

HOSPITALITY STUDENTS' UNDERSTANDING OF AND ATTITUDES TOWARD  
SEXUAL HARASSMENT IN THE WORKPLACE

by

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**ABSTRACT**

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The extent of sexual harassment in the hospitality/tourism industry has become a serious problem nation wide. According EEOC's report, the number of sexual harassment claims being filed has been increasing annually. The hospitality industry has been facing high turnover and labor cost, thus maintaining a stable and well- trained workforce is extremely important for its success.

Hospitality students are one of the major forces for the future leadership role in the industry. Their current knowledge and attitudes toward sexual harassment in the workplace may affect how they deal with the issue when they become management in the future.

This study examined 185 hospitality undergraduate students' knowledge and attitudes toward sexual harassment in the hospitality work environment. The summary

results indicate that a high percentage of students can correctly identify sexual harassment behaviors. This study also examined whether students encountered any sexual harassment behavior in their hospitality work environments. The results indicate that 37-82% of different sexual harassment behavior was found in the students' hospitality workplace. This study also asked students if their current employers provide sexual harassment policies and how management sees this issue. The results indicate that most hospitality employers do have specific sexual harassment policies, but employers fail to deliver and explain the policies and procedures effectively to their employees. In order to understand student education foundation on the university campus better, students were also asked their opinions about on-campus sexual harassment prevention education or training. Nearly half of them agree that it should be included in the curriculum and would consider taking sexual harassment training or education if it is provided on campus.

The results of this study could be used as a guide to modify the existing curriculum for hospitality education at all levels.

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## **Chapter I Introduction**

Sexual harassment is among the most prominent civil rights issues in the work environment at the end of the century (Long & Leonard, 1999). The number of sexual harassment claims filed with the Equal Employment Commission (EEOC) is rapidly growing. In 1998, more than 15,000 sexual harassment claims were filed, up from nearly 6,900 in 1991. Amounts paid out by employers charged with sexual harassment in EEOC proceedings and actions alone exploded from \$ 7.1 million in 1990 to \$ 49.5 million in 1997(O'Blenes, 1997).

EEOC defines sexual harassment as “unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct” that can influence a person’s work performance and create a hostile work environment. According to EEOC’s definition, many things that may have been acceptable in the past could be considered harassment nowadays (Hensley & Williams, 1999). Understanding that harassment can bring an organization troublesome financial loss and a negative reputation, management needs to pay more attention to the development of harassment policies. The policies need constant development and ongoing training to decrease harassment issues in the modern workplace.

As one of nation’s largest employment sectors, the hospitality and tourism industry is particularly susceptible to the harassment problem. This is based on the long hours often at night, the pressure of alcohol, the seductive of food, or the intimacy of hospitality service that makes sexual harassment a problem within the industry (Davis, 1998). The whole industry has been facing very high turnovers, high labor costs, and a shrinking supply of workers for many years, and maintaining a well- trained workforce

has become a critical issue for its success. Training for hospitality industry employees is typically limited and centers on job related tasks. Today, many employees are trained at the time of hiring and employers are frequently advised to avoid liability and the related legal expenses for sexual harassment in their work environment by having written policies and procedures. The evidence of the past twenty years suggests a human resource problem is now amplified by poor of inadequate basic and in- service training that underscores the potential problems within the industry. Harassment training is seldom offered, but is enforced through workplace policy.

Hospitality education is one of the major forces for industry leadership roles in this industry. These students' collective understanding and individual attitudes toward sexual harassment may now protect them and their staff from being sexually harassed. In addition, they must create an environment that understands and reinforces sexual harassment policies in the workplace once they become supervisors or management personnel (Eller, 1990).

The researcher conducted an informal review with hospitality students in the past six months and learned that a percentage of them had experienced or had known about sexual harassment problems that occurred in the hospitality workplace. Many of these students had encountered difficulties in finding the right solution to take regarding the encountered workplace sexual harassment situation. For the typical hospitality students, they have many opportunities to work in the industry during their college experience. They are exposed to average operational situations as well as employee, guest and social problems. Education particularly must deliver the idea effectively and correctly. It is a fact that a curriculum such as human resource management or leadership

courses sometimes fails to provide skills that will be helpful the hospitality management students after graduation.

As a greater awareness is paid to this issue in society, the industry must train and retrain employees while hospitality educators should also be responsible for ensuring students to learn about a workplace free of sexual harassment.

### **Significance of this Study**

Due to the growing number of sexual harassment cases, more attention is now focused towards establishing training and prevention courses. Some researchers have indicated that sexual harassment is one of the factors, which causes employees to be less productive, lose motivation, and is even responsible for the turnover in the hospitality industry. Hospitality students can be a major force within the industry and can play an influential role to affect change. How much do they know, how do they feel, and what else do they need to understand today toward this issue are important questions. This seems to be the first study which brings to light the connection of students and the sexual harassment issue in the hospitality workplace.

### **Co-Foundations of This Study**

Gutek's (1985) research on hotel employees' experience toward sexual harassment is one of the models used for this study. The researcher sought permission from Barbara A Gutek to use one of her research questions from her questionnaire. Eller (1990) used part of Gutek's questionnaire for her study for six Boston hotel employees.

This study will compare the differences with both studies on the same research question, "What is considered sexual harassment in the workplace?"

### **Problem Statement**

The purpose of this study is to examine students enrolled in hospitality and degree program and their understanding of and attitudes toward sexual harassment in the hospitality workplace.

### **Research Objectives**

1. To examine students' understanding or knowledge of sexual harassment in the workplace.
2. To compare differences with previous research in what is considered sexual harassment by respondents.
3. To identify if hospitality students know of or see any sexual harassment behavior occurring in their workplace.
4. To learn if hospitality students are currently working in an organization with sexual harassment policies.
5. To examine students' attitudes toward sexual harassment behavior that occurs in the workplace.
6. To identify if hospitality students need additional training or education regarding sexual harassment.

## **Definitions**

EEOC: The equal Employment Opportunity Commission. It is the federal agency that deals with employment discrimination claims.

Title VII of the Civil Rights Act of 1964: The law stated that it is discrimination to refuse to employ someone on the basis of race, creed, color and gender.

Sexual harassment: According to the guidelines of sexual harassment from Title VII of the Civil Rights Act of 1964, it consists unwelcome sexual advances, requests for sexual favors and other verbal or physical conducts of a sexual nature.

Quid Pro Quo: Latin term” this is that”. It is used when a supervisor indicates that an employee may receive higher wage, promotion, and bonus for instance in exchange for a sexual favor.

Hostile Work Environment Sexual Harassment: Sexual harassment occurs when conduct is interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

## **Chapter II**

### **Literature Review**

#### Sexual Harassment Issues in the Hospitality Industry

The extent of sexual harassment in the American workplace has been called a pandemic problem, which has been sustained for 24 years (Redbook, 1976). Some research states that sexual harassment frequently results in absenteeism, reduced productivity, lowered morale and high turnover and sometimes costly litigation. Although this problem within the hospitality industry is not fully known, research indicated that a higher percentage of employees in service jobs experience sexual harassment than any other industry (Eller, 1990). In 1986, the Equal Employment Opportunity Commission began monitoring sexual harassment cases and found that there were 2,850 filed by that year (Davis, 1998). In 1991, EEOC registered 6,883 complaints and nearly 16,000 claims were logged in 1997. The figures show that more people are willing to take actions rather than silently endure sexual harassment at work. As companies are rapidly being exposed to liability, some of the claims are not legitimate claims but sometimes frivolous charges from both women and men. As a result, companies realize that effective sexual harassment training and common understanding throughout all levels of an organization are absolutely necessary (Carey, 1998).

The hospitality industry is considered particularly susceptible to the problem due to the long hours, often at night, the presence of alcohol, the seductive of food, or the intimacy of hospitality service (Davis, 1998). Eller (1990) stated that hospitality industry employees work in a social environment, where employees in the pursuit of satisfying guests' needs encounter many different situations. The fine line between service and

entertainment can be misunderstood and lead to inappropriate expectations by the guest and employee. In addition, hospitality employees often work long and irregular hours with alternating peak and slack times. These long hours often involve nights and holiday shifts. During these schedules, they need to establish good communication with those with whom they work. Another distinctive characteristic of the industry is the need for cooperation in order for the guest-contact person to deliver the last three feet of service. Many people, including co-workers, supervisors, suppliers, and guests themselves may be involved in the exchange of service. Potentially, any of these persons can sabotage another's performance given both the integrated effort involved in some service delivery and the isolation of other service delivery situations (Davis, 1998).

In this new century, the hospitality industry is continuing to face the problem of high turnover and labor cost. Maintaining a stable workforce has become a critical issue for the entire industry. Employers are frequently advised to avoid liability and the related legal experiences of sexual harassment in the workplace by having a written policy against such behavior and a process for filling reports and working toward settling complaints (Carry, 1998). The more important issue is the vulnerability of workers in this industry and the complexity and uncertainty of the law on sexual harassment, and the employer's liability with existing policies and procedures. It is a human resource problem of sufficient magnitude that hospitality management needs to address sexual harassment and work hard to prevent it (Eller, 1990).

### **Definition of Sexual Harassment**

It is not easy to define sexual harassment according to research. The Equal Employment Opportunity Commission (EEOC), there are three sexual harassment guidelines interpreted from Title VII of the Civil Rights Act of 1964. 1) Unwelcome sexual favors. 2) Requests for sexual favors. 3) Other verbal or physical conduct of a sexual nature where submission to it is explicitly or implicitly a term or condition of an individual's employment; submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive workplace (Gilbert, Guerrier, & Guy, 1998).

### **Federal Sexual Harassment Law in the United States**

The significance of the U.S. Supreme Court's most recent decision, Harris, (see page 11) and the subsequent related legal actions are best understood in the context of the existing federal sexual harassment law. As the law has evolved, two different types of sexual harassment have been recognized. Quid Pro Quo (this is that) harassment was the first one recognized by the courts. In establishing the interpretation of what constitutes sexual harassment, the courts have been heavily influenced by the Equal Employment Opportunity Commission (EEOC). While not binding on the courts, many courts have adopted much of the language and spirit of the EEOC regulations covering sexual harassment (Enghagen, 1996).



