

# **Study on Discrimination in the Hong Kong Workplace**

## **Report**

**This project is commissioned by  
Equal Opportunities Commission**

**to**

**Mercado Solutions Associates Ltd.**

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## **Executive Summary**

### **Introduction**

1. The Equal Opportunities Commission (EOC) commissioned Mercado Solutions Associates Ltd. (MSA) to conduct a study in accessing types and degrees of discrimination in the workplace, identifying common stereotyping, and soliciting views from the employers and employees on efficient ways of redressing discrimination in the workplace as well as promoting the concept of equal opportunity. This summary highlighted the major findings of the study.

2. Fieldwork for the main study was undertaken from January to April 2014. The study involved two parts, namely quantitative telephone survey and qualitative survey involving focus groups and one-to-one in-depth interviews (IDIs). For telephone survey, a random sampling of 2,008 successful household interviews over the territory was conducted. Regarding qualitative survey on employees, 18 IDIs with victims having encountered one of the 9 types of discrimination / harassment were conducted. For qualitative survey on employers, 2 focus groups of employers / human resources (HR) practitioners separately from small-and-medium enterprises (SMEs, company size of <50 employees) and larger companies (from 50 to <500 employees) were undertaken. Furthermore, IDIs were conducted with HR practitioners in 4 multi-national / listed corporations (company size of ≥500 employees).

### **Key Findings – Telephone Survey on Working Population in Hong Kong**

#### **Prevalence and Severity of Discrimination in the Workplace**

3. Of all the respondents (including persons who were working or job-seeking at enumeration), 18% claimed that they had experienced discrimination or harassment when seeking a job or during their work. Among these victims, 19% said that the incidents happened in the past 12 months before enumeration; 27% said 1–2 years ago; 34% said 3–5 years ago; 18% said 6–10 years ago and 20% said more than 10 years ago.

4. Among the victims (18% of all the respondents), the most common type of discrimination was age discrimination (64%), where 49% claimed that they encountered age discrimination when seeking a job and 22% said it happened during their work. Their median age was in a range of 40–49. The proportions of encountering other types of discrimination / harassment were listed in descending order below:

- Sex (21%)
- Sexual harassment (17%)
- Family status (14%)
- New immigration status (11%)
- Pregnancy (10%)
- Marital status (9%)
- Disability (4%)
- Race (3%)
- Sexual orientation (0.2%)

5. Relatively more of those who experienced discrimination claimed that their experiences were relating to inequity of job opportunity when seeking a job (62%). For those who experienced discrimination during work (55%), slightly more claimed that their cases were relating to inequity of work allocation (16%) and impoliteness (15%). In addition, some mentioned “inequity of promotion opportunity” (11%), “inequity of employment package (e.g. salary, working hours, working environment)” (8%), “inequity of approval of leave application” (5%) and “laid off” (2%).

6. Relatively a higher percentage of those who encountered discrimination claimed that they were engaged in wholesale and import/export trades (19%) at the time of the incident. The corresponding percentages for other industry sectors were listed in descending order below:

- Retail (16%)
- Finance, insurance, real estate and business services (16%)
- Community, social and personal services (16%)
- Manufacturing (14%)
- Restaurants and hotels (12%)
- Transport and storage (7%)
- Construction (5%)
- Communications (1%)
- Government departments (1%)
- Electricity and gas (<1%)

7. Furthermore, a higher percentage of the victims claimed that they were engaged in company sizes of 10-49 employees (40%) at the time of the incident. The corresponding percentages for other company sizes were: 17% for 1–9 employees; 14% for 50–99 employees; 20% for 100–299 employees; 4% for 300–499 employees and 14% for 500 employees or above.

8. Relatively more victims claimed that they worked as clerks (29%) at the time of the incident, followed by elementary occupations (19%), service workers (16%) and shop sales workers (12%). Comparatively speaking, lower percentages were found for managers and administrators (7%), associate professionals (6%) and professionals (7%).

9. Most of those who encountered discrimination during work claimed that the persons who discriminated against them were their superiors (75%), or were working in the position of managers / administrators (70%).

