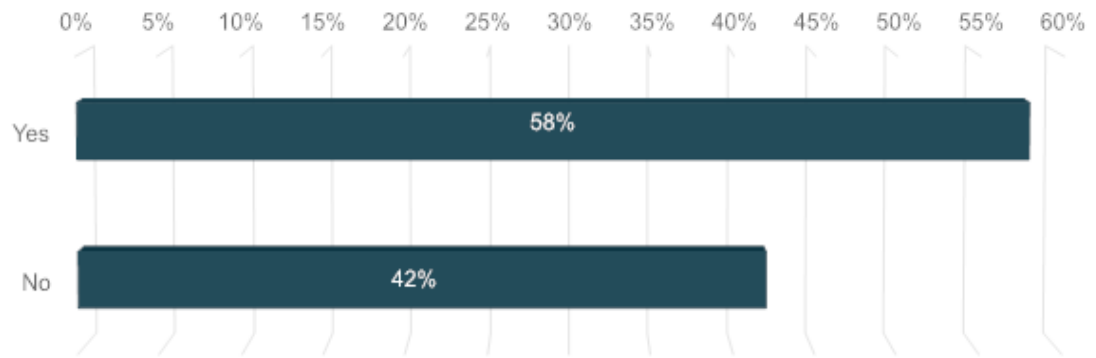


Figure 17. Did harassment affect work negatively

The sub-topic of the research was to determine whether the respondents had reported the incidents. Below, the picture shows that 19% had reported the cases, and 81% failed in reporting. The respondents who chose "no" in this question were directed to question number 26. Why did one not report?

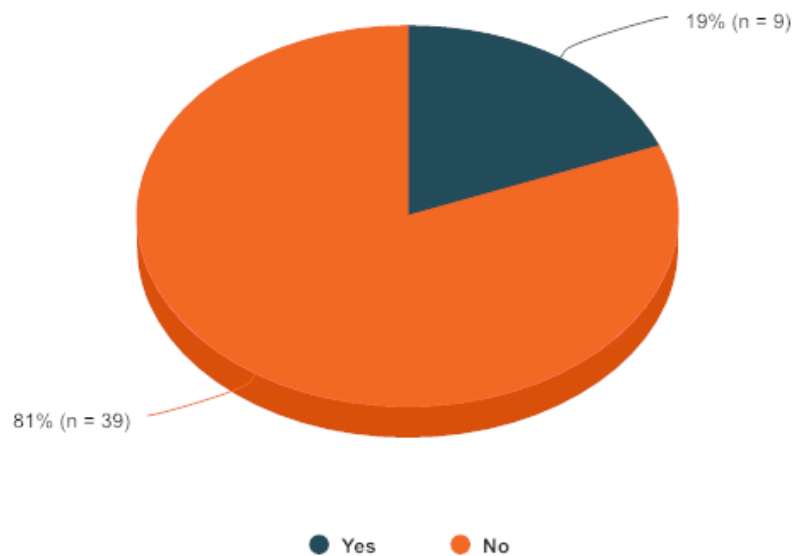


Figure 18. Did victim report

If the respondent answered yes in the previous question, they were directed to the following question of to whom they had reported. This answer could be given by choosing more than just one option. The majority of respondents, 81%, had reported to their managers. Reporting had been made to colleague and safety representative, 11% had reported to someone else.

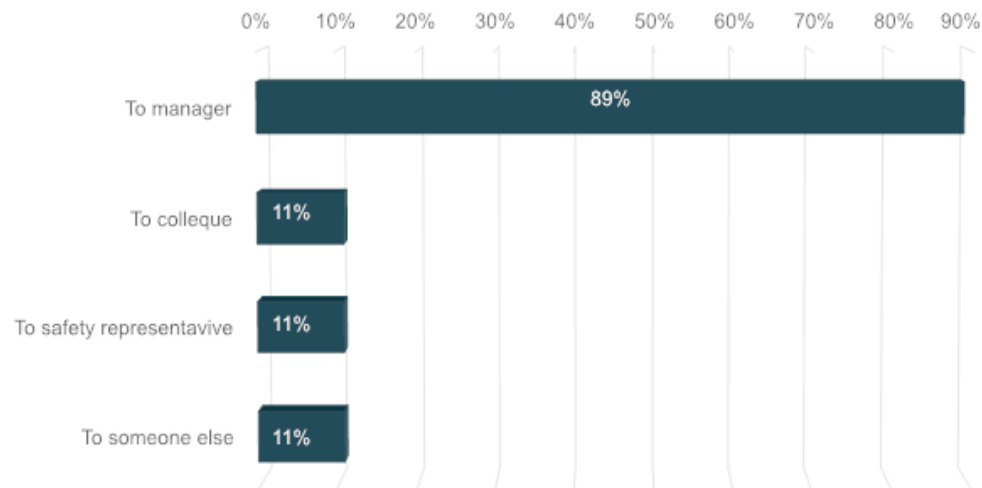


Figure 19. To whom did respondent report to

One respondent stated in the open-ended question that they had reported to their boss and owner of a restaurant about sexual harassment. Respondents who answered that they had not reported the harassment were directed to question asking why they had not reported? Respondents could choose an answer from six different options. However, the author chose to add the open-ended question to avoid narrowing down the possible reason of what caused the person to stay silent and not report the events. This way, the victim was given a voice.

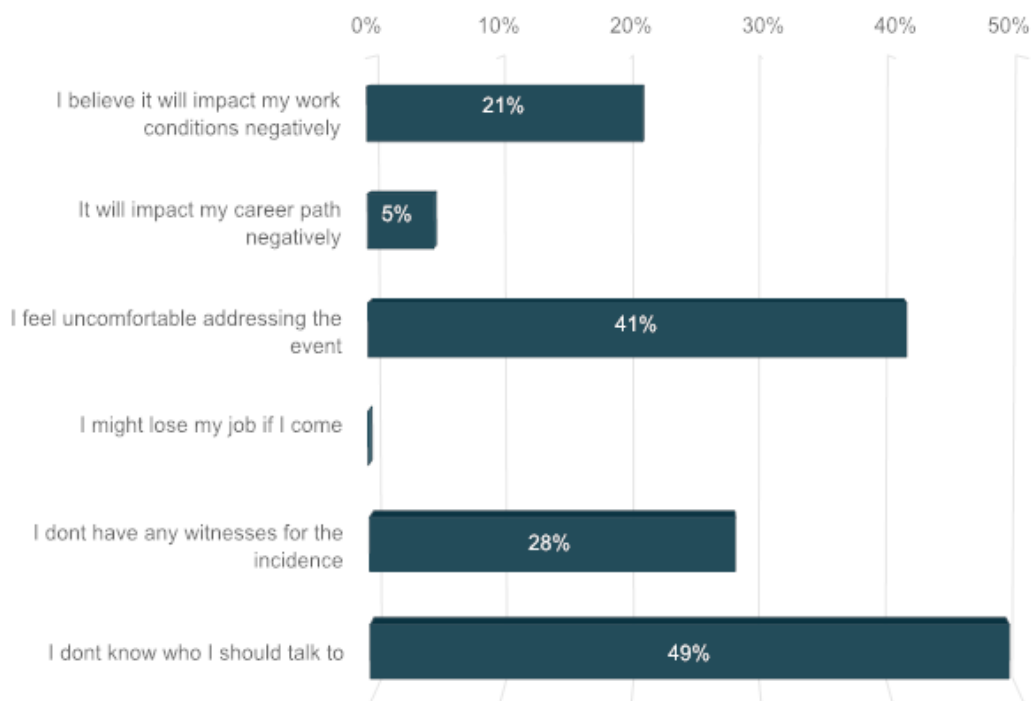


Figure 20. Why reporting was not done

6.4 Prevention of sexual harassment

The survey's last question was whether the respondent knows how at their work sexual harassment is monitored and acted upon happening.

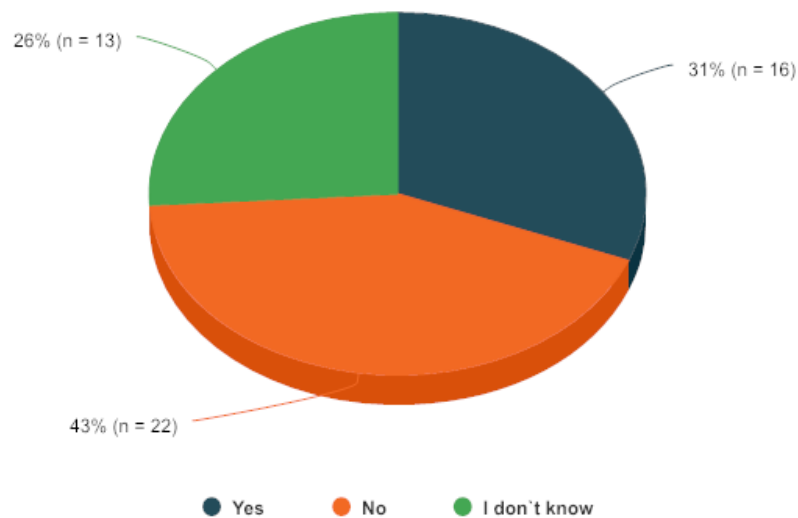


Figure 21. Did respondent know whether there are policies at work to prevent harassment

The responses were evenly distributed. A small minority, 43%, did not know how to deal with events in the workplace. 31% were aware of how to act; however, a large proportion did not know; this proportion was 26% of respondents.