### **Quid Pro Quo Sexual Harassment**

Quid pro quo sexual harassment was the first type recognized by the federal courts. It is the type of harassment that crosses most people's minds when they hear the words "sexual harassment." Quid Pro Quo harassment happens when getting or keeping a job is under the condition of acceptance of sexual advances, sexual favors, or other verbal or physical conduct of a sexual nature. This is the most obvious form of sexual harassment but there are also subtle forms of harassment. These other types of sexual harassment would go uncorrected if sexual harassment claims were limited to pure Quid Pro Quo incidents (BNA Communications Inc, 1992). Essentially, there are three points an employee must be able to prove to win a Quid Pro Quo sexual harassment claim:

- 1) The employee suffered unwelcome sexual harassment. Employees were subjected to sexual advances, requested for sexual favors and any other verbal or physical conduct of a sexual nature which employees found unpleasant or offensive.
- 2) The harassment was due to the employee's gender and not other factors.
- 3) As a result of the employee's reaction to the harassment, the employee's terms and conditions of employment were adversely affected (Enghagen, 1996).

### **Hostile Work Environment Sexual Harassment**

Hostile work environment sexual harassment was not recognized as a form of sex discrimination until 1986 (Enghagen, 1996). Hostile work environment occurs where workplace conduct unreasonably interferes with an employee's work performance or creates an intimidating workplace. Discussing sexual activities or dating, unnecessary touching or brushing against a person's body, and commenting on physical attributes are

examples of hostile work environment sexual harassment (BNA Communications Inc, 1992).

### **Five Basic Rules of Sexual Harassment from the Perspective of Law**

Regardless of the type of sexual harassment, there are five basic rules, which were summarized by Omilian (1986). The five basic rules define the situations under which an employer is liable for sexual harassment cases in the workplace.

- 1) An employer is legally responsible for the sexual harassment of his employees by supervisory personnel even if he had no notice of illegal conduct.
- 2) An employer may not be liable for actions by his supervisors if the illegal conduct created a “hostile offensive and intimidating workplace “and the employer had no notice of the conduct.
- 3) An employer is legally liable for the sexual harassment of its employees by co-workers only if it had actual or constructive knowledge and did not take immediate corrective action.
- 4) An employer is liable for the acts of non-employees who sexually harass employees in the workplace only if the employer has actual or constructive knowledge of the harassment and has failed to take immediate and appropriate corrective action.
- 5) An employer may be legally liable for unlawful sex discrimination if it gives employment opportunities or benefits to employees who submitted to sexual advances, but not to other employees, who were qualified but denied those employment opportunities or benefits (Omilian, 1986).

### **Sexual Harassment Cases from the Hospitality Industry**

The following three cases were selected from the hospitality industry. The first case—Harris in 1994 has been influential in some sexual harassment cases after the Supreme Court's decision on this case.

Harris: Mary Sousa brought a partially successful hostile work environment case against her employer, the Howard Johnson Ocean Plaza (Enghagen, 1996 & Sousa v Bay Shore Development Corp.d/b/a Howard Johnson Ocean Plaza, 1994). While not unprecedented, one of her claims was not typical either. The factual basis of Sousa's hostile work environment claim was that she witnessed Eric Albonher, the hotel's general manager sexual harassed other female employees. There were no allegations that Albonher directed his harassment at Sousa. The court acknowledged that, if severe and pervasive enough, witnessing others being sexually harassed can constitute the basis of a sexual harassment claim on behalf of the witness. Though insufficient evidence was found to support a such claim in this case. In addition to sexual harassment claims, she claimed to suffer unlawful retaliation under Title VII by virtue of the fact that she was fired for pursuing her sexual harassment claims (Enghagen, 1996). The court noted as follows:

Although Plaintiff adduced insufficient evidence to support a hostile sexual environment claim against her employer, there is no requirement that she prove discrimination in fact to recover for Title VII retaliation. If an employee opposes employment practices she reasonably believes to be unlawful, her dismissal for opposing such practice is actionable whether or not the practice were in fact unlawful. The retaliation claim is independent of the hostile environment claim (Sousa v. Bay Shore Development Corp.d/b/a Howard Johnson Ocean Plaza, 1994, p8).<sup>1</sup>

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<sup>1</sup> Decision of Harris: (1994) Sousa v. Bay Shore Development Corp.d/b/a Howard Johnson Ocean Plaza, p8.

This case indicated that if an employee opposes employment practices she/he reasonably believes to be unlawful, her/his dismissal for opposing such practice is actionable whether or not the practices were in fact unlawful (Enghagen, 1996).

The second case happened to a blackjack dealer who was harassed by customers in a Vegas casino hotel.

Carol Ann Powell contends that the Las Vegas Hilton Hotel & Casino fired her as a blackjack dealer because she protested sexual harassment on the property. She filed a sexual harassment lawsuit against the property, but the casino contends that Powell was fired for rudeness to customers. She was reprimanded four times for rudeness during thirteen months on the job before she was fired. Powell denied showing any rudeness in the first three incidents and she said any rudeness displayed toward a customer during the incident that resulted in her termination was to the customer's sexually harassing behavior. The casino denied that its management ignoring of Powell's complaints, and also argued that the incidents did not constitute sexual harassment. The issue raised in this case was whether a defendant employer could be held liable for sexual harassment of employees by non-employees. The U.S. District Court in Nevada ruled that an employer could indeed be held liable in such situation. The court noted that the federal guidelines promulgated to assist courts in sexual harassment cases provide that an employer may also be responsible for the acts of non-employees, with respect to sexual harassment of employees in the workplace, where the employer knows or should have known of the conduct and fails to take immediate and appropriate corrective action (Hospitality Law, 1993), because Title VII affords employees the right to work in an environment free from discrimination intimidation, ridicule, and insult. In a similar case, an employer could be

held liable of the sexual harassment for employees by non-employees, including its customers. The best action for employers is to treat alleged sexual harassment by non-employees with the same seriousness as if the allegations were against employees. Certainly, the employer may have less control over customers than employees, but the same kind of effort is necessary to ensure a non-hostile work environment.

The third case happened to another dealer who reported being treated unfairly by her manager after reporting sexual harassment incidents.

Dorothy Canada applied to be a poker dealer at the California Hotel & Casino. At the interview, she first met Steve Strauss, the poker-room manager, who had authority to hire, fire, and supervise all poker-room employees. After she submitted her employment application, Strauss asked her to dinner and Canada refused. In March 1990, Canada learned the job for which she had originally applied had been filled. She returned to the California Hotel & Casino the following month and spoke to Strauss, who said that if a position became available, he would contact her. The same evening, Strauss called Canada at home and offered her a job. Canada reported sexual harassment from Strauss for two incidents in which he told off-color jokes, comments on how good she looked in her uniform, smiling and looking at Canada a great deal, one incident in which Strauss leaned or rubbed the front of his body on the back of Canada's body and placed his hand on her shoulder, from which she moved away, and another incident in which Strauss placed his hand on her shoulder and one phone call to Canada at home. After these incidents, Canada asked to move to the swing shift, a shift Strauss did not normally work, but was refused. Once, Strauss also refused her request to leave early on account of illness. But later that same day Strauss allowed other dealers to leave early. Canada spoke

with the top management and the manager reminded Canada that she was an at-will employee and as such could be fired for any reason or for no reason. The following day, Canada reported for work in uniform with a note from her doctor indicating she was too sick to work. She gave the note to Strauss who sent her home without commenting on the fact that she had failed to comply with an employee handbook rule that requires employees to give four hours notice when they are unable to report for a shift. Five days later, when she returned to work, she received a disciplinary notice. She refused to sign the notice and the same night she was suspended and told to leave the building. A few days later, management asked her to come down for a meeting, but she refused. The court responded that factors to consider when assessing whether an effect or consequences of conduct on the working environment must be evaluated (Hospitality Law, 1993 & Canada v. Boyd Group, Inc., 809 F.Supp.771, 1992). The court said evidence showed the employer knew enough about the situation that a jury should be asked to decide that question. The court was unimpressed by the inaction of the employer. An employer may also avoid liability by taking prompt and appropriate action to remedy the situation. In this case, the defendants did not shield themselves from liability by taking prompt and appropriate action (Hospitality Law, 1993).

The three cases above emphasized some very important issues for both employees and employers when dealing with sexual harassment incidents. First of all, witnessing others being sexually harassed can constitute sexual harassment claims on behalf of the witness to support a case without sufficient evidence. The decision of Harris noted the following statement from the spirit of Title VII that “If an employee opposes employment practices she/he reasonably believes to be unlawful, her/his dismissal for opposing such

practice is actionable whether or not employment's practices were in fact unlawful" (Enghagen, 1996). Secondly, employers are responsible for assuring that the employees working environment is safe and secure. Employers could be liable for sexual harassment for employees by non-employees, such as customers or business partners. Thirdly, employers should take prompt and appropriate actions to understand harassment claims and work to solve the problem. During the investigation of harassment cases, employers should be fair to both parties (offender and defender) and do not make any decision if the evidence is still not clear. The three cases all emphasized the importance of employment's role in sexual harassment cases. Their attitudes toward the issue and how they deal with the issue all influence whether they are liable for these kinds of suits.