10. For those who experienced sexual harassment, relatively more worked in the industries of restaurants and hotels (22%), and community, social and personal services (20%). They were followed by finance, insurance, real estate and business services (18%), wholesale and import/export trades (15%) and manufacturing (13%). Besides, the cases of sexual harassment mostly happened in offices (62%), followed by shops (20%).

11. Of the victims, about a half (51%) did not talk with anyone about the incident. Particularly, such proportion was relatively higher among those who encountered discrimination on the grounds of disability (65%), new immigration status (57%) and age (56%).

12. The majority of those who encountered discrimination (94%) did not take any action after the incident. The most frequently mentioned reasons were “did not think it could help” (42%) and “it is common in the workplace, will not take it serious” (41%). On the other hand, among the 6% who had taken action, most of them appealed to the organization’s person-in-charge (70%) about the discriminatory incident.

### **Stereotyping relating to Employment / Work Performance of Persons of Different Background**

13. To estimate the overall extent of anti-discrimination attitude towards persons of different background in the workplace, respondents were asked about their level of agreement towards 10 statements. The majority of respondents demonstrated positive attitudes. The top 3 statements that the respondents showed positive attitudes were:

- 89% disagreed “Middle-aged persons work less efficiently than younger persons” (*age discrimination – older persons*);
- 86% disagreed “People with disabilities can only pick up junior works” (*disability discrimination*); and
- 80% disagreed “Normally, women do not pour heart into work after having baby” (*pregnancy discrimination*).

On the other hand, the bottom 3 statements were:

- 68% disagreed “Young people are not patient enough to learn, and thus it will waste company’s resources on their training” (*age discrimination – young adults*);
- 71% disagreed “The working attitude for most of the new immigrants from the Mainland is perfunctory” (*new immigration status discrimination*); and
- 72% disagreed “Staff who have young children always take leave, which causes inconvenience to the company” (*family status discrimination*).

14. An overall index was computed based on the results of these 10 statements, and presented in a scale of 0–100, where 0 denotes low tendency of anti-discrimination attitude and 100 denotes high tendency. The index was 66, illustrating a direction towards high tendency of anti-discrimination attitude.

15. When asked about the overall impression about severity of discrimination in the workplace, expressed in a scale of 0–10 (where 0 denotes “not at all” and 10 denotes “very serious”), the average score obtained was 4.0, which was below the mid-point value of 5, indicating that respondents generally considered that perhaps the discrimination might not be serious.

### **Measures for Preventing Discrimination / Harassment in the Workplace**

16. Respondents were asked to comment on the helpfulness of different measures in preventing discrimination / harassment in the workplace. Most of them ( $\geq 75\%$ ) considered the various measures very / quite helpful. The details were listed in descending order below:

- Government to enhance the publicity and public education (82%)
- Assurance to the staff – ensure confidentiality and no punitive treatment for lodging a complaint (78%)
- Provide training about discrimination ordinances for management and HR staff (76%)
- Post on the notice board – ways and channels of making complaints (76%)
- Set out the compliance for services industries – separate private changing room (75%)
- State in the employment contract – disciplinary action resulting from discriminating / harassing other people (75%)
- State in the staff handbook – guidelines for prevention of discrimination (75%)

## **Views on Equality of Job Opportunities for Disadvantaged People**

17. The survey revealed that the perceived levels of adequacy for persons of different background in receiving equal job opportunities in Hong Kong were not high (ranging from 19% to 57%). For a number of aspects, the proportions of considering “very / quite inadequate” were higher than those of “very / quite adequate” (including women with young children, single parents, pregnant women, South Asians, people with physical disabilities and those who have ever had mental illness).

18. Respondents were also asked about their perceived helpfulness of the practices / measures for promoting equality of job opportunities for disadvantaged people. The majority considered the following practices / measures very / quite helpful:

- Encourage private organizations to offer internship programmes to disabled or ethnic minority students (82%)
- Invite relevant organizations to share their good experience of employing people with disabilities (82%)
- Tax relief for organizations employing people with disabilities (81%)
- Praise the employers who implemented “family-friendly” policies by giving them awards (78%)

## **Key Findings – In-depth Interviews with Individual Employees**

### **Experiences of Discrimination / Harassment in the Workplace**

19. As minority groups occupy a small proportion of local population, the rates of encountering discrimination by ethnic minorities, persons with disabilities, new immigrants and sexual minorities in the questionnaire survey are relatively low. To supplement the information, employees who had encountered discrimination / harassment were interviewed individually and the key points mentioned by the 18 respondents relating to their experiences of discrimination / harassment were summarized in the table below.