The last question in the survey was giving the respondents a chance of saying something if the author had not realized to give room for thought. The author felt she wanted to carry responsibility as the person in charge of the questionnaire to let the respondent share their opinions in a way, they felt convenient. Also, feedback from the questionnaire was given in the last question. Due to the nature of the questionnaire, the author felt it is considerable to let the respondent finish the survey with an open-ended question for not have to carry the possibly arrived emotions with them after finishing the survey. In the following chapter, the author is analyzing the results and explaining the findings.

7 Analysis of the results

In the discussion part, the author starts to analyze the results of the questionnaire. In the Results chapter, the answers were generic and included male participant's answers. In this chapter, the author has filtered answers to understand the respondents and how the results reflect the theoretical framework. The discussion part has been divided into sub-chapter that discuss the research questions.

7.1 Prevalence of harassment in Finnish hospitality industry

The responses revealed that 40 of the 51 respondents were women. The clear majority of respondents were working in a hotel and restaurant. 40% of the respondents worked in supervisory positions. Of these women, 80% of the respondents had experienced or witnessed sexual harassment. The most common forms of harassment were verbal forms of harassment, such as jokes, comments, questions, and calling with the word girl, "tytöttely" as it is defined in the Finnish language. Nonverbal harassment had been staring and displaying different sexual content in joint spaces. There was less physical violence relative to the forms mentioned above. Women were able to choose many factors when asked about the author in the survey. In the open-ended question, one woman stated that "the experiences have happened while working in the industry under different employers through the years. Many of these events happened on multiple occasions, by different people and in different places."

In 82% of the cases, harassment was done by the client, and the second most were internal in the workplace. The role of the supervisor as a disruptor was also surprisingly high. 61% of women reported repeated harassment. When asked how harassment affected women's work in an open-ended question, one of the respondents stated that "going to work started to feel negative as well as being there. The work input suffered negatively." Another respondent said that from her experiences of harassment, the respondent "didn't want to go to work."

81% of women had not reported sexual harassment. Not reporting was most affected by the fact that the women felt uncomfortable, and some also did not know to whom they should report. 29% of women also stated that they felt it was a reason not to report because there were no eyewitnesses to the events. One respondent stated that "A lot of these actions are considered 'normal' and anyone who reports is usually told not to care." In one case, the woman told how she had only later realized that what she had experienced had been wrong. "Haven't felt that my experiences are that negative or 'bad' and in

most cases I have actually realized them later on for example when already changed the workplace."

Of all the female cases, the perpetrator was almost invariably a male person. In 97% of cases, women reported being done by men. The following sub-chapter is a brief description of the effects that women felt had on harassment and how they felt sexual harassment should be prevented.

7.2 Effects of sexual harassment

The respondents were almost equally divided by the question related to the impacts of harassment. 42% felt that harassment did not impact their job performance. However, 58% said it affected their performance negatively. One respondent defined the situation in the following way: "multiple people have resigned from the company." The theoretical framework highlighted the economic impact, and the statement underlines this fact. Women also jointly agreed that harassment should be properly addressed; one proposed that "managers should encourage to tell them these kinds of experiences without judging or fear of being judged." Meanwhile, another respondent said that "many times the management only says that don't be so sensitive."

More than half of the women also felt that there was not enough intervention in sexual harassment. 53% of respondents said there is no guidance in their workplace on how to act in the event of sexual harassment. This open-ended question received the most answers when the respondent was allowed to describe in his own words how they thought intervention should be addressed. In numerous responses, women stated that harassment in any form should not be allowed. The women also emphasized the supervisor's responsibility and role as a deterrent and case solver. "Zero Tolerance" stated one respondent, "Reporting, clear procedures" stated another one, "Straightforward with people who have accused of it."

The author has a feeling that women are ready for change and have the desire and motivation to come up with suggestions for improvement. The problem may be that if the supervisor at work is a man, there is no need to see change because the male sex is not aware of women's experiences. Therefore, the understanding of the experiences significantly impact work and work efficiency.

7.3 Perspective of different generations

An interesting point emerged during the analysis that the author decided to publish. The author took a look at the discrimination experienced by respondents of different ages. Of

the women who participated in the survey, 81% represented the 18-34 years. The remaining 15 percent were in the 35-54 age group. It was noteworthy that different forms of harassment were experienced in the age groups. A group of younger women experienced more verbal harassment in the form of jokes and suggestions. Women from the older generation experienced harassment in a different way. They also experienced jokes, but in addition to this, various invitations, comments, personal questions were common. Also, the older generation was more often called by the term girl ("tytöttely.") and they also experienced physical harassment in the form of improper touching.

Women in the younger group reported more cases than older ones, but overall still very little, as the previous chapter showed. Young women reported 23% of cases and older, even fewer, only 8% of cases got reported. In the group of older women, they felt that the harassment was not recurring, and they also exceptionally felt that they were not bothered very much by sexual harassment. 60% of them stated that they are not bothered by harassment. Women in the younger group, on the other hand, felt that harassment affected work and job satisfaction. In the next chapter, the author reveals the experience of harassment for women, who occasionally work alone.

7.4 Lone working and hospitality

Hospitality in the industry is a job where one may work alone. For example, in a hotel for a night shift, or an evening shift, sometimes a tiny restaurant can have a small work community, and employees do not always surround the worker. Some jobs are done alone on the administrative side of the business. It has been studied that this potentially increases sexual harassment, as the author mentioned in theory. For this reason, the author next presents a section in which she explored the possible experience of sexual harassment by those working alone with a filtering feature.

91% of women working alone experienced harassment. Of these, 64% worked in hotels and 45% at the reception. There were also a few from the housekeeping department. Most of them experienced verbal harassment and being called girls. None of them had ever experienced assault or rape, but 45% of respondents had experienced other physical adverse treatment. Other forms were experienced only marginally. All respondents experienced harassment from a man, 70% of respondents from colleagues, and 40% from their supervisor. Half of the respondents said the experiences are repetitive. Respondents describe the effects as follows: "I didn't want to meet the customer again, but they were a regular customer," one of the respondents said. Insecurity was present in responses where women described their feelings while working alone and harassment, as follows:

"The housekeepers did not want to clean the rooms when customers were inside the room, they felt not safe in the workplace."

Only 10% of women working alone had reported events to their manager. The others remained silent. The reasons women listed included that they didn't know whom to report to and reporting also felt uncomfortable. There was also a fear among these respondents that it would negatively affect their employment relationship, and they had a belief that they would not be believed if they told, about what happened. 54% of respondents also said there is no plan in the workplace on how to prevent harassment. 18% said they did not know how the supervisor should intervene in the cases.

8 Discussion and conclusions

With this research-based thesis, the prevalence of sexual harassment in the hospitality industry has been analyzed. The thesis aimed to find out whether harassment cases are reported to managers or safety representatives. In the theoretical framework, the laws in Finland that protect working life and individuals have been discussed. Multiple studies and statistics had proven how global problem sexual harassment is and how women are perceived. The reasons why women fail to report have also been discussed. To gain an understanding of the hospitality industry and women working there, a quantitative questionnaire was conducted.

This discussion is based on the theoretical framework of this thesis and the results of the interviews. Moreover, there will be discussed whether the literature and the interviews, are having the same results or not.

8.1 Reliability and validity

The reliability and validity of the research are essential to analyze whether this research is reliable and valid. The thesis hypothesis was that harassment occurs in the field and is not reported. This hypothesis the author wanted to challenge. The reliability of a study can be measured by thinking about whether the research method was reliable and which, if repeated, would give the same results.

Because survey participants were approached via the Internet, the author cannot be sure who responded to the survey. However, choosing which channel to approach through the focus group was appropriate and sought to produce reliable response material. Since there were few respondents, it can be concluded from the type of answers that the right target group has been reached, and thus presumably, the same findings would be reached as in this thesis. The number of open-ended questions was massive. Therefore, it is optimistic that the respondents were members of the focus group.

The validity of a survey is determined by whether the survey answers the question the author intended it to answer. The thesis had 30 questions in which the respondent could answer in their own words in all questions related to harassment. The aim was to enable the researcher not to end up evaluating the answer based on his thoughts. The validity of a study is measured by how the questions asked corresponded to the questions sought in the study. The author states that the research is reliable and valid because both aspects were considered during the creation phase, implementation, and analysis.

8.2 Conclusion

The objective of this thesis was to gain more knowledge on the prevalence and amount of sexual harassment in the hospitality industry. The author also wanted to determine whether the respondents had reported the cases. Moreover, the author wanted to give the respondents a voice and offered intentionally open-ended questions. The author was interested specifically whether the workplaces had policies for preventing the incidents? It was clear that majority did not know if there were such policies. Apparently, the harassment and code of conducts have not been discussed inside workplaces. Women answered that they had experienced harassment in multiple forms, although verbal form was experienced the most. Some women told they were used to harassment and the other half strongly stated that harassment should stop. Further research recommendation in the next chapter.