### **Sexual Harassment Prevention Training and Education (Management Implications)**

From EEOC's standards of sexual harassment prevention training and education, any company avoids harassment claims by taking steps to stop inappropriate behaviors in the workplace before they occur. Courts examine whether or not the company has a pre-existing sexual harassment policy and whether or not the company has taken action to prevent harassment from happening. Hospitality Law (1998-1999) reviewed the following ten points to successful sexual harassment policies:

- 1) With the assistance of legal counsel, perform a through audit of present policies and procedures for dealing with sexual harassment in the workplace;
- 2) Establish a company-wide written policy against sexual harassment. The corporate policy should define those acts that constitute sexual harassment and prohibit sexual harassment on the job. The policy should emphasize that it applies to harassment by customers as well as co-workers;

- 3) Adopt a complaint procedure. The policy should be flexible enough that an employee has options if the usual person to notify;
- 4) Publicize the policy statement. Place posters in conspicuous locations in the workplace encouraging employees to promptly report claims of sexual harassment. Advise all employees that sexual harassment is not tolerated and that such actions may constitute a violation of federal law and will lead to appropriate and immediate sanctions. Make sure that the policy is published in all personnel handbooks and company manuals;
- 5) Educate employees and supervisors on the scope of the problem and how to identify and deal with claims of sexual harassment. Since the company's greatest potential for liability rests on supervisory employees, pay special attention to this group;
- 6) Make sure employees are aware of the complaint procedure, obtain a signed document from each employee acknowledging that they have read and understand the company's sexual harassment policy and reporting procedure. Put a signed copy into the employee's personnel file;
- 7) Upon receipt of a report of sexual harassment from an employee, prompt steps must be taken to fully investigate the allegations, including meeting with the victims, the alleged harasser and all witness to the alleged actions that constitute sexual harassment;
- 8) Avoid defamation claims by maintaining confidentiality of the information recovered during the course of the investigation, to the extent possible;



- 9) A complete written report should be made about the incident and all appropriate personnel actions, including training, temporary suspensions, administrative leave, oral reprimand, written warning, demotion or discharge should be considered.
- 10) Routinely review sexual harassment policies and procedures, particularly after a reported incident, to ensure employee and supervisors familiarity with rules, procedures and reporting and to secure compliance with ever changing laws and court decisions concerning sexual harassment (Hospitality Law, 1999 and Hospitality Law, 1998).

In order to reduce liability, employers should be very careful and aware of the issue, and to create an environment and attitude that sexual harassment cannot be tolerated. Sexual harassment policies and procedures are also important so that management make sure that employees know and understand what actions should they take or whom should they talk to once they suffer from or know the existence of sexual harassment incidents in the workplace. Continuous training and education to employees may also reduce employers' liability. Finally, documenting all the possible harassment cases routinely within the organization is an efficient way to update sexual harassment policies and procedures. The following page continues the necessary steps defined by the Equal Employment Opportunity Commission (EEOC) when a company investigates sexual harassment incidents.

## **Investigation of Sexual Harassment Claims**

When investigating sexual harassment claims, the following steps should be covered from EEOC's sexual harassment investigation procedures:

### 1) Conducting the investigation

Investigate every complaint as if it were true. Take the employee seriously. If the management handles the situation properly, they may avoid a lawsuit. Separate the parties immediately and make sure that the separation does not look like retaliation.

Have a neutral party conduct the investigation. Consider using an outside consulting firm. If not, make sure the person conducting the investigation is properly trained. The person conducting the investigation should not be close to either the alleged victim or alleged harasser. Personal opinions about what happened should not be shared. Suspend judgment until all facts are known. Show empathy toward both the accuser and the accused. Respond to both parties. Tell them the company understands their position and be sincere and refrain from patronizing.

Interview everyone involved. Make sure every possible source of information is reached. Ask both parties to compile a list of people that should be talked to as part of the investigation.

### 2) During the investigation

Communicate with other employees. It is fine to let other employees know that a complaint was made. Make sure the company maintains confidentiality and avoids naming names.

Follow-up with the parties. The work environment for both parties is likely poor and the company must do everything to make it easier. Give the parties the opportunity to ask questions about the investigation.

### 3) After the investigation

Continue to communicate. If no harassment was found, help the accused recover.

The wrongfully accused person is now a victim. If harassment was found, make sure the proper methods are taken to avoid a future incident.

Check employee policy and make sure it clearly states that there will be no tolerance for sexual harassment (Hospitality Law, 1999).

Investigation is one of the most important processes to sexual harassment incidents. If employers can handle the situation and investigation appropriately and lawfully, they may also reduce the chance of liability. In addition, investigation gives both parties (harasser and defender) the chance to state the situation and their interpretations. If the procedures mentioned above are taken promptly and correctly, employees and employers may solve internal problems and reduce or limit legal exposure.

### **On-Campus Sexual Harassment Prevention Training and Education**

Sexual harassment is a problem not only in United States but also worldwide. Students may be exposed to sexual harassment situations in the family, school, and workplace. Evidence suggests that some students are exposed to sexual harassment in the process of seeking employment and students have difficulty finding the right solution.

At this university, hospitality students have noted that they do receive limited sexual harassment education or training, from classes such as, human resource management, organizational leadership, training systems, and women's studies. As sexual harassment is part of human resource management; it becomes a topic area only briefly touched upon during class time. Another issue is that some of these classes are not required for hospitality students to graduate. If students choose not to register in any of the classes, they may never be exposed to the procedures and steps to manage sexual harassment in the workplace. If students do not enroll in these types of courses, industry will have to assume the responsibility to educate the hospitality student about sexual harassment and the legal, social and workplace procedures associated with sexual harassment.

## **Chapter III**

### **Methodology**

The purpose of this study is to examine hospitality major students' attitudes and understanding of the sexual harassment issue in the workplace. In addition, to understand how sexual harassment policy and training are practiced in the hospitality work environment. Finally, examine whether students need additional training or education before graduation.

#### **Survey Instrument**

In order to test the objectives above, a questionnaire was designed to determine the outcome of this study. A combination of Gutek's study of hotel employees' opinions toward the issue in 1985 and a self-administered questionnaire was used to survey a sample of hospitality/tourism students on campus. The questionnaire comprised 27 questions, divided into six major parts.

1. To include general information such as gender, year in college, years in industry, and number of companies they worked for (multiple choice questions).
2. The researcher sought and was given permission from Dr. Gutek from the University of Arizona-Tucson to adapt part of her 1985 study. The second part was titled "Is this considered sexual harassment in the workplace?" This part was to test participants' understanding of sexual harassment. There are seven true/false questions for participants to identify what is considered sexual harassment.

3. The third part was the same seven true/false questions to examine whether participants happened to see or know if those behaviors occur between management/employees, supervisors/employees, and customers/employees in the latest companies they worked for or they are currently working for. The same questions were used to test whether those behaviors happen in the organization or whether participants were alert to the situations (true/false questions).
4. The fourth part generally examined how well sexual harassment policies applied in the workplace, and students' understanding of how management and companies see this issue. This part was designed to test not only the company part but also students' attitude toward sexual harassment cases if they were harassed and the reason why they would not report the incident (multiple choice questions and check list).
5. The fifth part basically examined students' opinions as to whether they think they have sufficient knowledge of this issue and if additional training or education on campus will be beneficial to their current and future career (check list and Likert scale).
6. In the sixth part, participants were allowed to add any comments about the sexual harassment issue in the workplace and sexual harassment prevention training and education on campus (open-ended question)

### **Sample Selection**

This population in this study is all undergraduate students who study the hospitality and tourism major at the University of Wisconsin-Stout. There are an

estimated 506 undergraduate students in the department and 185 students were selected from eight classes. The sample was selected by convenience methodology. The researcher picked those classes to avoid duplicate samples, for example, the same courses (hospitality accounting and hospitality finance) in different levels or the same courses in different class times. The samples were selected to balance the distribution of participants' year in college according to the common sense that freshmen are in the 100 level, sophomores in the 200, juniors in the 300 and seniors in 400 level classes. The following table indicates the classes and sample number from a specific class. They are listed in Table 1 below:

Table 1  
Sample Selection

Class Level	Class	Sample Number
100	Introduction of Hospitality	38
200	Tourism Goods & Service	22
200	Tourism Goods & Service	11
300	Hospitality Accounting	22
300	Hospitality Accounting	19
300	Wine and Spirits	34
400	Hospitality Finance	27
400	Hospitality Finance	12

n=185

### **Pilot Test**

In order to increase the reliability and validity of this study, a pilot test was conducted with five hospitality and tourism students between October 17 and October 30, 2000. In addition, professors from hospitality/tourism department and applied psychology/guidance department offered design and content suggestions for this questionnaire

### **Survey Administration**

The survey was conducted from November 6 to November 9, 2000, a week based schedule. The researcher distributed each survey in person to the above 8 classes in the beginning of the class session. The researcher simply introduced herself and the study, and then read the consent form with the advisory “It is not anticipated that this study will bring any social and medical risks to you. All the information gathered will not contain your name and will be kept strictly confidential. If at any time, you wish to stop participating in this research, you may do so, just inform the researcher.” The advisory was emphasized that samplers’ participation in this research was voluntary and all the information gathered would be confidential and anonymous. There were some students who were enrolled in two classes among the eight that were selected. Those students informed the researcher that they have already participated in the survey and refused to complete a second survey. It was not anticipated the chance of duplicate respondents was found in this study.



### **Data Analysis**

The total sample for this study is 185 and the data was entered and analyzed through the Statistical Program for the Social Science (SPSS). Frequency counts, percentage distributions, correlation, and ANOVA<sup>2</sup> analysis were used to the objectives.

### **Limitations of This Study**

The following limitations have been noted by this study:

1. The low sample size means that the results may not accurately represent the population;
2. Sample was selected only from a single university, the results cannot be generalized to the entire university or other programs;
3. Random sample was not used in this study, the results may be influenced by the sampling method used.

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<sup>2</sup> ANOVA is an analysis, which compares difference between two or more groups.

## **Chapter IV**

### **Research Findings**

The study is designed to understand students' attitudes towards sexual harassment in the workplace as viewed by this university's hospitality major. A combination of Gutek's (1985) and a self-administered questionnaire was used to survey 185-hospitality undergraduate students from the University of Wisconsin-Stout. Findings were analyzed through the Statistical Program for the Social Science (SPSS) and discussed individually according to each of the total six parts of the questionnaire and the research objectives listed below:

1. To examine students' knowledge and understanding of sexual harassment in the work environment;
2. To compare differences with previous research in what is considered sexual harassment by respondents;
3. To identify if hospitality students know of or see any sexual harassment behavior occurring in their workplace;
4. To learn if hospitality students are currently working under an organization with sexual harassment policies.
5. To examine students' attitudes toward sexual harassment behavior occurs in the workplace;
6. To identify if hospitality students need additional training or education regarding sexual harassment.