## Study on Discrimination in the Hong Kong Workplace

Discrimination / Harassment	Details
<b>Age (older persons)</b>	<p>At the age of 40s, the respondent was given hardship at work for a period of time, and was offered the redundancy package finally.</p> <p>At the middle-age, the other respondent was firstly headed by a younger superior with less experience, and was laid off finally, giving the reason of downsizing the company.</p>
<b>Age (younger persons)</b>	<p>At the age of early 20s, the respondent was qualified for an administrative job in a trading company. However, the manager told her that the company needed a more mature staff.</p> <p>Also at the age of early 20s, the other respondent worked in a supermarket as a cashier. Since the first day that her supervisor knew her age, she was criticized about her work performance. The supervisor further said that people at her age were not serious at work.</p>
<b>Sexual harassment</b>	<p>During daily operation in the office, the expatriate business partner of the company put the hand on the respondent's shoulder and kept brushing it. He told sexual innuendo jokes and showed some lewd hand gestures.</p> <p>The superior who occasionally stationed in Hong Kong asked some embarrassing questions if the other respondent had ever visited hourly hotels (nicknamed love hotels) in Kowloon Tong. Furthermore, he required her to help checking emails in his hotel room and leaned towards her when she was reading the emails.</p>
<b>Family status</b>	<p>The respondent was applying for the position of an administrative officer. Despite she repeatedly reassured that it was fine for her to work overtime, the staff took back the contract on the table.</p> <p>The other respondent applied for a janitor work in a cleansing service company. When meeting the employer, she was asked if she had any children and family obligations. She was finally turned down.</p>
<b>New immigration status</b>	<p>The respondent earned a lower salary as compared to other cleaning workers at the kindergarten in spite of the same duties.</p> <p>The other respondent who worked as a dishware cleaning worker in a restaurant was demanded to work for long hours by the employer, who claimed that the dish washing job was the kind of job that new immigrants from the Mainland deserved to work on and were capable of doing.</p>
<b>Pregnancy</b>	<p>The respondent was applying for the position of salesperson in a jewelry shop when she was pregnant for 2 months. After telling the personnel staff that she was already pregnant, the staff asked her to leave and wait for further notice. Finally, she was not hired.</p> <p>The other respondent had been working in a financial securities company as an editor for 2 years. She was employed as a permanent staff. In an incident that when she informed the company about her pregnancy, she was asked to sign a letter of acceptance for changing her status to a contract staff, or the company would give her a termination letter.</p>
<b>Disability</b>	<p>When applying a job in a charity organization, once the supervisor observed that the respondent was limp, the supervisor just chatted with him casually without talking about his relevant job experiences, and then asked him to wait for further notice.</p> <p>The other respondent had chronic illness and worked as a laundry worker with entitled sick leave. She was forced to take annual leave when feeling sick.</p>
<b>Race</b>	<p>The Pakistani respondent possessed an advanced diploma in information technology. When seeking for relevant jobs, he always found that though he was able to meet the job requirements, he was offered a lower salary.</p> <p>The Indian respondent was working as a tutor in a private tutorial school. She was asked to perform extra duties, such as dispatching leaflets in the street, looking after the boss's kids, which were not her responsibilities as a tutor, while other Chinese tutors of the same rank were not necessary to do so.</p>
<b>Sexual orientation</b>	<p>Working in a tertiary educational institution as a curriculum planner, the respondent was once seen by the principal to openly walk along hand-in-hand with his boyfriend. Afterwards, he was notified that his promotion was voided.</p> <p>The other respondent worked in a TV broadcast company as a programme designer that he sometimes needed to attend external meetings. Upon the awareness of his sexual orientation, the Chief Executive Officer (CEO) stopped all his external works, and warned him not to tell the business partners and colleagues about his sexual orientation.</p>



### **Similarities of the Experiences of Discrimination / Harassment**

20. Some similarities were observed for the above cases. They were summarized below:

- The companies for which they experienced discrimination / harassment were locally based companies, or subsidiaries of foreign companies that adopted local company policies.
- Although the cases involved different establishment sizes, ranging from 5–10 employees to 400–500 employees, there was no written guideline or company policy in the concerned companies for protecting employees from being discriminated / harassed.
- A majority of the victims did not make an appeal to the management board of the company, and had no intention to lodge a complaint to any government department or the EOC. They considered that such actions were not helpful for redressing their situations. Moreover, some of them said they did not want to be labeled as trouble-makers.
- Most victims did not know in what ways the EOC can help if they lodge a complaint to the Commission.