8.3 Further research recommendation

This study focused on women's experiences of harassment. The women identified the forms of harassment and spoke about them openly in open-ended questions. It was also noticeable from the theoretical framework that harassment does take place in the hospitality industry. For this reason, the author does not suggest exploring this matter further. It can be assumed that most women have experienced harassment.

The challenge when conducting the research was the lack of multidisciplinary research. The author, therefore, recommends that the topic should be explored from a leadership perspective. When asked who the harasser was, 46% said it had been their supervisor. That fact caught the attention of the author. Therefore, it is recommended that research focus on how the scope for interpretation affects experience, in which case the importance of managerial work is emphasized. This study did not focus in-depth on its effects. However, as the author collected the material, she realized that the effects are at the individual, work, and economic levels. If the effects of harassment on work efficiency and work performance were investigated, valuable information would be obtained as to why harassment should be addressed from a business perspective, if not otherwise.

The author believes it would be time to move on to concrete actions on how to reduce harassment. Possibly researching the workplace culture would make it easier to start work by eradicating the experience of harassment within the workplace.

8.4 Self-evaluation

The chosen topic was attractive to the author. The author has a high sense of justice and a passion for doing something meaningful things for society. According to the author, the rights of girls and women are worse compared to men. Women experience daily harassment, claims the author. However, it is another matter whether women recognize it. On the other hand, men do not recognize their habits as harmful, at least when it comes to verbal harassment, for example. Patriarchal thoughts still guide the world where women seek their place. The men's club still exists. Sexual harassment paralyzes, causes mental health problems, and affects working life and job performance. Is that the kind of working life we want to create for future generations? The author believes that we do not.

Writing the thesis itself was a very challenging project for the author. Sharing knowledge in the form of academic writing was a particular challenge. The lack of support during the process also affected the quality of writing. The author wants to emphasize that she abandoned her work at no point, but loneliness and working alone due to covid-19 had an unexpected negative impact on the project. The author also notes that time started to run out, although the goal was only a week behind schedule, the week was a lot as it was timed at the end of the semester.

The favorite part of the project was looking for literature and getting to know it. The author used current literature, which provided a lot of background information for her work. The most exciting step was the analysis step. Sure, the results proved an unpleasant truth, but it reinforced the idea that author had done significant work and hopefully impressed respondents with thought-provoking. The author hopes that respondents were encouraged to report their cases.

However, writing a thesis is ultimately a big project that requires planning and leading oneself. The author can take responsibility for her assignments, and for that reason, she achieved her goals and completed them in three years and ahead of schedule.

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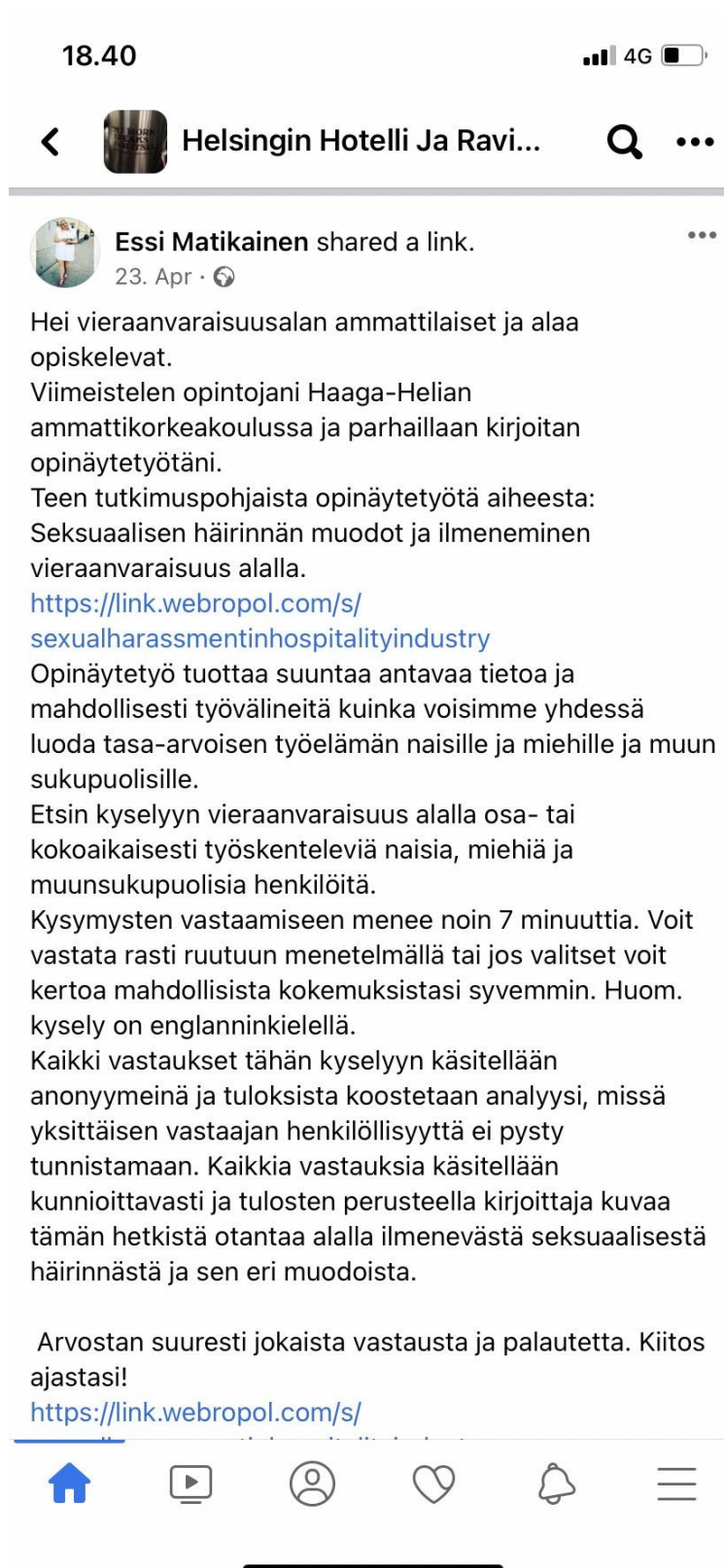
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10 Appendices