## Demographic Data

The demographic data includes gender, year in college, experiences in the industry and numbers of companies worked for and each category was discussed separately as follows:

Gender: There were 89 male (48.1%) and 96 female (51.9%) students participating in this research (Table 2).

Table 2

### Gender of Respondents

Gender	Frequency	Percentage
Male	89	48.1
Female	96	51.9

n=185

Year in College: There were 23 freshmen (12.4%), 15 sophomores (8.1%), and 47 juniors (25.4%) and 100 seniors (54.1%) participating in this research. The sample selection procedure the researcher used resulted in an uneven distribution of samples' year in college. More than half of the respondents were seniors (Table 3).

Table 3

### Respondents' Year in College

Year in College	Frequency	Percentage
Freshman	23	12.4
Sophomore	15	8.1
Junior	47	25.4
Senior	100	54.1

n=185

Experiences in the Hospitality or Tourism Industry: There were 15 out of the 185 respondents with no experience in the industry. The average work experience of all respondents is 45.79 months. It is about three years and 9-10 months on an average.

Numbers of Companies Worked for: The average companies worked for of 185 respondents is 2.73 companies (Table 4).

Table 4

Numbers of Companies Worked for by Respondents

Number of Company	Frequency	Percentage
0	15	8.1
1	36	19.5
2	38	20.5
3	43	23.2
4	27	14.6
5	13	7.0
6	7	3.8
7	1	.5
8	3	1.6
9	2	1.1

n=185 M=2.73

The following sections will discuss the findings of this study by individual research objectives.

**Objective 1: To examine students' understanding of sexual harassment in the workplace**

In part II of the questionnaire, the researcher used one of the survey questions from Gutek's study in 1985 to help students determine what is considered sexual harassment. According to the definition by EEOC above, five items include "insulting

sexual comment”, “complimentary sexual looks/gestures”, “insulting sexual looks/gestures”, “sexual touching”, “expected sexual activity with job consequences” could automatically be categorized as sexual harassment behaviors. “Expected socialization outside of work with job consequence” and “non-sexual touching” contain potential elements to create a hostile or offensive work environment. Sexual harassment is very hard to define and each individual has different point of view in seeing sexual harassment. In this study, the outcomes of this research objective were analyzed in three different ways. First of all, the sample was analyzed by frequency and percentage measure to examine students’ understanding toward sexual harassment behaviors (Table 5). In the category of “insulting sexual comments”, 172 people (93%) think it is sexual harassment while 13 people (7%) do not think so. But 104 out of 185 respondents (56.2%) think “complimentary sexual looks/gestures” is sexual harassment while 81(43.8%) of them think it is not. Approximately 165 people (89.2%) consider “insulting sexual looks/gestures” as sexual harassment and on the other hand, 20(10.8%) of them think it is not. Forty-seven respondents (25.4%) think “non-sexual touching” is sexual harassment but 135(74.6%) of them have the opposite opinion. In the item of “sexual touching”, 172 respondents (93%) think it is sexual harassment while 13(7%) of them think it is not. Eighty-six people (46.5%) answered yes in “expected socialization outside of work with job consequences” and 99(53.5%) answered no in this item. In the last item, “expected sexual activity with job consequences”, 154 out of 185 respondents (83.2%) answered yes and 31(16.8%) answered no. It was anticipated that respondents have different points of view toward sexual harassment today. This maybe due to the high volume of sexual harassment cases exposed in the media. This awareness results in

company's or individual's increased attention to the issue. In this study, some respondents failed to recognize behaviors such as "insulting sexual comments", "sexual touching", "insulting sexual looks/gestures" and "expected sexual activity with job consequences" as sexual harassment behaviors. People who consider some sexual harassment behaviors as not unwanted or unwelcome to them, should pay more attention not to offend other people with those behaviors.

Table 5

Is This Considered Sexual Harassment?

	Yes	No
Insulting sexual comments	93.0%	7.0%
Complimentary sexual looks/gestures	56.2%	43.8%
Insulting sexual looks/gestures	89.2%	10.8%
Non-sexual touching	25.4%	74.6%
Sexual touching	93.0%	7.0%
Expected socialization outside of with job consequences	46.5%	53.5%
Expected sexual activity with job consequences	83.2%	16.8%

n=185

Secondly, the differences in responses between genders to those items were compared. In the item of "insulting sexual comments", 83 males (44.9% within total) and 89(48.1%) females consider it sexual harassment while 6 males (3.2%) and 7 female (3.8%) consider it is not (chi=. 884). Forty-six males (24.9%) and 58 females (31.4%) consider "complimentary sexual looks/gestures" as sexual harassment behavior but 43 males (23.2%) and 38 females (20.5%) consider it is not (chi= .232). Seventy-nine males (42.7%) and 86 female (46.5%) think "insulting sexual looks/gestures" is sexual

harassment and 10 males (5.4%) and 10 females (5.4%) think it is not ( $\chi^2 = .858$ ). Twenty-two males (11.9%) and 25 females (13.5%) think “non-sexual touching” is sexual harassment and 67 males (36.2%) and 71 females (38.4%) think it is not ( $\chi^2 = .836$ ). Eighty-three males (44.9%) and 89 females (48.1%) consider “sexual touching” is sexual harassment while six males (3.2%) and seven females (3.8%) consider it is not ( $\chi^2 = .884$ ). Forty-two males (22.7%) and 44 females (23.8%) think “expected socialization outside of work with job consequences” is sexual harassment and 47 males (25.4%) and 52 females (28.1%) think it is not ( $\chi^2 = .853$ ). The last situation is “expected sexual activity with job consequences” and respondents answered as follows: 75 males (40.5%) and 79 females (42.7%) answered it as sexual harassment while 14 males (7.6%) and 17 females (9.2%) answered it as no ( $\chi^2 = .719$ ). The gender distribution of this study was quite even (male=89 and female=96). The study indicated that the seven situations above considered as sexual harassment have no statistically significant difference between genders in each individual situation. Table 6 indicated percentage of respondents considered items as sexual harassment to total sample by gender.

Table 6: This is considered sexual harassment (By Gender)

	Male	Female
Insulting sexual comments	93.3%	92.7%
Complimentary sexual looks/gestures	51.7%	60.4%
Insulting sexual looks/gestures	88.8%	89.6%
Non-sexual touching	24.7%	26.0%
Sexual touching	93.3%	92.7%
Expected socialization outside with job consequences	47.2%	45.8%
Expected sexual activity with job consequences	84.3%	82.3%

n=185 % within gender

**Objective 2: To compare differences with previous research in what is considered sexual harassment by respondents**

This study was compared to Eller's (1990) by using the same question from Gutek's (1985) to survey 134 people for seven major Boston hotels. Eller's study indicated there were statistically significant differences ( $p = .05$ ) between men and women in six of the situations (except for non-sexual touching) considered as sexual harassment. In this study, 185 people were selected but there is no evidence indicating there is significant difference between men and women in considering those items (Table 7). Eller's study did not mention the number of respondents by gender, thus this might be one reason that the outcomes of both studies went opposite ways. Eller's study is now ten years old. People today have more access to understand sexual harassment issue, such as that sexual harassment behaviors happen not only to females but also males. Most companies today do also provide sexual harassment policies and training to decrease their liability. As Table 7 listed, Eller's study indicated large differences between genders in each item while in this study the differences between genders are quite small. This study also indicated that males today consider sexual harassment as serious as females.



Table 7

What Is Considered Sexual Harassment? (Comparison to Eller's Study)

	Students(2000)		Eller (1990)	
	Men	Women	Men#	Women#
Insulting sexual comments*	93.3%	92.7%	62.2%	93.3%
Complimentary sexual looks/gestures*	51.7%	60.4%	15.6%	42.7%
Insulting sexual looks/gestures*	88.8%	89.6%	42.2%	82.0%
Non-sexual touching	24.7%	26.0%	6.7%	22.5%
Sexual touching*	93.3%	92.7%	62.2%	93.3%
Expected socialization outside of work with job consequences*	47.2%	45.8%	60.0%	95.5%
Expected sexual activity with job consequences*	84.3%	82.3%	80.0%	98.9%

Significant level: \* = .05 in Eller's Study #Eller's Study

While compared to Gutek's (1985) study (Table 8), the difference between genders in each category was not as large as the difference in Eller's study. Gutek's study was done to 293 hotel employees. The results explained that men and women have close percentages in "sexual touching", "expected socialization outside of work with job consequences", and "expected sexual activity with job consequences". There is about a 15% difference between genders in the category of "insulting sexual comments" and there is a 10% difference in "complimentary sexual looks/gestures". In "insulting sexual looks/gestures", there is about a 20% difference between men and women and about 14% differ in "sexual touching". Compared to Gutek's study, this study indicated a balance between genders in seeing what is sexual harassment. Men's percentages especially in each category, have higher percentages compared to both Gutek's and Eller's studies.