## **Key Findings – Focus Groups and In-depth Interviews with Employers / HR Practitioners**

21. Opinions and attitudes on dealing with discrimination / harassment in the workplace were quite different between SMEs, larger companies and multi-national / listed corporations in various aspects. The differences were summarized in the table below.

Area	SMEs	Larger Companies	Multi-national / Listed Corporations
Awareness and knowledge of the legislation against discrimination	Only had some basic ideas but did not appear to have a good understanding	Were well aware of the 4 discrimination ordinances	
Attitudes towards the occurrence of discrimination / harassment in the workplace	They believed that they could solve the problem if there was a conflict between employees, and thus considered that the situation was generally not serious in the Hong Kong workplace.	They would obtain relevant knowledge from the EOC. Yet they considered that it was difficult to eliminate discrimination / harassment in the workplace.	They strived to avoid occurrence of such discriminatory acts in the company. They required their HR personnel to have proper training about the legislation, and would include the issue in their regular training workshops for staff.
Policy / guidelines against discrimination	No policy / guidelines against discrimination	They would more likely to provide briefing but not written policy / guidelines, depending on HR personnel's own practices.	They always followed the relevant policy / guidelines of their headquarters in foreign countries, while local listed corporations had set up their own policy/ guidelines since the introduction of discrimination ordinances in Hong Kong.
In the process of recruiting new staff	They admitted that it was unavoidable to have biased preference when selecting the candidates. For example, many of them would not hire pregnant women, regardless of their qualifications and experiences.		They believed that candidates should be selected based on their abilities and experiences meeting the requirements for the position.
Initiatives for promoting inclusion and equality of disadvantaged people in employment	They considered that the incentive programmes were not feasible in small businesses.	A few of them had already offered internship programmes to ethnic minority students and administered family-friendly practices.	They had more resources to carry out the measures in building up an inclusive working environment, such as assuring barrier-free accessibility in the office.  In fact, some of them claimed that candidates should have equal opportunities for working in their corporations, no matter whether they were disadvantaged people or not.
	They claimed that hiring persons with disabilities involved resources in altering office settings and acquiring special facilities / equipment. Instead of providing profits tax relief as incentive, they would prefer practical support from the Government, such as subsidy of wages, providing necessary facilities / equipment and professional advice.		

## **Conclusion and Recommendations**

22. About 18% of the respondents claimed that they had experienced discrimination or harassment when seeking a job or at work. Relatively more of those who experienced discrimination claimed that their experiences were relating to inequity of job opportunity when seeking a job (62%). For those who experienced discrimination during work (55%), slightly more claimed that their cases were relating to inequity of work allocation (16%) and impoliteness (15%).

23. Among the victims, the most common type of discrimination was age discrimination (64%). Given the trend of population ageing in Hong Kong, it is suggested that the EOC should consider setting its work priority on public education of promoting an age-inclusive environment and redressing age discrimination in the workplace.

24. As sexual harassment was fairly common in the workplace, the EOC has conducted surveys on sexual harassment for flight attendants and workers of service industries, with a view to urging the Government to amend the Sex Discrimination Ordinance (SDO) to protect providers of goods, services and facilities against sexual harassment by customers. The amendment helps company management personnel realize the serious nature of the problem so that the management of business organizations should take all practicable and reasonable steps to prevent sexual harassment before it occurs. It is recommended that the EOC should join hands with relevant stakeholders or trade unions to provide anti-sexual harassment training for employers and employees in the service sector.