Appendix 1. Questionnaire invitation

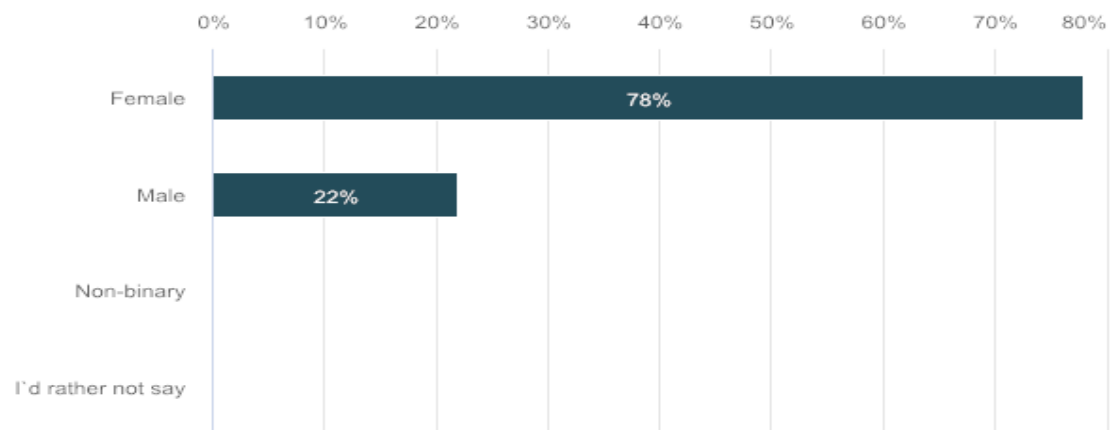


Appendix 2. Questionnaire

Total number of respondents: 51

1. Your gender

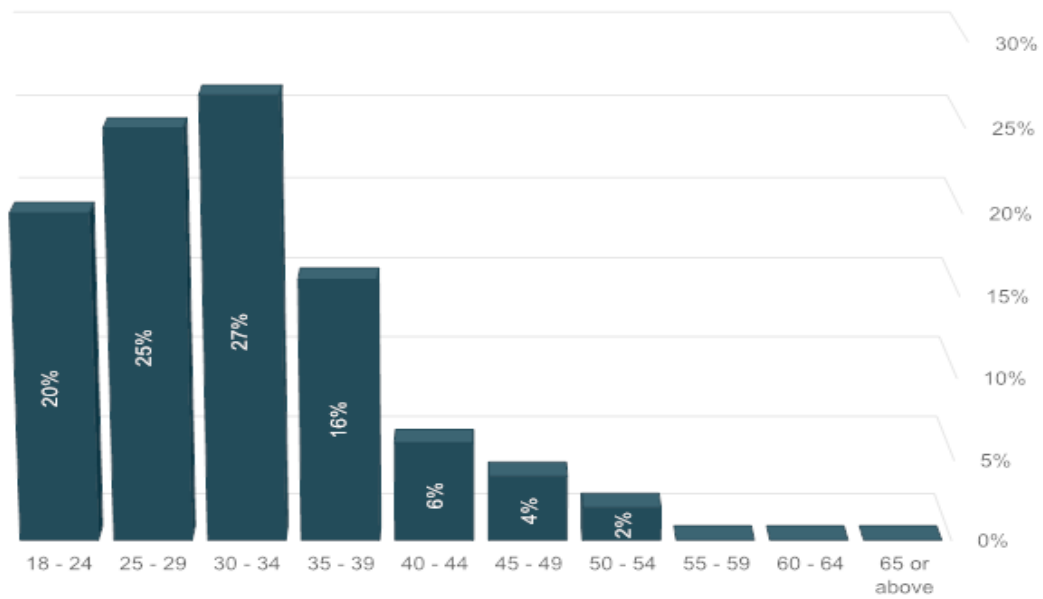
Vastaajien määrä: 51



	n	Percent
Female	40	78,4%
Male	11	21,6%
Non-binary	0	0%
I'd rather not say	0	0%

2. Your age

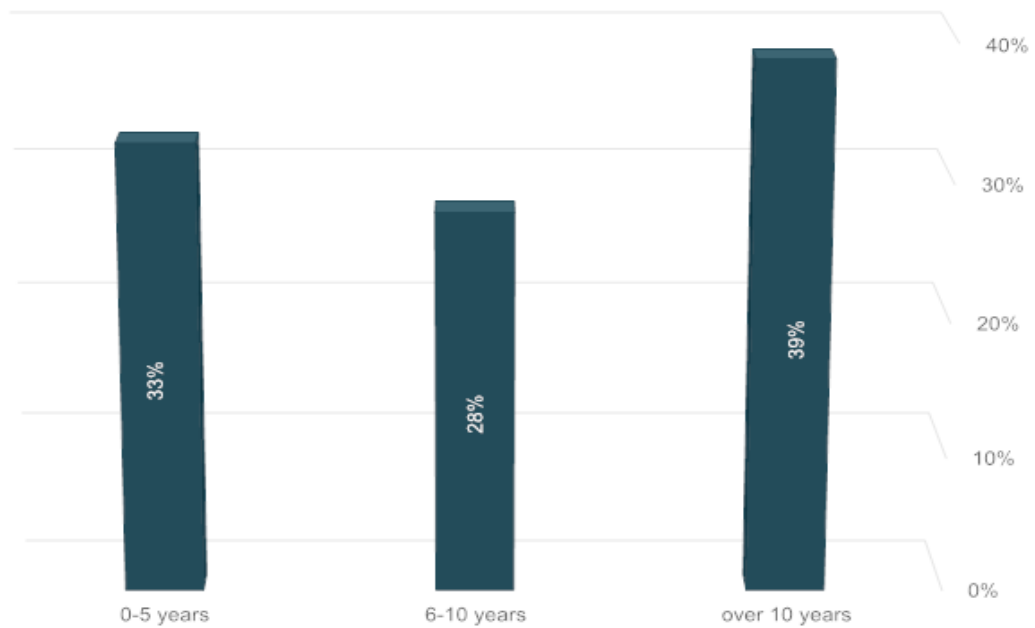
Vastaajien määrä: 51



	n	Percent
18 - 24	10	19,6%
25 - 29	13	25,5%
30 - 34	14	27,4%
35 - 39	8	15,7%
40 - 44	3	5,9%
45 - 49	2	3,9%
50 - 54	1	2%
55 - 59	0	0%
60 - 64	0	0%
65 or above	0	0%