Table 8

What Is Considered Sexual Harassment? (Compared to Gutek's Study)

	Students (2000)		Gutek (1985)	
	Men	Women	Men*	Women*
Insulting sexual comments	93.3%	92.7%	70.3%	85.5%
Complimentary sexual looks/gestures	51.7%	60.4%	18.9%	28.9%
Insulting sexual looks/gestures	88.8%	89.6%	61.6%	80.3%
Non-sexual touching	24.7%	26.0%	6.6%	7.3%
Sexual touching	93.3%	92.7%	58.6%	84.3%
Expected socialization outside of work with job consequences	47.2%	45.8%	91.1%	95.8%
Expected sexual activity with job consequences	84.3%	82.3%	94.5%	98.0%

**Objective 3: To identify if hospitality students know or see any sexual harassment behavior occurred in their workplace**

This objective was to test if hospitality students see or know of any sexual harassment occurring in their hospitality work environment. In part III of the questionnaire, the seven situations above were used again to test this research objective. Result was listed as follows:

**Situations Occurred in the Workplace**

One hundred and seventy respondents with hospitality/tourism work experience were considered eligible. In part III of the questionnaire, respondents were asked to consider their current employment regarding to the same seven situations. One hundred and ten people (64.7%) answered yes and 60 people (35.3%) answered no in "insulting sexual comments". One Hundred and thirty-eight respondents (81.2%) have ever seen or

known “complimentary sexual looks/gestures” occurring in the workplace and 32 respondents (18.8%) have not. In “insulting sexual looks/gestures”, One hundred and five people (61.8%) responded yes and 65 people (38.2%) responded no. One hundred and forty-one respondents (82.9%) answered yes in “ non-sexual touching” while 29 respondents (17.1%) answered no. In “sexual touching”, 69 people (40.6%) responded yes and 101 people (59.4%) responded no. Sixty-three respondents (37.1%) answered they have known or seen “expected socialization outside of work with job consequences” and 107 respondents (62.9%) have not. Forty-five people (26.5%) answered yes in “expected sexual activity with job consequences” and 125 people (67.6%) answered no (Table 9). The result demonstrated that sexual harassment happens frequently in the students’ workplace. The percentages of each category are quite high considering the magnitude and size of the hospitality industry.

Table 9

Situations Occurred in the Workplace

	Frequency	Percentage
Insulting sexual comments	110	64.7
Complimentary sexual looks/gestures	138	81.2
Insulting sexual looks/gestures	105	61.8
Non-sexual touching	141	82.9
Sexual touching	69	40.6
Expected socialization outside of work with job consequences	63	37.1
Expected sexual activity with job consequences	105	61.8

n=170

**Objective 4: To ascertain if hospitality students are currently working under an organization with sexual harassment policies**

This objective is testing whether students are working under a company with sexual harassment policies, whether they received sexual harassment policies or education through orientation, employee handbook, or training. In part IV of the questionnaire, from question one to three, the respondents were asked to answer how is the sexual harassment issue considered and worked out within the company students are currently working for. Three separate issues will be discussed as follows:

**Sexual Harassment Policies**

One hundred and twenty-three respondents (72.4%) answered they have specific sexual harassment policies, 16 respondents (9.4%) answered no, and 31 respondents (18.2%) answered unsure (Table 10).

**Table 10**

**Does Your Company Have Specific Sexual Harassment Policies?**

	Frequency	Percentage
Yes	123	72.4
No	16	9.4
Unsure	31	18.2

n=170

Most companies do provide some sexual harassment policies to employees in order to train and educate employees to prevent harassment behaviors. The more

important issue is that companies do not want to get into sexual harassment litigations. They need to be responsible for the safety/security of all employees within the workplace. In this study, 16 people responded that their companies do not have specific sexual harassment policies and 31 of them responded they are unsure if their companies do have policies or not. The results indicate that a percentage of hospitality students are not working under harassment training or policies. This means that the students and their fellow workers are at risk when workplace policies are absent.

#### Sexual Harassment Policies Received

One hundred and seventeen people (68.8%) responded that they received sexual harassment policies either in an employee handbook or orientation/education. Forty-two people (24.7%) did not receive them and 11 people (6.5%) are not sure whether they received them or not (Table 11).

Table 11

#### Sexual Harassment Policies Received Status

	Frequency	Percentage
Yes	117	68.8
No	42	24.7
Unsure	11	6.5

n=170

### Serious Management Issue

Sixty-nine people (40.6%) consider sexual harassment as a serious management issue, 66 people (38.8%) consider that it is not, and 35(20.6%) of 170 respondents are not sure (Table 12).

Table 12

### Serious Management Issue

	Frequency	Percentage
Yes	69	40.6
No	66	38.8
Unsure	35	20.6

n=170

In this study, less than half of the sample (40.6%) responded that management sees sexual harassment as an important issue while nearly 60% of them responded either management do not see it as an important issue or respondents are unsure how management views this issue. The percentage is quite high that management does not appear to have clear view of sexual harassment occurring in the workplace. This could underscore the primary issue of unprepared management a transient workforce and staff training error.

### **Objective 5: To examine students' attitude toward sexual harassment behaviors occurring in the workplace**

This objective is to test students' attitude toward sexual harassment behaviors occurring in the workplace. Are they going to report the incidents and whom are they

going to report to? There was another hypothesized question, “If you were sexually harassed in the workplace, the reason you would not report is because...” This question was designed to test factors which prevent them from reporting the behaviors occurring in the workplace. In part VII of the questionnaire, the respondents were asked to answer the following two questions:

To Whom Would They Report Sexual Harassment Incidents?

One hundred and twenty-one students (71.2%) responded that they would report to management if they were experiencing sexual harassment in the workplace. Eleven of them (6.5%) will report to co-workers and 17 of the samples (10.0%) will tell friends. Four respondents (2.4%) answered “parents”, and three of them (1.8%) will choose to report to an on-campus sexual abuse counselor. Thirteen of them (7.6%) will not report and one respondent (.6%) answered “other” in the situation if management is involved in the case (Table 13).

Table 13

To Whom Would They Report Sexual Harassment Incidents to

	Percentage
Management	71.2
Co-Workers	6.5
Friends	10.0
Parents	2.4
On-campus sexual abuse counselor	1.8
Will not report	7.6
Other	.6

n=170

Those numbers indicated that a high percentage of the students (71.2%) take the right first step that they will report to management. Nearly 19 % of them are going to report to co-workers, friends, and parents. It is fine if only those people could give students good advice to report to management or supervisors in time. Around two percent of them would report to an on-campus counselor. The student counselors will give students the correct direction to remedy a harassment situation at the workplace. There are some students (7.6%) choosing not to report. Even the percentage is not high; it maybe viewed as a lack of understanding on how to report or a personal view of sexual harassment that does not enable a feeling that a report is necessary.

#### Reasons for Not Reporting Sexual Harassment Behaviors

This is a hypothesized question that if students were sexually harassed in the workplace, the reason they would not report is because... Nine respondents (5.3%) answered they do not know whom to talk to and 76 respondents (44.7%) answered they do not feel comfortable doing so. Six of them (3.5%) responded that the work environment is hierarchical and they do not want to get in trouble. Thirty-four of them (20.0%) answered that it is a short-term job; just let it go. Forty-five students (26.5%), the second largest group responded they have other reasons why they would not report an incident (Table 14).



Table 14

Reasons Would Not Report Sexual Harassment Behaviors

	Percentage
Do not know whom to talk to	5.3
Do not feel comfortable to do so	44.7
Hierarchical workplace	3.5
Short-term job	20.0
Other	26.5

n=170

Nearly half (44.7%) of the students responded that they do not feel comfortable in reporting sexual harassment behavior once it occurs. Hospitality management and educators need to provide students the standards that allow understanding of how and when to report sexual harassment. Management must create a work environment that allows for the reporting and follow up of such incidents.

**Objective 6: To identify whether hospitality/tourism students need additional training or education toward the issue**

Part V of the survey was to identify students' self-measurement of sexual harassment prevention knowledge and inquire their opinions for additional sexual harassment prevention training or education on campus. Questions toward this objective will be discussed as follows:

**Sufficient Sexual Harassment Preventing Knowledge**

One hundred and thirty-three of the respondents (71.9%) answered that they consider themselves have sufficient sexual harassment preventing knowledge while 26 of them (14.1%) answered no. There are still 26 of them (14.1%) unsure (Table 15). In this study, it is also indicated that students' work experience has no statistical correlation to

their consideration of themselves to have sufficient knowledge in preventing the issue in the workplace ( $r = -.008$ ). It says that students' knowledge towards sexual harassment prevention in the workplace is not related to how long they have worked in the industry.

Table 15

Sufficient Knowledge Toward Sexual Harassment

	Percentage
Yes	71.9
No	14.1
Unsure	14.1

n=185

Sexual Harassment Training/ Education Received on Campus

In part V of the questionnaire, samples were asked how much sexual harassment training/education they received on campus. Six of them (3.2%) answered too much and seven of them (3.8%) answered a lot. Sixty-four of the students (34.6%) responded enough and 38 of them (20.5%) responded not enough. Seventy of the total respondents (37.8%) answered none (Table 16).

Table 16

Sexual Harassment Training/Education Received On Campus

	Frequency	Percentage
Too much	6	3.2
A lot	7	3.8
Enough	64	34.6
Not enough	38	20.5
None	70	37.8

n=185 M=3.8 S.D.=1.07

A very few percent of people (7%) think that they received too much or a lot of training and education on campus. Thirty-four percent of them consider they got enough on the topic. Around 58 % of the total respondents think they did not receive enough or none sexual harassment training and education. The importance of this question underscored the issue that 58% of the students noted they had seen exposed to little or no sexual harassment education. Some classes such as hospitality human resource management and other courses may provide a limited knowledge of sexual harassment, but can be limited as it depends on many factors such as instructors, time, and weekly curriculum. It is not assumed that every student takes one of the classes, thus a student gets most of the sexual harassment knowledge from workplace, friends, family, or his/her own.

#### On-Campus Sexual Education/Training v.s Chance of Sexual Harassment in the Workplace

Participants were asked the question—Do you think on-campus sexual education/training will decrease the chance of students being sexually harassed in the workplace? Nine of them (4.9%) strongly disagree and 28 of them (15.1%) disagree. Sixty-six of the students (35.7%) answered neutral. Seventy-one of them (38.4%) agree and 11 of them (5.9%) strongly agree (Table 17).