25. The findings revealed that a relatively higher percentage of workplace discrimination occurred in company sizes of 10-49 employees (40%). Moreover, findings from the focus group discussion also revealed that employers of SMEs did not appear to have a good understanding of the 4 discrimination ordinances. In this regard, the EOC may consider allocating more resources or collaborating with relevant stakeholders in organizing more seminars, talks and company visits for the SMEs so as to combat discrimination in the workplace and promote an inclusive working environment. In particular, these training provisions should target more at the supervisory levels so as to initiate an overview of the working culture as well as formulate necessary changes to redress the issue of discrimination.

26. The findings also revealed that the majority of the victims (94%) did not take any action after the incident. The victims from the in-depth interviews generally did not want to be labeled as trouble-makers. Therefore, the publicity works could gear towards changing the misconception that “making a complaint will create troubles” in the workplace. In this respect, the EOC is recommended to provide more information about informal and formal

complaint-handling processes such that the public will have a more positive attitude and constructive approach towards lodging the complaints if such cases of discrimination did happen, and employers can accept those complaints as opportunities to improve the qualities of their employees.

27. The findings from the in-depth interviews revealed that the discrimination on the grounds of race, disability, new immigration status and sexual orientation in SMEs appeared to be rather serious. The EOC and relevant stakeholders are recommended to work closely with the SMEs or related associations in assisting SMEs in formulating policy and guidelines against discrimination in the workplace.

# **1 Background & Survey Objectives**

The Equal Opportunities Commission (EOC) commissioned Mercado Solutions Associates Ltd. (MSA) to conduct a study in assessing types and degrees of discrimination in the workplace, identifying common stereotyping, and soliciting views from the employers and employees on efficient ways of redressing discrimination in the workplace as well as promoting the concept of equal opportunity.

The key areas of investigation included:

- (1) Prevalence and severity of discrimination in the workplace, including the areas which are within EOC's ambit, and those which have not been legislated but their prevalence causes great concerns in the society;
- (2) Common stereotyping relating to employment / work performance of persons of different background;
- (3) Measures for preventing discrimination / harassment in the workplace; and
- (4) Views on equality of job opportunities for disadvantaged people.

To obtain background information about the subject matter, a literature review of discrimination in the workplace in Hong Kong and overseas countries was undertaken (refer to Appendix A).

## **2 Methodology**

The study involved two parts, namely Quantitative Survey and Qualitative Survey.

### **2.1 QUANTITATIVE SURVEY**

#### **2.1.1 Survey Coverage and Focuses**

This part is a representative survey of the Hong Kong workforce. Target respondents were defined as Hong Kong residents aged 15 or above who were working / job-seeking at the time of enumeration.

The quantitative survey aimed to quantify the results for analyzing the types and degrees of discrimination, common stereotyping relating to employment / work performance of persons of different background, as well as public views on equality of job opportunities for disadvantaged people.

#### **2.1.2 Survey Design**

The survey was conducted by means of deploying the telephone interviewing method. A random sample of residential telephone numbers was drawn systematically from the telephone database maintained by MSA. When contacting the sampled households, if more than one qualified respondent was found in the household, a target respondent was randomly selected by means of the “last birthday” random selection method, so as to ensure each qualified respondent had an equal probability for being selected for the interview. Only one qualified household member was interviewed for each household and once the selection method has defined the target respondent of the household, no replacement sample was allowed.

### **2.1.3 Enumeration Result and Fieldwork Period**

The fieldwork was conducted between February and March 2014. In total, 2,008 individuals were successfully interviewed, constituting an overall response rate of 53%. The enumeration results were summarized below in Table 1.

**Table 1: Enumeration results of the Quantitative Telephone Survey**

(A) Total no. of telephone numbers attempted	<b>5 500</b>
(B) No. of invalid telephone numbers	<b>1 697</b>
- Non-residential	72
- Fax and invalid number	563
- Non-Cantonese, Putonghua and English speaking	26
- No eligible respondent (aged 15 or above who were working / job-seeking)	1 036
(C) No. of valid telephone numbers (D + E)	<b>3 803</b>
(D) Successfully enumerated	2 008
(E) Unsuccessful cases (F + G)	1 795
(F) Refusal	1 014
(G) Non-contact	781
Response rate [ $D / C * 100\%$ ]	52.8%
Refusal rate [ $F / C * 100\%$ ]	26.7%
Non-contact rate [ $G / C * 100\%$ ]	20.5%

### **2.1.4 Weighting**

Data collected from the survey was weighted to align with the sex-age distribution of the labour force in late-2013 (issued by the Census & Statistics Department) so that findings of the survey were representative of the opinions / views of the entire labour force who aged 15 or above in Hong Kong.