3. How long you have worked in hospitality industry?

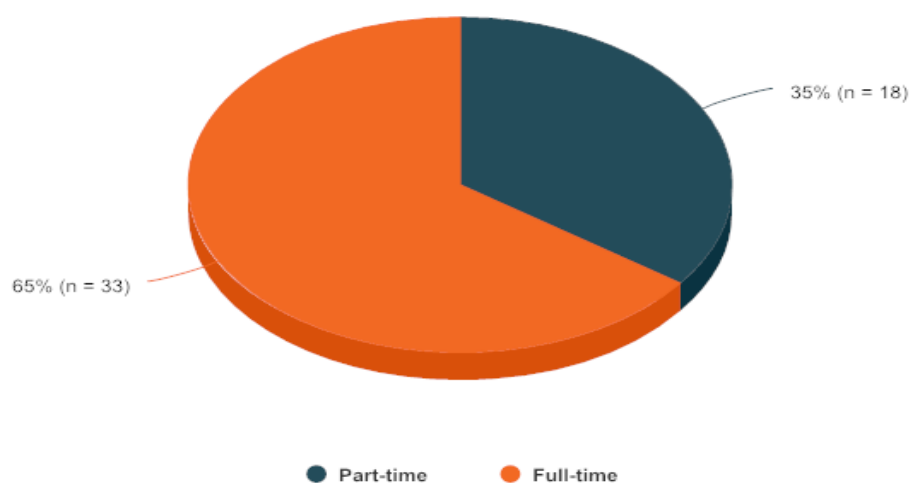
Vastaajien määrä: 51



	n	Percent
0-5 years	17	33,3%
6-10 years	14	27,5%
over 10 years	20	39,2%

4. Do you work part-time or full-time?

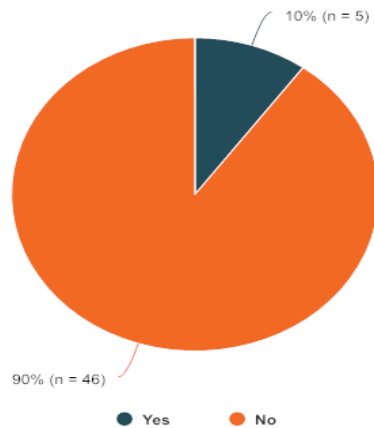
Vastaajien määrä: 51



	n	Percent
Part-time	18	35,3%
Full-time	33	64,7%

5. Do you work through an agency?

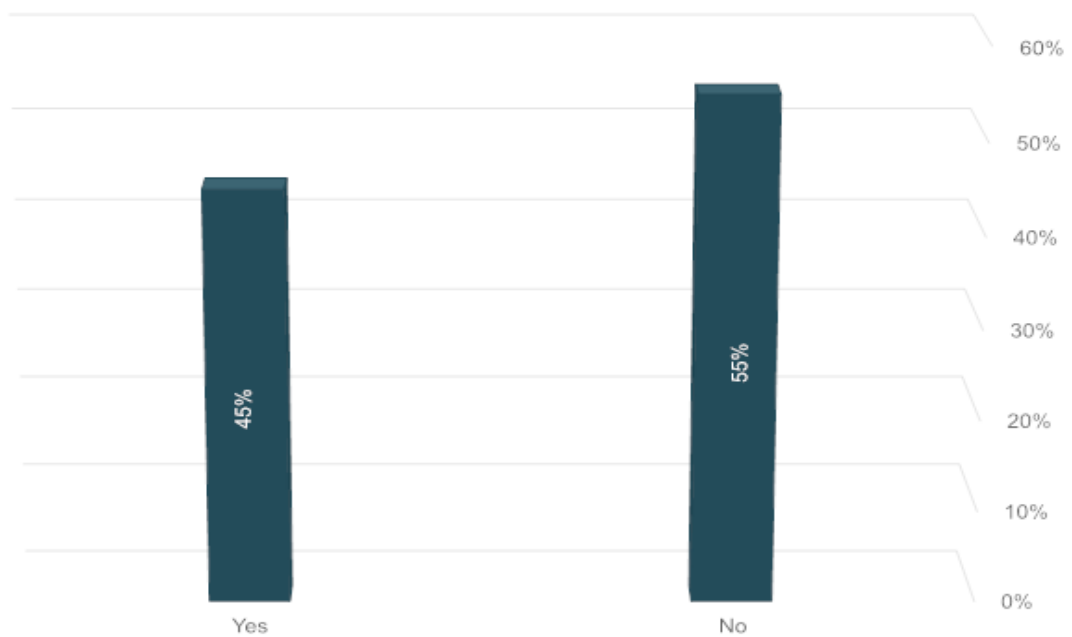
Vastaajien määrä: 51



	n	Percent
Yes	5	9,8%
No	46	90,2%

6. Do you work as a manager, are you responsible of a team?

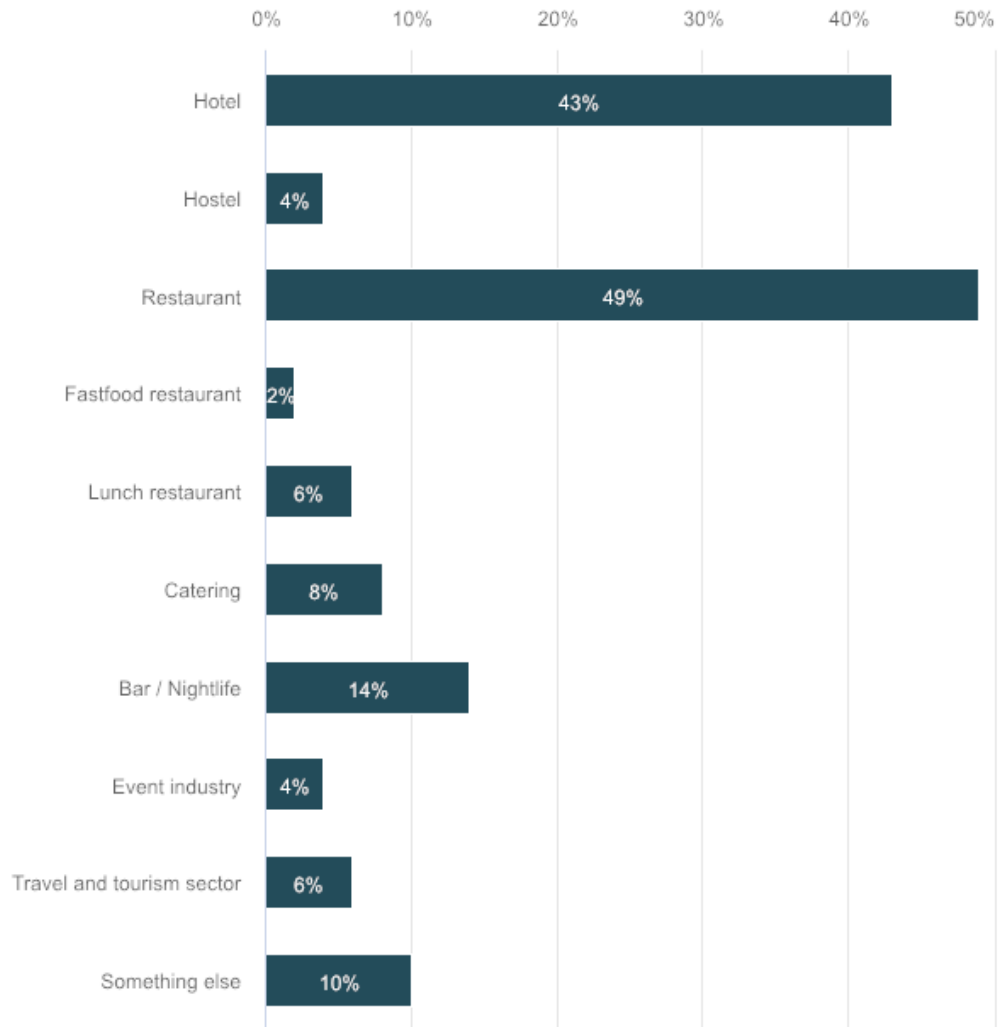
Vastaajien määrä: 51



	n	Percent
Yes	23	45,1%
No	28	54,9%

7. In which sector of hospitality you work in currently?Multiple choice

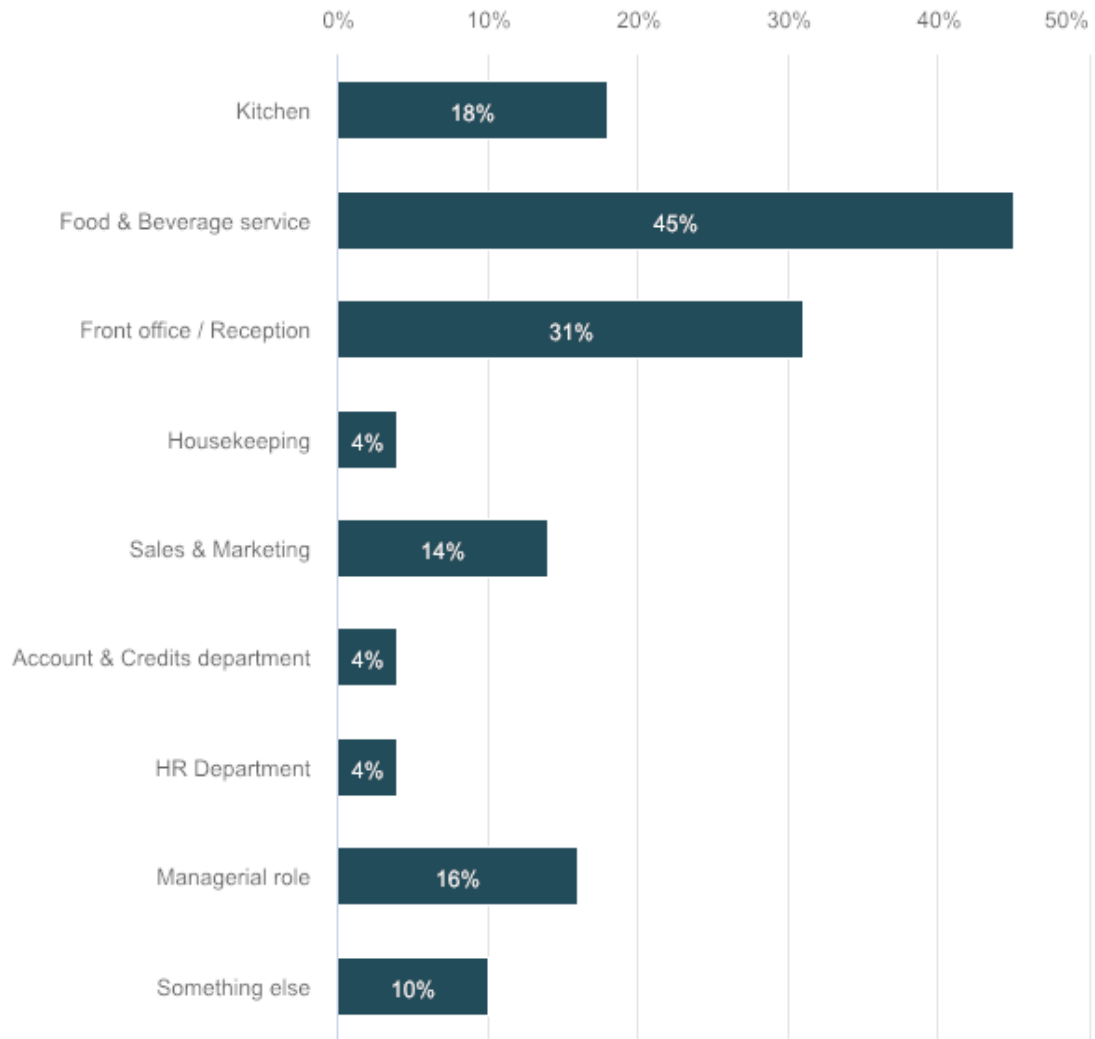
Vastaajien määrä: 51, valittujen vastausten lukumäärä: 74



	n	Percent
Hotel	22	43,1%
Hostel	2	3,9%
Restaurant	25	49%
Fastfood restaurant	1	2%
Lunch restaurant	3	5,9%
Catering	4	7,8%
Bar / Nightlife	7	13,7%
Event industry	2	3,9%
Travel and tourism sector	3	5,9%
Something else	5	9,8%

8. In which department/s you work in currently? Multiple choice

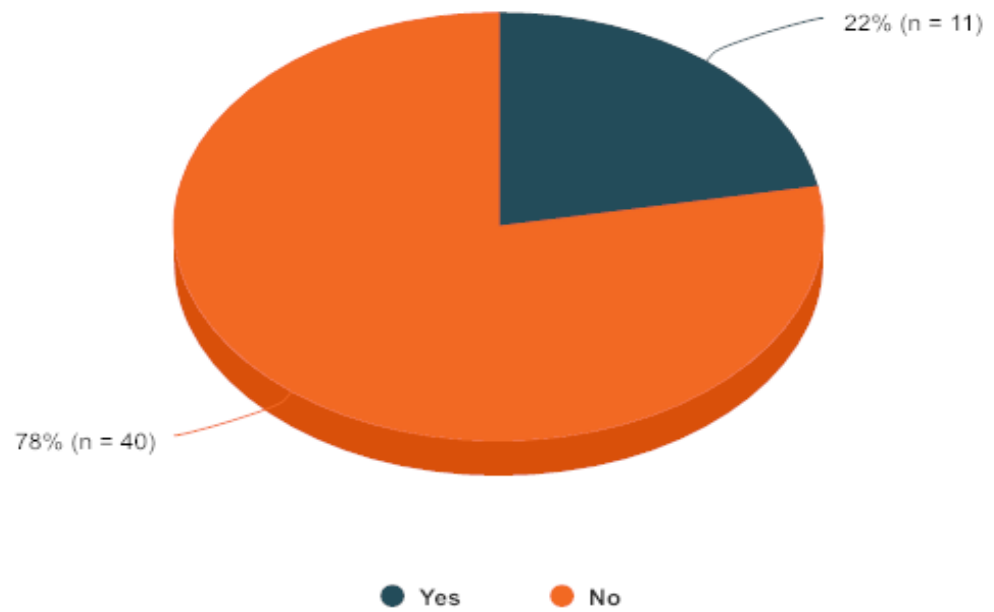
Vastaajien määrä: 51, valittujen vastausten lukumäärä: 74



	n	Percent
Kitchen	9	17,6%
Food & Beverage service	23	45,1%
Front office / Reception	16	31,4%
Housekeeping	2	3,9%
Sales & Marketing	7	13,7%
Account & Credits department	2	3,9%
HR Department	2	3,9%
Managerial role	8	15,7%
Something else	5	9,8%

9. Do you perform your job primarily alone without the presence of team members? This way of working puts you more potentially a victim of harassment.