Table 17

On-Campus Training/Education v.s. Chance of Sexual Harassment in the Workplace

	Frequency	Percent
Strongly disagree	9	4.9
Disagree	28	15.1
Neutral	66	35.7
Agree	71	38.4
Strongly agree	11	5.9

n=185 M=3.25 S.D=. 95

Opinions in Taking Sexual Harassment Training/Education On Campus

In part V of the questionnaire, students were asked to give their opinions in taking sexual harassment training/education on campus. Forty-seven respondents (25.4%) answered "yes", that they would take workplace sexual harassment prevention training or education on campus if it were provided. Eighty-four of them (45.4%) responded "no". Nearly 30 people answered "no" in this section are because they think they are capable of dealing with the issue. Seven people have received some sexual harassment prevention knowledge from other classes. Nine people will graduate soon and they do not have time to take any additional class. Five of the respondents think it is not necessary while three of them have no interest. Three of them do not care about the issue in the workplace. The rest of the respondents wrote reasons such as "sexual harassment is common sense", "other people should learn how to respect", "people deal with it themselves once it occur", "it is not a big issue", and "women cannot prevent being sexual harassed anywhere". Some respondents that think they would not be sexually harassed since they are males. Research has indicated that sexual harassment happens not only to females but

males as well. The largest group (29.2%) think they would consider taking workplace sexual harassment prevention training/education on campus if it were provided.

Table 18

Opinions In Taking Sexual Harassment Training/Education On Campus

	Frequency	Percent
Yes	47	25.4
No	84	45.4
Under Consideration	54	29.2

n=185

**Suggestions and Comments from Respondents Regarding This Study**

In the last part of the questionnaire, students were asked to add any suggestions or comments they might have regarding this study. Those comments and suggestions were categorized as follows:

Toward Sexual Harassment Issue

1. Students view sexual harassment as a serious issue in the workplace and society; a number of the students agree that it would be good for them to know and understand more about this issue before they assume jobs in the workplace.
2. Students suggest that sexual harassment is not just something you learn about or know about from someone; everyone should learn to respect other people. People should always obey the rules to decrease sexual harassment incidents.

3. Sexual harassment happens frequently in the workplace. Some people may be too sensitive to this issue but on the other hand, people should be always sensitive to fight for their secure and safety within the working environment.

#### Toward Sexual Harassment Training and Education

1. Some students suggest extra training and education would be beneficial for them and their future career planning.
2. Students suggest that sexual harassment prevention training and education should be provided. They also indicated that a one-day class or seminar would be sufficient and efficient for them since most of them already have a high awareness of the issue.

## Chapter V

### Summary and Recommendations

This chapter will summarize the significant findings and conclusions of the study. Recommendations for further study toward increasing awareness of sexual harassment in the workplace will be also discussed.

### Statement of Problem and Research Objectives

Sexual harassment has become one of the most serious human resource management issues in the modern workplace. Hospitality/tourism industries are particularly susceptible to this problem due to irregular working hours, expectations between service and entertainment misunderstandings, and other work environment issues. Hospitality undergraduate students are preparing themselves for key positions in the industry and will assume a leadership role in the future. For these students, an understanding of and personal ability to respond to sexual harassment in the workplace is deemed very important.

The purpose of this study was to examine hospitality students' understanding and attitudes toward sexual harassment in the workplace. According to the research design, there were five research objectives, discussed as follows:

1. To examine students' understanding or knowledge of sexual harassment in the workplace
2. To compare differences with previous research in what is considered sexual harassment by respondents.

3. To identify if hospitality students know of or see any sexual harassment behavior occurring in their workplace.
4. To ascertain if hospitality/tourism students are currently working in an organization with sexual harassment policies.
5. To examine students' attitudes toward sexual harassment behaviors that occur in the workplace
6. To identify if hospitality students need additional training or education regarding sexual harassment.

### **Summary of Methodology**

To test the objectives, a questionnaire was designed for the study. A combination of Gutek's (1985) study of hotel employees' opinions of sexual harassment in the workplace, and a self-administered questionnaire was used to survey the target population. A sample was selected by a convenience method. Eight hospitality management classes with a total of 185 undergraduate hospitality students became the study sample. The survey was conducted between November 6 and November 9, 2000.

### **Discussion of Significant Findings**

This section is a summary of the significant findings and summary of the study. Findings were discussed based on individual research objectives.

There were 185 students participating in this study. One hundred and seventy of the students have work experience in the hospitality/tourism industry and 15 of them



have none. Their average work experience in the industry is 45.79 months and the average number of companies they worked for is 2.73.

**Objective 1: To examine students' understanding or knowledge of sexual harassment in the workplace**

In order to test this objective, the researcher used Gutek's study of hotel employees' views of sexual harassment in the workplace based on the question, "What is sexual harassment?" Seven different situations were supplied to have participants judge whether they think those situations are sexual harassment or not. In this study, high percentages identified sexual harassment in the selections of "insulting sexual comments" (93%), "insulting sexual looks/gestures" (89.2%), "sexual touching" (93%), and "expected sexual activity with job consequences" (83.2%). Fifty-six point two percent of the sample considered "complimentary sexual looks/gestures" as sexual harassment and 25.4% of them thought "non-sexual touching" as sexual harassment. Finally, 46.5% of the participants considered "expected socialization outside of work with job consequences" as sexual harassment.

In this study, the researcher also compared the differences of the seven situations between genders. It was found that there were no statistically significant differences between genders on all the seven situations mentioned above. It was also found that male respondents showed higher percentages in the selections of "insulting sexual comments", "sexual touching", "expected socialization outside with job consequences", and "expected sexual activity with job consequences".

**Objective 2: To compare differences with previous research in what is considered sexual harassment by respondents**

The study was compared to Eller's (1990) study of 143 respondents from seven Boston hotels. This study was also compared to Gutek's (1985) study. In Eller's study, a significant difference between genders was found in the seven situations (part II of the questionnaire) but not found in both Gutek's and this study. In Eller's study, the researcher did not give possible reasons to the significant differences between genders on all the seven selections and there was no comparison to Gutek's study, either. The possible reasons for the differences might be, first, the balance of gender (sample selection method) in Eller's study could not be identified from her research. Secondly, the research is ten years old and society and people's perspectives toward sexual harassment have changed over time.

When this study was compared to Gutek's study, both studies indicated that there were no significant differences between genders. This study showed higher percentages in five sections except "expected socialization outside of work with job consequences" and "expected sexual activity with job consequences". It was also found that in this study male respondents had higher percentage in all the seven sections when compared to both Eller's and Gutek's studies.

**Objective 3: To identify if hospitality students know of or see any sexual harassment behavior occurring in their workplace**

This study also researched if respondents happened to see or know of any of the same seven situations occurring in the latest company they worked for or they are

currently working for. It was found that more than 81% of respondents knew “complimentary sexual looks/gestures” and “non-sexual touching” situations occurred in their companies. About 40% of the students also indicated observing the other five situations occurring in the workplace. Those numbers provide evidence that sexual harassment exists in their hospitality or service workplace.

**Objective 4: To ascertain if hospitality/tourism students are currently working in an organization with sexual harassment policies**

Seventy-two percent of the respondents answered they have specific sexual harassment policies in their companies. Around 10% of them answered in the negative and nearly 20% of the respondents were not sure. Sixty-eight percent of the students received sexual harassment policies either in an employee handbook or orientation/education. Twenty-four percent of them answered they did not receive them and six point five percent of the respondents were not sure.

This section was to test whether students are working in an organization with sexual harassment policies, and how management sees this issue. According to EEOC, it is a company’s responsibility to establish sexual harassment prevention policies. In addition, the company needs to make sure that every employee receives these policies and knows about the use of policies and procedures.

In this section, students were also asked to answer if management sees sexual harassment as a serious issue in the workplace. According to the students’ response, 40.6% of the students think sexual harassment is a serious management issue in their workplace. Thirty-eight percent of the students replied that sexual harassment is not a

serious management issue in their hospitality work environment. There are 20.6% of the respondents unsure of management's attitudes toward the issue. The numbers above suggest that nearly 60% of the students are working in an organization whose management does not see sexual harassment as a serious issue or whose management does not appear to identify sexual harassment as a serious issue. It is important to understand if management see sexual harassment as a serious management issue in the workplace. This will then relate to how management deal with sexual harassment. This includes how much effort they will put towards sexual harassment policies and procedures, and employees' sexual harassment training and education.

**Objective 5: To examine students' attitudes toward sexual harassment behaviors happened in the workplace**

This section was to identify students' attitudes when they face sexual harassment behaviors. Who they are going to report the incidents to and what barriers they dare not report. It was found that 71.2% of them chose to report to management if they were sexually harassed in the workplace. Few of them would report to co-workers, friends, parents, and an on-campus sexual abuse counselor. Nearly eight percent of the students will not report sexual harassment in their workplace.

Another hypothetical question was to find the barriers that stop students from reporting sexual harassment incidents. It was found that 44.7% of the students choose "do not feel comfortable to do so". Twenty percent of them think it was only a short-term job, just let it go, and 26.5% of them chose "other", which reasons as follow:

1. They will definitely report the incidents to management or someone who can give the right direction and support;
2. They do not want to report the incidents because they do not want to be thought of as trouble-markers;
3. A few male respondents implied that they would not feel threatened or uncomfortable being sexual harassment by a female.

It was found above that a high percentage (71.2%) of the students choosing correct first step: to report to management. Nearly 20% of them choose to report to other people, such as parents, co-workers, friends or an on-campus counselor. It would be fine only if those persons could give students the right direction to take actions to stop the harasser, and assist students to overcome any difficulty they might meet.

When asking what might stop them reporting sexual harassment, nearly 50% of the students provided that they do not feel comfortable doing so. Twenty percent of the respondents answered “It is a short-term job and just let it be.” The rest of the respondents chose other reasons as mentioned above. It is not surprising that most students chose “do not feel comfortable to do so” and “it is a short-term job, just let it go”. The population of this study is focused on students and many of them only work temporarily in a hospitality company. Students might not be exposed to sexual harassment as much as a full-time employee. They may think it is not necessary to report someone as a harasser. In addition, students are not exposed to sexual harassment in the workplace, society, and school. Employers do not even educate them that sexual harassment is not right. Some male respondents replied that they do not feel uncomfortable if a female harasses them. One thing that some people do not notice today

is that sexual harassment is not limited between the genders but to the same gender as well. Sexual harassment is a serious issue that is growing to be more and more complicated.