### **2.1.5 Reliability of the Estimates**

Based on the sample size achieved for the survey, the margin of error for the sample estimates and the true values is about  $\pm 2.2\%$  at 95% confidence level.

### 2.1.6 Analysis of Survey Findings

The Chi-Square Test was employed to test whether there is significant relationship between the opinions of people in different sub-groups. A p-value < 0.05 was taken to indicate a level of statistical significance. When conducting the statistical tests, those who declared “refused to answer” were excluded.

## 2.2 QUALITATIVE SURVEY

### 2.2.1 Survey Coverage and Focuses

This part involved collection of information and views from employers and employees by means of focus group discussion sessions and/or one-to-one in-depth interviews. For employers, target respondents were defined as the person-in-charge from small and medium enterprises (SMEs) and the head of human resources department from large companies / corporations. For employees, this part targeted those employees who had experienced discrimination / harassment in the workplace.

The qualitative survey aimed to elicit employees’ experiences of discrimination and views of both employees and employers on measures for preventing discrimination / harassment in the workplace.

### 2.2.2 Survey Design

#### Employers

Pertaining to employers from different sizes of establishments that were anticipated to have different views and opinions towards the subject matter, they were classified into different groups for collection of views, via focus groups or in-depth interviews.

**Two separate focus groups** were conducted for:

- SMEs (with company size of <50 employees); and
- Larger companies (with company size from 50 to <500 employees).

**Four one-to-one in-depth interviews** were conducted for:

- Multi-national / listed companies (with company size of ≥500 employees).



## **Employees**

To consider that those employees who had experienced discrimination / harassment in the workplace might feel embarrassed to share their experiences in a group of people, **18 one-to-one in-depth interviews** were conducted for the following 9 types of discrimination/ harassment (i.e. 2 interviews per type):

Area	Type
Sex	➤ pregnancy discrimination
	➤ sexual harassment
Family status	➤ cases relating to the care of children or elderly dependents
Disabilities	➤ disability discrimination
Race	➤ race discrimination (South Asians / Southeast Asians)
Age	➤ young adults
	➤ older persons
Sexual orientation	➤ discrimination on the ground of sexual orientation
Immigration status	➤ new immigrants from Mainland China

## **2.3 POINTS TO NOTE**

### **Quantitative Survey**

- All descriptive statistics were reported in numbers / percentages.
- Some of descriptive percentages might not add up to 100% due to rounding of figures.
- Respondents might give multiple responses in a number of questions and therefore the sum of individual responses (numbers / percentages) would probably not add up to the total / subtotal.
- The survey covered persons who were working or job-seeking at the time of enumeration. Those who were not working or were not seeking a job in the past 7 days before enumeration were not included.

### **Qualitative Survey**

- It is not practicable to adopt scientific sampling design aimed at gathering views from a representative sample of the target population. Nevertheless, it is desirable to ensure that the focus group discussants cover a sufficiently wide cross-section of target respondents.

- Conducting focus group discussions / in-depth interviews is very much different from quantitative telephone interviews in the questionnaire survey. They are not intended to seek definitive response from individual respondents, following the sequence dictated by the pre-designed structured or semi-structured questionnaire. Instead, the moderator's role is to encourage the respondents' responses to a particular topic and to elicit their views, attitudes and ideas on the issue.

## **2.4 PROFILE OF RESPONDENTS**

### **2.4.1 Quantitative Telephone Survey**

Of the respondents (including persons who were working / job-seeking at the time of enumeration), 52% were males and 48% were females. For the distribution of different age groups, about one-quarter of the respondents aged at 30 – 39 (25%) and 40 – 49 (26%), and about one-fifth aged at 20 – 29 (20%) and 50 – 59 (22%) respectively. The median age was in the range of 40 – 49.