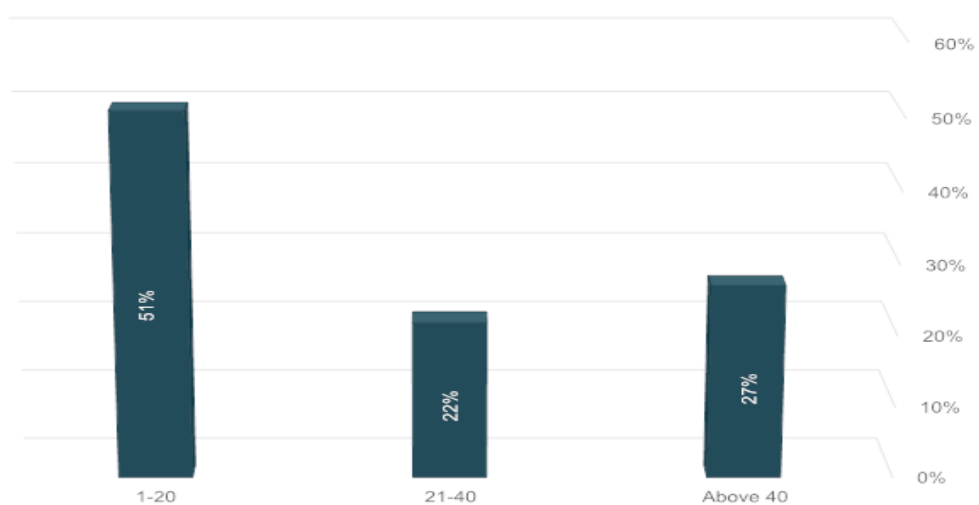
Vastaaajien määrä: 51



	n	Percent
Yes	11	21,6%
No	40	78,4%

10. How many employees there are in you workplace?

Vastaajien määrä: 51

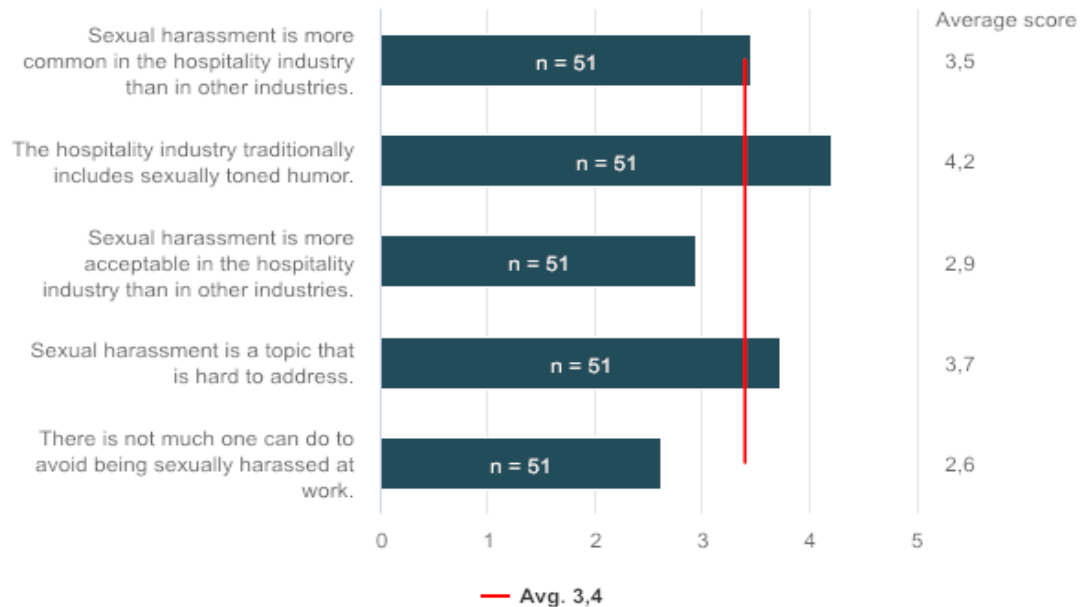


	n	Percent
1-20	26	51%

21-40	11	21,6%
Above 40	14	27,4%

11. Please choose your opinion about the statements below.

Vastaajien määrä: 51

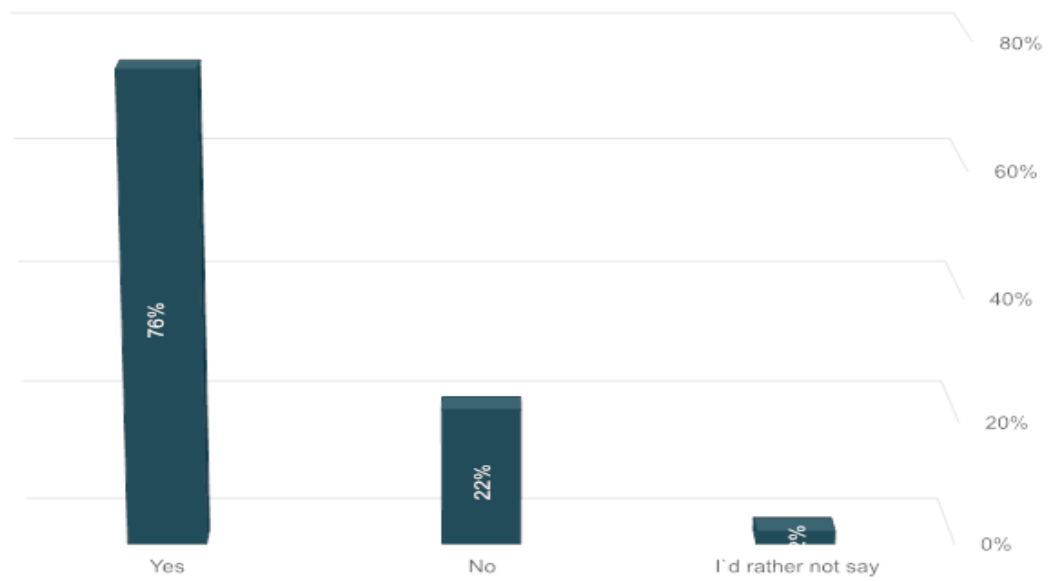


	1 Disagree	2 So- mewhat disagree	3 Neither agree nor disagree	4 So- mew- hat agree	5 Ag- ree	Ave- rage	Me- dian
Sexual har- assment is more com- mon in the hospitality industry than in other in- dustries.	11,8%	5,9%	23,5%	43,1%	15,7%	3,5	4
The hospi- tality indus-	3,9%	7,9%	9,8%	19,6%	58,8%	4,2	5

try traditionally includes sexually toned humor.							
Sexual harassment is more acceptable in the hospitality industry than in other industries.	33,3%	5,9%	11,8%	31,4%	17,6%	2,9	3
Sexual harassment is a topic that is hard to address.	13,7%	7,9%	9,8%	29,4%	39,2%	3,7	4
There is not much one can do to avoid being sexually harassed at work.	31,4%	25,5%	7,8%	19,6%	15,7%	2,6	2