**Objective 6: To identify if hospitality students need additional training or education regarding sexual harassment**

This section was to test students' self-measurement of sexual harassment prevention knowledge and their perceptions of sexual harassment training or education on campus. First of all, 71.9% of the students responded that they have sufficient knowledge to prevent sexual harassment and 14.1% of them answered in the negative. 14.1% of them were unsure if they have enough knowledge. In this study, it was also indicated that students' work experience has no statistical correlation to their consideration of themselves as having sufficient sexual harassment prevention knowledge in the workplace.

Secondly, students were asked how much sexual harassment training/education they received on campus. Measurement was made by Likert scale between too much (1) and none (5). The mean is 3.86 and standard deviation is 1.07. The result indicated that students received less than enough sexual harassment knowledge on campus.

Thirdly, students were also asked whether on-campus sexual harassment prevention education/training will decrease the chance of them being sexually harassed in the workplace. Likert scale was used again to measure their opinions from strongly disagree (1) to strongly agree (5). Mean is 3.25 and standard deviation is .95 for this part. This indicated that students are more than neutral but less than agreeing that school

sexual harassment training or education might help them from being sexually harassed in the hospitality workplace

Fourthly, if on-campus sexual harassment training or education were provided on campus, 25.4% of students answered that they would take it and 45.4% of them answered they would not. Twenty-nine point two percent of the students answered they would consider taking it. The reasons students would not take the training or education were as follows:

1. They consider themselves to have sufficient sexual harassment prevention knowledge;
2. Some people think sexual harassment should stop by those offenders building respect for other people instead of making all the people learn how to prevent being sexually harassed;
3. They have time constraints, for example, they will graduate soon or they are not allowed extra class hours.

Generally speaking, most students think sexual harassment is a serious human resource management issue in the hospitality industry. They also feel that their leadership roles in the future give them responsibilities to understand more and overcome the barriers about the issue. This study indicated a high percentage of students' understanding and attitudes toward the issue. It also found that there are still some students who need to learn and understand more about sexual harassment in the workplace. From the comments and suggestions, the researcher made the following recommendations for hospitality educators regarding on-campus sexual harassment education and training.

## **Recommendations for Hospitality Educators Regarding on Campus Sexual Harassment Prevention Education**

As hospitality educators, their responsibility is to assist students to develop their future leadership role in the industry. Hospitality educators need to focus on the subject to keep students from harmed in the workplace as well as their future employees. In this study, nearly half of the students either agree or consider that they would welcome sexual harassment training or education on campus. They see this kind of training/education would be beneficial for them to understand and know more about the issue before they assume leadership positions in the hospitality industry.

Eller (1990) suggested that hospitality educators should use their influence to establish a standard for students. Furthermore, require hospitality employers to provide job opportunities as well as anti-sexual harassment work environments as well. Educators need to counsel students on how to handle sexual harassment they encounter. For example, they need to let students know that it is not a shame being harassed. Students need to be taught to report the incidents, to state their feelings to the offender to stop the behavior, and to keep a written record of the incident. It is also educators' responsibility to enable students to avoid emotional harm and financial loss by sexual harassment. These skills can then be used in the industry to establish the same high standard in their workplace.



### **Recommendations for Further Studies**

Recommendations for further study are made as follows:

1. This study focused only on the general scope of students' opinions of sexual harassment in the workplace. Deeper questions on how management (hospitality/tourism providers) and school (educators) could assist them to be more understanding of the issue will be more beneficial for their future careers;
2. Due to the sensitivity of the topic, most students were less interested in answering essay questions, and questions, which ask for specific reasons. It might be better if more options could be listed and let respondents choose only true/false or multiple choice questions;
3. The researcher used a convenience sample method, which has resulted in more research bias and an uneven distribution of samples' demographic data (year in college). A random sampling would be a better approach for this study;
4. This study was conducted at only one university and the results can only be specific to that university. It should be broadened to include a variety of universities, two-year schools and a larger sample.

### **Conclusion**

Sexual harassment has become not only a human resource management problem but also a social problem. As the explosion of sexual harassment cases increases, people should pay more attention to this issue. Sexual harassment today has become more complicated than people ever thought it was just ten years ago. Traditionally, when people talk about sexual harassment, females seem to be the only victims. Today, males

can also suffer sexual harassment as well; furthermore, offenders of sexual harassment could be the same gender as victims.

Studies have suggested that some sexual harassment behaviors could be prevented through sufficient training and education. Management should have a specific written sexual harassment policy and make sure every employee is trained in that policy. They must also provide clear and fill procedures for employees to request sexual harassment issues. Management and supervisors must be trained to educate all employees to deal with this issue. Finally, sexual harassment policies should be updated regularly, especially when there is complaint within the organization. Educators must also be responsible to inform students about sexual harassment to prepare their future career. Hospitality students, who will be the future leaders and managers need to pay special attention to the sexual harassment issue. The hospitality industry has been exposed to sexual harassment claims more than other major industries. It is also everyone's responsibility to respect other people to decrease sexual harassment behaviors. Some students feel they "understand" what to do, and this maybe tried in a court of law. But the law says they must know ultimately hospitality management students need to be prepared through formal education programs to allow them to understand to protect the business, employee and guest from emotional and financial harm.

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## Appendix A—Questionnaire (This Study)

The purpose of this survey is to understand hospitality/tourism students' attitude toward and knowledge of sexual harassment **in the workplace**. Your participation in this study is voluntary. Please circle your answers directly on this sheet. All information is **confidential and anonymous**. Thank you for your cooperation!

### Part I—Demographic data

1. Gender            1. Male            2. Female
2. Year in college 1. Freshman    2. Sophomore    3. Junior        4. Senior
3. Experience you have in the H&T industry: \_\_\_\_\_Months and \_\_\_\_\_Years
4. Numbers of H&T companies you have worked for: \_\_\_\_\_Companies

### Part II—Is this considered sexual harassment in the workplace? (Y=YES    N=NO)

- |   |   |   |
|---|---|---|
| 1. Insulting sexual comments                                    | Y | N |
| 2. Complimentary sexual looks/gestures                          | Y | N |
| 3. Insulting sexual looks/gestures                              | Y | N |
| 4. Non-sexual touching  | Y | N |
| 5. Sexual touching  | Y | N |
| 6. Expected socialization outside of work with job consequences | Y | N |
| 7. Expected sexual activity with job consequences               | Y | N |

**(If you do not have any experience in the industry, please skip part III and part IV and answer part V)**

**Part III—Have you ever happened to see or know of the following situations occurring between supervisor/employee, employee/employee, or customer/employee in the workplace? (Please consider all the H&T companies you have worked for)**

- |   |   |   |
|---|---|---|
| 1. Insulting sexual comments                                    | Y | N |
| 2. Complimentary sexual looks/gestures                          | Y | N |
| 3. Insulting sexual looks/gestures                              | Y | N |
| 4. Non-sexual touching  | Y | N |
| 5. Sexual touching  | Y | N |
| 6. Expected socialization outside of work with job consequences | Y | N |
| 7. Expected sexual activity with job consequences               | Y | N |

**Part IV—Sexual harassment issues in your company (*Please consider the latest H&T company you worked for or you are currently working for*)**

1. Does your company have specific sexual harassment policies?  
1. Yes 2. No 3. Unsure
2. Did you receive sexual harassment policies either in your employee handbook or orientation/education when you entered the company?  
1. Yes 2. No 3. Unsure
3. Is sexual harassment considered a serious management issue in your company?  
1. Yes 2. No 3. Unsure
4. If you experienced sexual harassment in the workplace, to whom would you report the incident?  
1. Management 2. Co-workers 3. Friends 4. Parents  
5. UW-Stout sexual abuse counselor 6. Will not report 7. Other\_\_\_\_\_
5. If you were sexually harassed in the work place, the reason you would not report is because  
1. I do not know who to talk to  
2. I feel uncomfortable to do so  
3. This is a hierarchical workplace, I do not want to get into trouble  
4. It is only a short-term job, just let it go  
5. Other\_\_\_\_\_

**Part V—Sexual harassment education on campus**

1. Do you consider yourself to have sufficient knowledge in preventing sexual harassment in the workplace?  
1. Yes 2. No 3. Unsure
2. How much sexual harassment prevention education/training did you receive on campus?  
1. Too much 2. A lot 3. Enough 4. Not enough 5. None
3. Do you think on campus sexual education training /lessons will decrease the chance of students being sexually harassed in the workplace?  
1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree
4. If there were a workplace sexual harassment prevention class or training provided on campus, do you think you would take it?  
1. Yes, because\_\_\_\_\_  
2. No, because\_\_\_\_\_  
3. Under consideration

Please add your comments regarding sexual harassment in the workplace or sexual harassment

## Appendix B—Questionnaire (Gutek's Study)

### Women's Version

1. Do you ever come in contact with men at work, as co-workers, supervisors, customers, or clients? (If no, interview is terminated)  
Yes No
2. What kind of work do you do? (What is your job title? What type of industry or service do you work in?)
3. How satisfied are you with your current job? Would you say you are:
4. Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied
5. Do you have a supervisor you report to?  
Yes (ask question 5) No (skip to question 9) If yes to question 4
6. Is your immediate supervisor a man or a woman?  
Man Woman
7. Approximately how old is your supervisor? (just your best guess)
8. How many other employees report to your supervisor?  
1 2-5 6-10 11 or more Don't know None
9. In general, would you say that your supervisor has a lot of control over what you do at work, some control over what you do, or very little control over what you do?  
A lot Some Very little
10. How does your organization feel about employees dating each other? Is dating between employees discouraged, tolerated, or accepted?  
Discouraged Tolerated Accepted

11. Would you say that joking or talking about sexual harassment matters at your workplace happens frequently, sometimes, or not at all?

Frequently    Sometimes    Not at all

12. Would you say that workers swear or use rough language at work frequently, sometimes, or not at all?

Frequently    Sometimes    Not at all

13. Where you work, how much social pressure is there for women to flirt with men?

A lot    Some    No, none

14. Where you work, how much social pressure is there for men to flirt with woman?

A lot    Some    No, none

15. Thinking just about your job classification at work, are there more men, more women, or about an equal number of each?