A relatively higher proportion of the respondents attained secondary / matriculation educational level (60%), followed by tertiary educational level or above (35%). Furthermore, the majority were employees (89%), while a few were running their own business (8%) at the time of enumeration, and the remaining 4% were unemployed persons. In terms of the occupation, similar proportions were working as manager and administrator / professional / associate professional (34%) and clerk / service worker and shop sales worker (38%), whereas 24% were skilled and manual workers. Their median monthly personal income was in the range of \$10,000 - \$19,999.

In addition, more than half of the respondents were married (56%), while 41% were single and 3% were separated / divorced / widowed. Moreover, 24% of the respondents had children aged below 16 at the time of enumeration.

Only less than 1% of the respondents were ethnic minorities. About 1% claimed that they had lived in Hong Kong for less than 7 years at the time of enumeration. When asked about their sexual orientation, about 1% of the respondents said that they were homosexual / bisexual.

*(Ref.: Table 1)*

**Table 1: Respondents' profile of the Quantitative Telephone Survey**

	%		%
<b>Gender</b>		<b>Employment status</b>	
Male	52	Running own business	8
Female	48	Being employed	89
<b>Age</b>		Unemployed	4
15 – 19	1	<b>Monthly personal income</b>	
20 – 29	20	Below \$10,000	22
30 – 39	25	\$10,000 - \$19,999	41
40 – 49	26	\$20,000 - \$29,999	20
50 – 59	22	\$30,000 or above	16
60 or above	6	Refused to answer	2
<i>Median age: 40 – 49</i>		<b>Occupation at the time of enumeration</b>	
<b>Education</b>		Manager & administrator / professional / associate professional	34
Primary or below	5	Clerk / service worker & shop sales worker	38
Secondary / matriculation	60	Skilled & manual worker	24
Tertiary or above	35	Unemployed	4
Refused to answer	<1	Refused to answer	1
<b>Marital status</b>		<b>Length of residence in HK</b>	
Single	41	Less than 7 years	1
Married / cohabited	56	7 years or above	99
Separated / divorced / widowed	3	Refused to answer	<1
Refused to answer	<1	<b>Sexual orientation</b>	
<b>Whether have children aged below 16</b>		Heterosexual	98
Yes	24	Homosexual / bisexual	1
No	75	No comment / refused to answer	1
Refused	1		
<b>Ethnicity</b>			
Chinese	100		
Not Chinese	<1		

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: S3, X1 – X10]

## 2.4.2 Qualitative Survey

### Employers

For the **2 focus groups**, one group is for employers of SMEs (with company size of <50 employees) whereas the other group is for employers of larger companies (with company size from 50 to <500 employees).

A total of 16 respondents were interviewed and their businesses covered a wide spectrum of industries (e.g., trading, property investment, wholesale, logistics, telecommunications, retail, restaurant, clinic, etc.), with about equal shares of operation modes of office-work and non-office-work.

For the **4 one-to-one in-depth interviews**, the types of businesses including telecommunications, retail chain stores, real estate developers and public utilities.

### Employees

Of the **18 one-to-one in-depth interviews**, respondents of different genders, ages and occupations were recruited.

### **3 Survey Findings – Quantitative Telephone Survey**

#### **3.1 PREVALENCE AND SEVERITY OF DISCRIMINATION IN THE WORKPLACE**

In this section, it is worth noting that respondents might give multiple responses in a number of questions and therefore the sum of individual responses (numbers or percentages) would probably not add up to the total / subtotal. Moreover, the Chi-Square Test was employed to test whether there is significant relationship between the opinions of people in different sub-groups. A p-value < 0.05 was taken to indicate a level of statistical significance.

When a cross-table between opinions of people and their demographic background was studied, the Chi-Square Test could not be administered due to multiple answers in some questions, and therefore only the salient differences were highlighted for reference.