12. Have You or someone you know been sexually harassed in workplace?

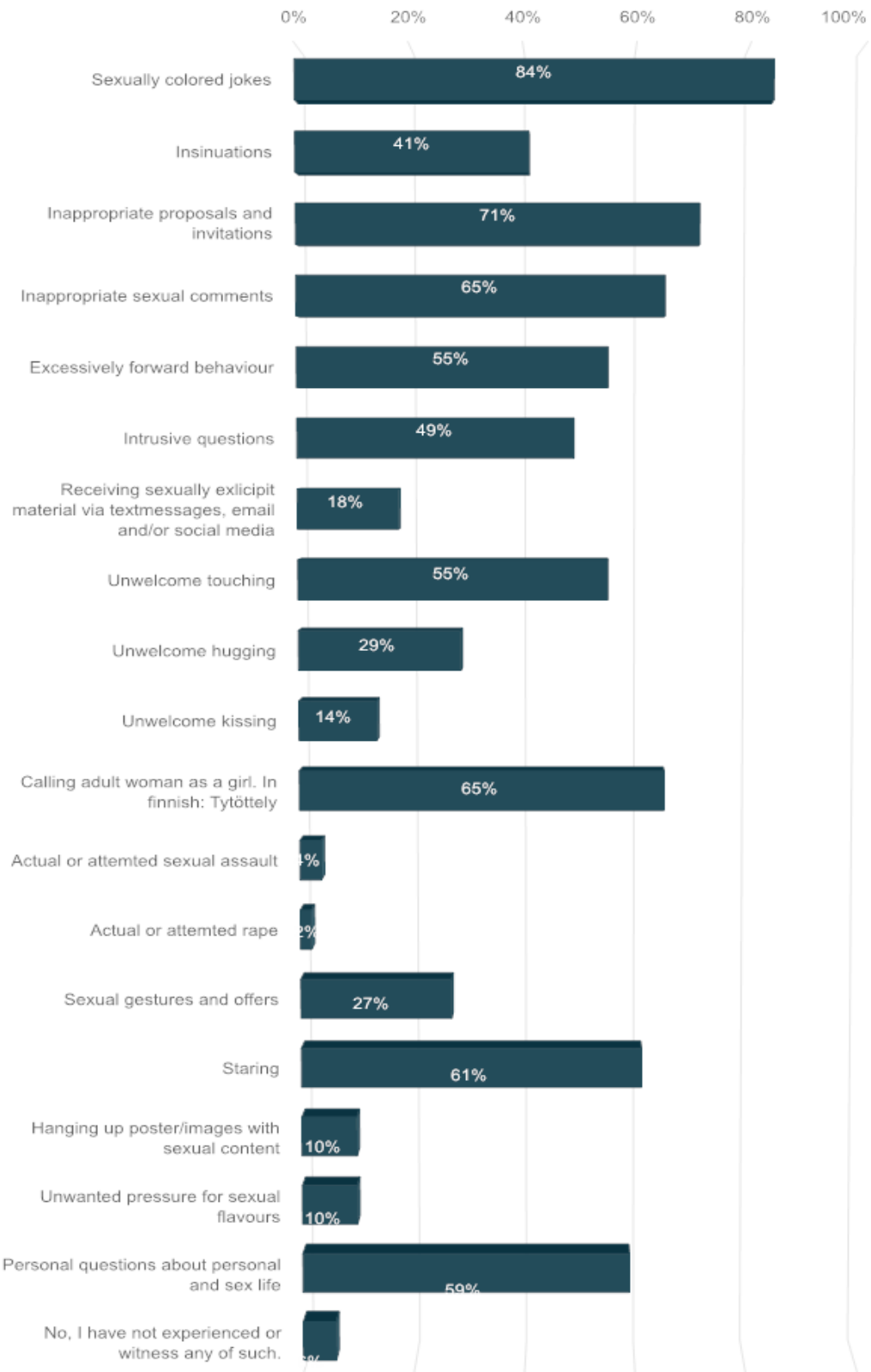
Vastaajien määrä: 51



	n	Percent
Yes	39	76,5%
No	11	21,6%
I'd rather not say	1	1,9%

13. Have You experienced or witnessed anything mentioned in the list?

Vastaajien määrä: 51, valittujen vastausten lukumäärä: 369

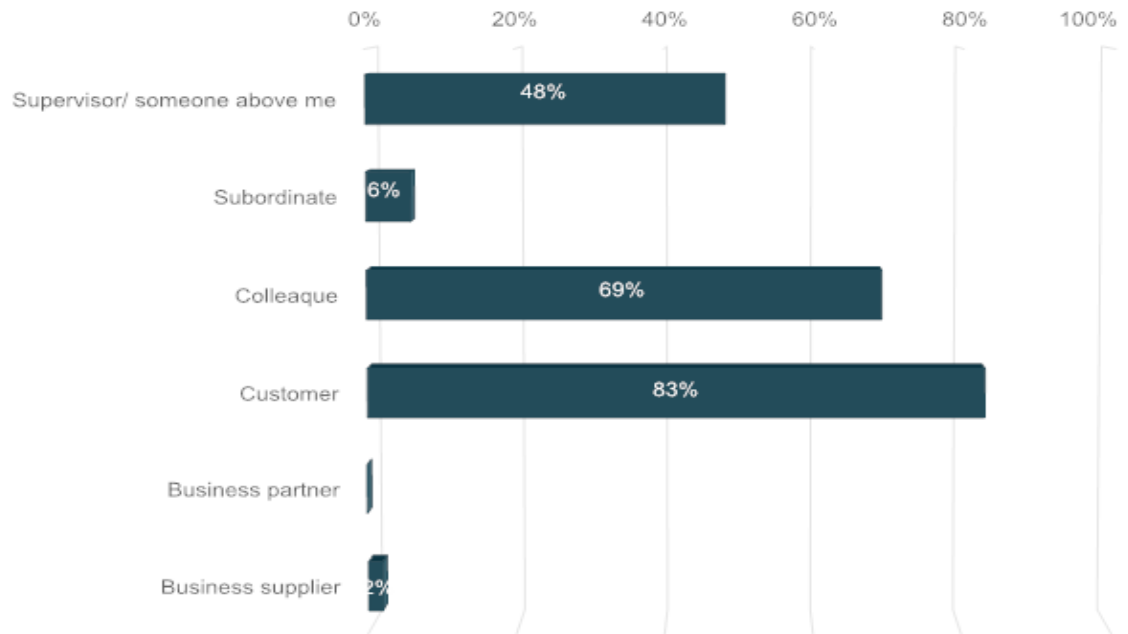


	n	Per-cent
Sexually colored jokes	43	84,3%

Insinuations	21	41,2%
Inappropriate proposals and invitations	36	70,6%
Inappropriate sexual comments	33	64,7%
Excessively forward behaviour	28	54,9%
Intrusive questions	25	49%
Receiving sexually explicit material via textmessages, email and/or social media	9	17,6%
Unwelcome touching	28	54,9%
Unwelcome hugging	15	29,4%
Unwelcome kissing	7	13,7%
Calling adult woman as a girl. In Finnish: Tytöttely	33	64,7%
Actual or attempted sexual assault	2	3,9%
Actual or attempted rape	1	2%
Sexual gestures and offers	14	27,5%
Staring	31	60,8%
Hanging up poster/images with sexual content	5	9,8%
Unwanted pressure for sexual favours	5	9,8%
Personal questions about personal and sex life	30	58,8%
No, I have not experienced or witness any of such.	3	5,9%

14. Who has been the harasser?

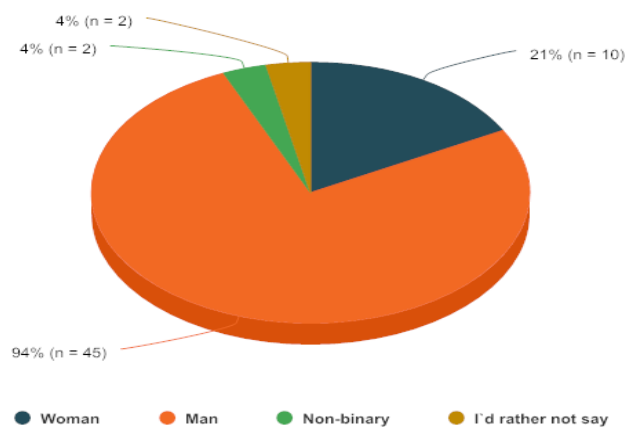
Vastaajien määrä: 48, valittujen vastausten lukumäärä: 100



	n	Percent
Supervisor/ someone above me	23	47,9%
Subordinate	3	6,3%
Colleague	33	68,8%
Customer	40	83,3%
Business partner	0	0%
Business supplier	1	2,1%

15. Who was the harasser? Multiple choice

Vastaajien määrä: 48, valittujen vastausten lukumäärä: 59

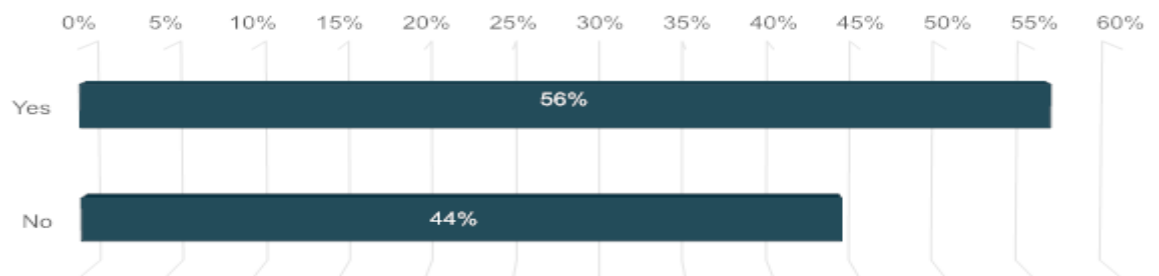


	n	Percent
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Woman	10	20,8%
Man	45	93,8%
Non-binary	2	4,2%
I'd rather not say	2	4,2%