More men    More women    Equal number    No other people in my class

16. Would it be harder for men, or harder for women, to get this kind of job, or wouldn't there be any difference?

Harder for men    Harder for women    No difference

17. Within your organization, is your job high, medium, or low prestige?

High    Medium    Low

18. There are number of things that many influence whether or not someone is hired or kept in a position. These things may or may not be given in a job description.

One of these is physical attractiveness. On your job how important is it for you to be physically attractive?

Very important    Somewhat important    Not at all important



19. Who would be more likely to be hired in your job—an attractive man, an attractive man, an attractive woman, or couldn't there be any difference?
- Man    Woman    No difference
20. At your workplace, how important is a woman's personality in the way men treat her? Would you say:
- Very important    Somewhat important    Not at all important
21. At your workplace, which would you say is more important in the way men treat a woman—her physical attractiveness or her personality?
- Physical attractiveness    Personality    No differences
22. Do you directly supervise the work of others?
- Yes (ask question 23) No (go to question 24)
23. How many people do you supervise?
24. Next are some questions about your contact with men on your job. First, how much opportunity is there for job-related talk with men?
- A great deal    Some    None
25. How much opportunity is there to talk socially with men?
- A great deal    Some    None
26. How much of the time does your job require that you work with men?
- A great deal    Some    None
27. In general, if you were asked by a man at work to engage in sexual activity, would you feel flattered or insulted?
- Flattered    Insulted    Depends    Neither

28. How often do people treat you disrespectfully at work? Would you say very often, sometimes, rarely, or never?

Very often    Sometimes    Rarely    Never

29. How often are you expected to do activities which are not formally a part of your job, such as shopping for another worker?

Very much    Sometimes    Rarely    Never

30. Do men consider your physical attractiveness above average?

Yes    No

31. Do men consider your personality above average? If yes, would you say well above average or somewhat above average?

Average/not above average    Well above average    Somewhat above average

32. There are various ways a man can behave toward a woman at work in a non-professional way. We think this is a very important part of people's working conditions, and I would like to ask you some questions about it. If any question should make you too uncomfortable, please feel free to say you prefer not to answer it.

33. Sometimes on the job, men make comments of a sexual nature that are meant to be compliments. On your present job, have you ever received sexual remarks from a man that he meant to be complimentary?

Yes    No    Decline to answer

34. On any previous job, have you ever received sexual remarks from a man that he meant to be complimentary?

Yes    No    Decline to answer    No previous job

35. Sometimes on the job, men make sexual comments that are meant to be an insult or a “put-down”. On your present job, have you ever received sexual comments from a man that he meant to be insulting?

Yes No Decline to answer

36. On any previous job, have you ever received sexual comments from a man that he meant to be insulting?

Yes No Decline to answer No previous job

37. Sometimes on the job, though they do not say anything, men make looks or gestures of sexual nature that are meant to be a compliment. On your present job, have you ever received sexual looks or gestures from a man that he meant to be complimentary?

Yes No Decline to answer

38. On any previous job, have you ever received sexual looks or gestures from a man that he meant to be complimentary?

Yes No Decline to answer No previous job

39. Sometimes on the job, even though they do not say anything, men make looks or gestures of a sexual nature that are meant to be an insult or a “put-down.” On your present job, have you ever received sexual looks or gestures from a man that he meant to be insulting?

Yes No Decline to answer

40. On any previous job, have you ever received sexual looks or gestures from a man that he meant to be insulting?

Yes No Decline to answer No previous job

41. Sometimes on the job, a man might touch a woman in a way that is not meant to be sexual. On your present job, have you ever been touched by a man in a nonsexual way?
- Yes   No   Decline to answer
42. On any previous job, have you ever been touched by a man in a nonsexual way?
- Yes   No   Decline to answer   No previous job
43. Sometimes on the job, a man might touch a woman in a way that is meant to be sexual. On your present job, have you ever been touched by a man in a sexual way?
- Yes   No   Decline to answer
44. On any previous job, have you ever been touched by a man in a sexual way?
- Yes   No   Decline to answer   No previous job
45. Sometimes on the job, a man expects a woman to go out with him with the understanding that it would hurt her job situation if she refused or would help if she accepted. On your present job, have you ever been asked by a man to go out with him as part of your job?
- Yes   No   Decline to answer
46. On any previous job, have you ever been asked by a man to go out with him as a part of your job?
- Yes   No   Decline to answer   No previous job
47. Sometimes a woman is expected to engage in sexual relations with a man with the understanding that it would hurt her job situation if she refused or help if she

accepted. On your present job, have you ever been asked by a man to engage in sexual relations as part of your job?

Yes No Decline to answer

48. On any previous job, have you ever been asked by a man to engage in sexual relations as a part of your job?

Yes No Decline to answer No previous job

49. Overall, how responsible would you say you were for this happening?

Very Somewhat Just a little Not at all Decline to answer

50. Interviewer: determine which one of the following experiences questions refer to.

Circle below:

- being asked by a man to engage in sexual relations as part of your present job
- being asked by a man to go out with him as part of your present job
- being touched by a man in a sexual way on your present job
- being asked by a man to engage in sexual relations as part of a previous job
- being asked by a man to go out with him as part of a previous job
- being touched by a man in a sexual way on a previous job
- no incidents reported

51. Now I would like to ask you about (insert description here):

52. How frequently has this happened to you?

Only once A few times Many times Decline to answer

53. Why do you think this happened?

54. What more can you say?

55. Overall, how responsible would you say you were for this happening?

Very   Somewhat   Just a little   Not at all   Decline to answer

Now, think about the person involved:

56. At the time of the experience, how long had you worked for or been associated with the man?

Less than 1 day   1 day to 2 months   2-6 months   Over 6 months

57. After the experience, would you say that you got along better, the same, or worse with the man than before the experience?

Better   Same   Worse

58. Is the man your supervisor or one of your supervisors?

Yes   No   Not applicable

59. To your knowledge, has this man behaved in the same way toward other women at work?

Yes   No   Don't know

60. What is his age? Just your guess?

15-29   30-39   40-49   50-59   60 or older

61. Is he married or unmarried?

Married   Unmarried   Don't know

62. Do women consider him above average in physical attractiveness?

Yes   No

(Interviewer, ask everyone:)

Next, I am going to read you a list of statement and would like to know, for each one, whether you strongly disagree, somewhat disagree, somewhat agree, or strongly agree with each one. Here is the first one.

- Sex roles in our society encourage women to request sexual relations from men at work.
- Many women would see it as complimentary if men at work asked them to have sexual relations.
- When a woman is asked by a man at work to engage in sexual relations, it's usually because she did something to bring it about.
- Women who are asked by men at work to engage in sexual relations could have done something to prevent it.
- Women who ask men at work to have sexual relations with them want to dominate men.
- Although they may or may not admit it, most women are flattered if an attractive man at work asks them to have sexual relations.
- Sex roles in our society encourage men to request sexual relations from women at work.
- Many men would see it as complimentary if women at work asked them to have sexual relations.
- When a man is asked by women at work to engage in sexual relations, it is usually because he did something to bring it about.
- Men who are asked by women at work to engage in sexual relations could have done something to prevent it.

- Men who ask women at work to have sexual relations with them want to dominate women.
- Although they may or may not admit it, most men are flattered if an attractive woman at work asks them to have sexual relations.

Now, I would like to ask your opinion about a few more things:

63. How many women dress to appear sexually attractive to men at work?

Most      Some    Hardly any    None

64. How many men dress to appear sexually attractive to women at work?

Most    Some    Hardly any    None

65. How many women present themselves in sexually seductive ways to men at work?

Most    Some    Hardly any    None

66. How many men present themselves in sexually seductive ways to women at work?

Most    Some    Hardly any    None

67. Are you familiar with the term of sexual harassment?

Yes    No

68. Recently, there has been some interest in what has been called sexual harassment at work. This usually refers to harassment of women by male workers, clients, or customers, but may also include female harassment of male workers.

69. We would like to find out just what the term sexual harassment means to you.

Going back to the questions I asked earlier, I want your opinion of whether or not



you consider each type of incident we mentioned as sexual harassment. For each one I read, please tell me whether yes or no or you are not sure.

- Being asked to have sexual relations with the understanding that it would hurt your job situation if you refused or help if you accepted?
- Being asked to go out with someone with the understanding that it would hurt your job situation if you refused or help if you accepted?
- Touching at work that was meant to be sexual?
- Touching at work that was not meant to be sexual?
- Looks or gestures of a sexual nature that were meant to be insulting?
- Looks or gestures of a sexual nature that were meant to be complimentary?
- Comments of a sexual nature that were meant to be insulting?

70. How much of a problem at your place of work do you consider sexual harassment to be?

A major problem      A minor problem      No problem

71. Have you ever quit a job because you were sexually harassed?

Yes    No    Decline to answer

72. Did you ever try to get a transfer or get another job within your organization because you were sexually harassed?

Yes    No    Decline to answer

73. Has being sexually harassed ever upset you enough to talk to a co-workers, friend, or someone else about the experience?

Yes No Decline to answer

74. Did you ever go after a job but give up on it because you thought that you would be sexually harassed?

Yes No Decline to answer

75. Do you feel that you have ever been refused a job because you did not respond to sexual requests or demands?

Yes No Decline to answer

76. Have you ever experienced sexual harassment in other places than at work?

Yes No Decline to answer

Finally, we would like to get some general information about you for statistical purposes only:

77. What is your highest education completed?

No 1-8 years 9-11 years 12 years Some college College Graduate or more

78. In what year you were born?

79. What is your marital status?

Married, living with spouse

Widowed

Divorced

Separated

Never married

Living together

80. What is your spouse's or partner's occupational status?

Employed full time or part time

Unemployed, but looking for a job

Not employed and not looking for a job

Retired, student, homemaker

81. Do you have any children under 18?

Yes                      No

82. How many children do you have under 18?

83. How many of them, if any, are under 6?

84. Was your approximate total family income last year?