16. Has the harassment been recurring?

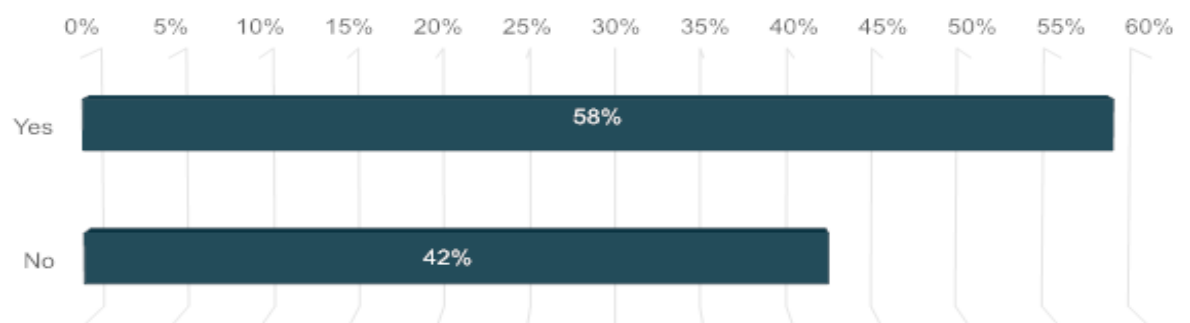
Vastaajien määrä: 48



	n	Percent
Yes	27	56,2%
No	21	43,8%

17. Has harassment affected the work negatively?

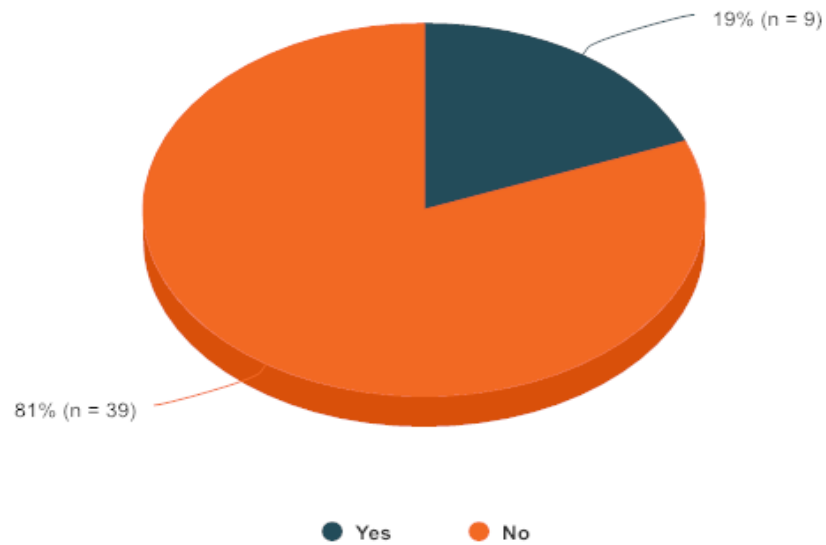
Vastaajien määrä: 48



	n	Percent
Yes	28	58,3%
No	20	41,7%

18. Have you reported sexual harassment?

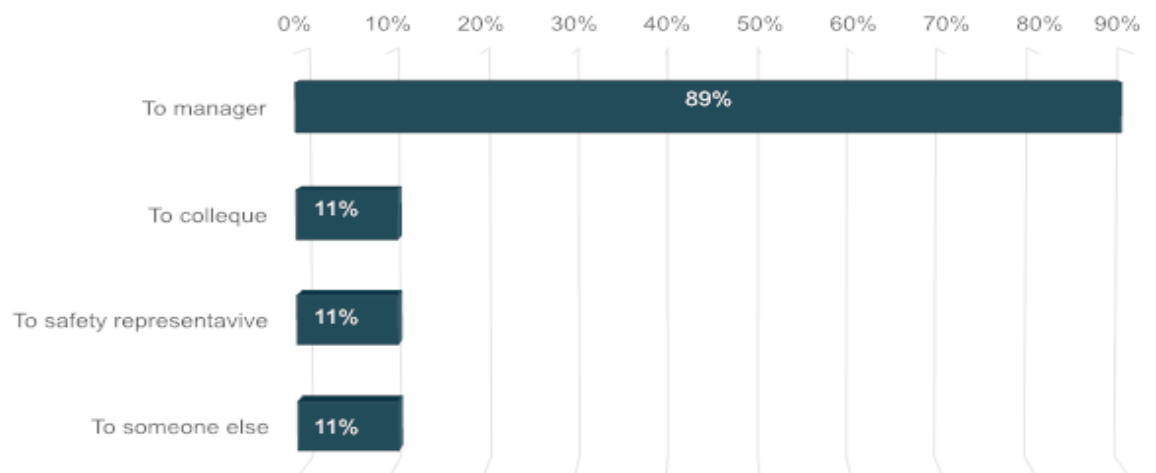
Vastaajien määrä: 48



	n	Percent
Yes	9	18,7%
No	39	81,3%

19. To whom did you report to? Multiple choice

Vastaajien määrä: 9, valittujen vastausten lukumäärä: 11

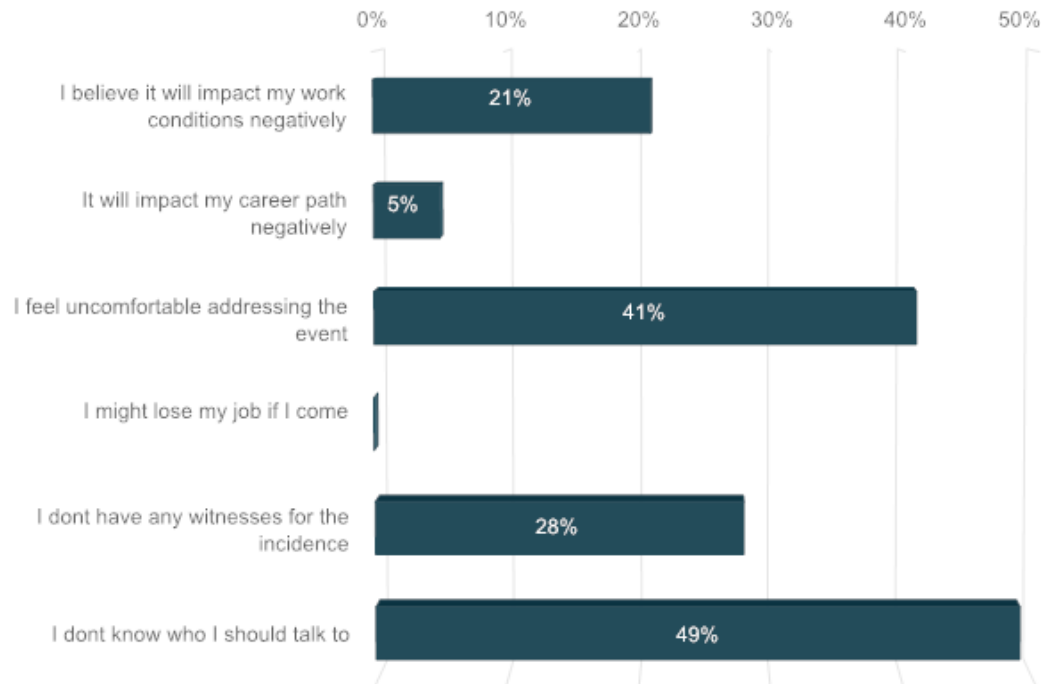


	n	Percent
To manager	8	88,9%
To colleague	1	11,1%
To safety representative	1	11,1%

To someone else	1	11,1%
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20. Why You did not report sexual harassment? Multiple choice

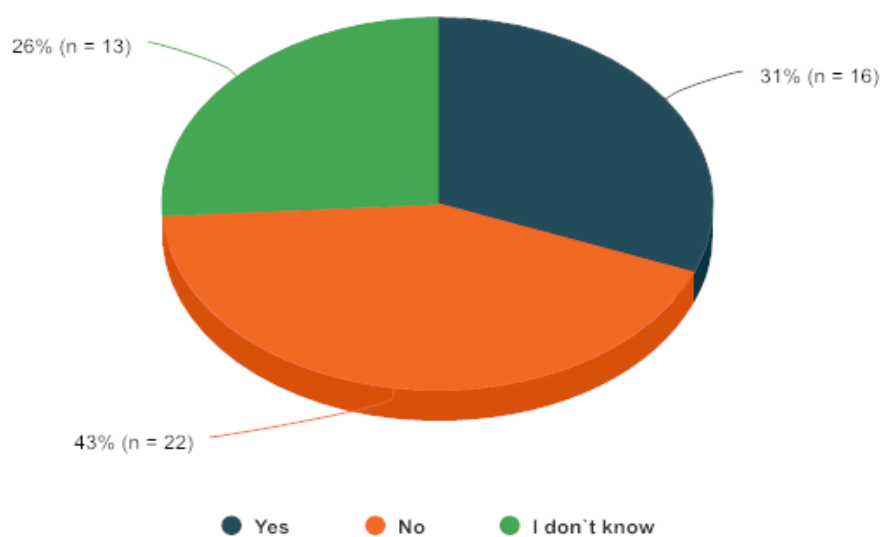
Vastaajien määrä: 39, valittujen vastausten lukumäärä: 56



	n	Percent
I believe it will impact my work conditions negatively	8	20,5%
It will impact my career path negatively	2	5,1%
I feel uncomfortable addressing the event	16	41%
I might lose my job if I come forward	0	0%
I dont have any witnesses for the incidence	11	28,2%
I dont know who I should talk to	19	48,7%

21. Are there guidelines at your workplace for sexual harassment cases

Vastaajien määrä: 51



	n	Percent
Yes	16	31,4%
No	22	43,1%
I don't know	13	25,5%