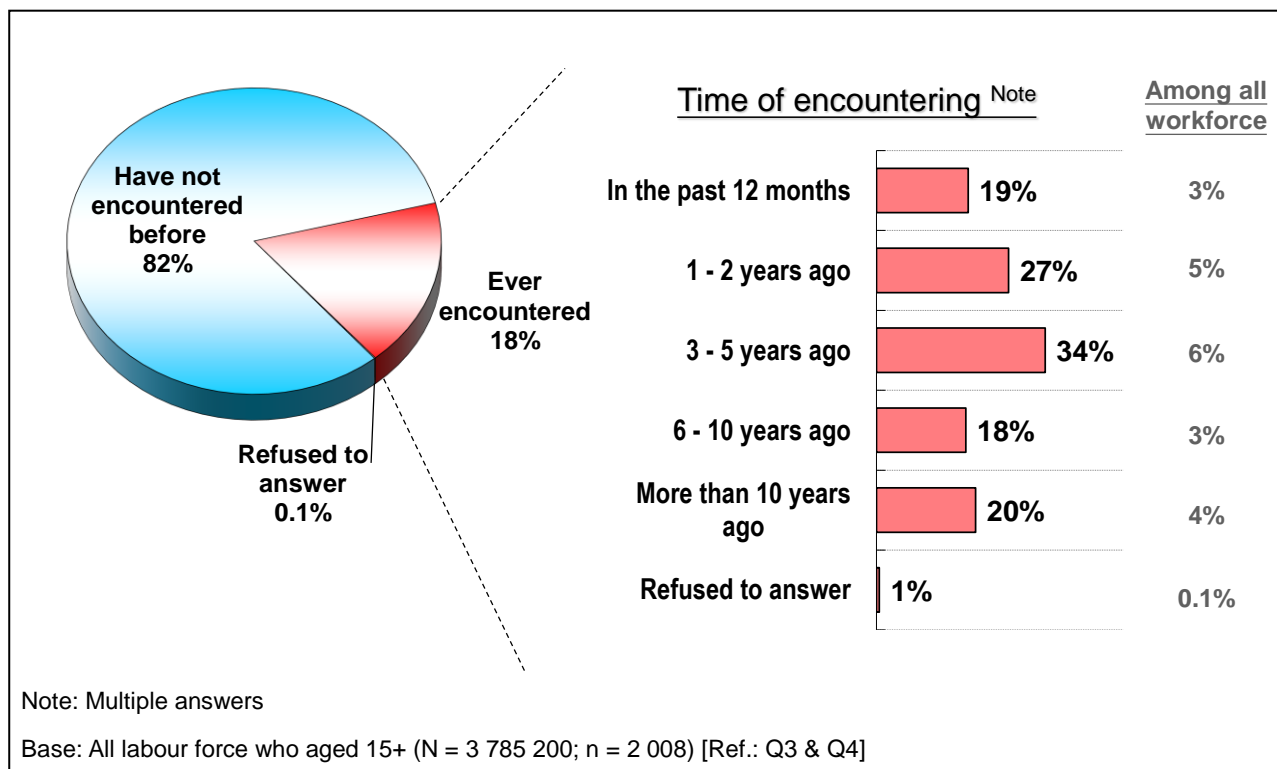
##### **3.1.1 Occurrence of Discrimination in the Workplace**

###### ***Overall analysis***

Of all the respondents (including persons who were working or job-seeking at enumeration), 18% claimed that they had experienced discrimination or harassment when seeking a job or during their work. Among these victims, 19% said that the incidents happened in the past 12 months before enumeration (accounted for 3% of all the respondents); 27% said 1–2 years ago; 34% said 3–5 years ago; 18% said 6–10 years ago and 20% said more than 10 years ago.

*(Ref.: Chart 1)*

Chart 1: Occurrence of discrimination in the workplace and time of encountering



### Sub-group analysis

When analyzed by demographic characteristics, it was observed that females (23%), those who aged 50 – 59 (22%) and 60 or above (29%), those with educational level of primary or below (34%), and those who were separated / divorced / widowed (31%) were more likely to have experiences of being discriminated / harassed in the workplace, as compared with their counterparts.

(Ref.: Tables 2a & b)

Table 2a: Occurrence of discrimination in the workplace – analyzed by sub-groups

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Yes	13	23	9	16	13	19	22	29	34	18	15
No	87	77	91	84	87	81	78	71	66	82	85
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q3]

Note: All “refused” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-groups and the responses, p<0.05.

**Table 2b: Occurrence of discrimination in the workplace – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Yes	15	19	31	17	18	26	18	18	20
No	84	81	69	83	82	74	82	82	80
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q3]

Note: All “refused” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-groups and the responses,  $p < 0.05$ .

### 3.1.2 Types of Discrimination

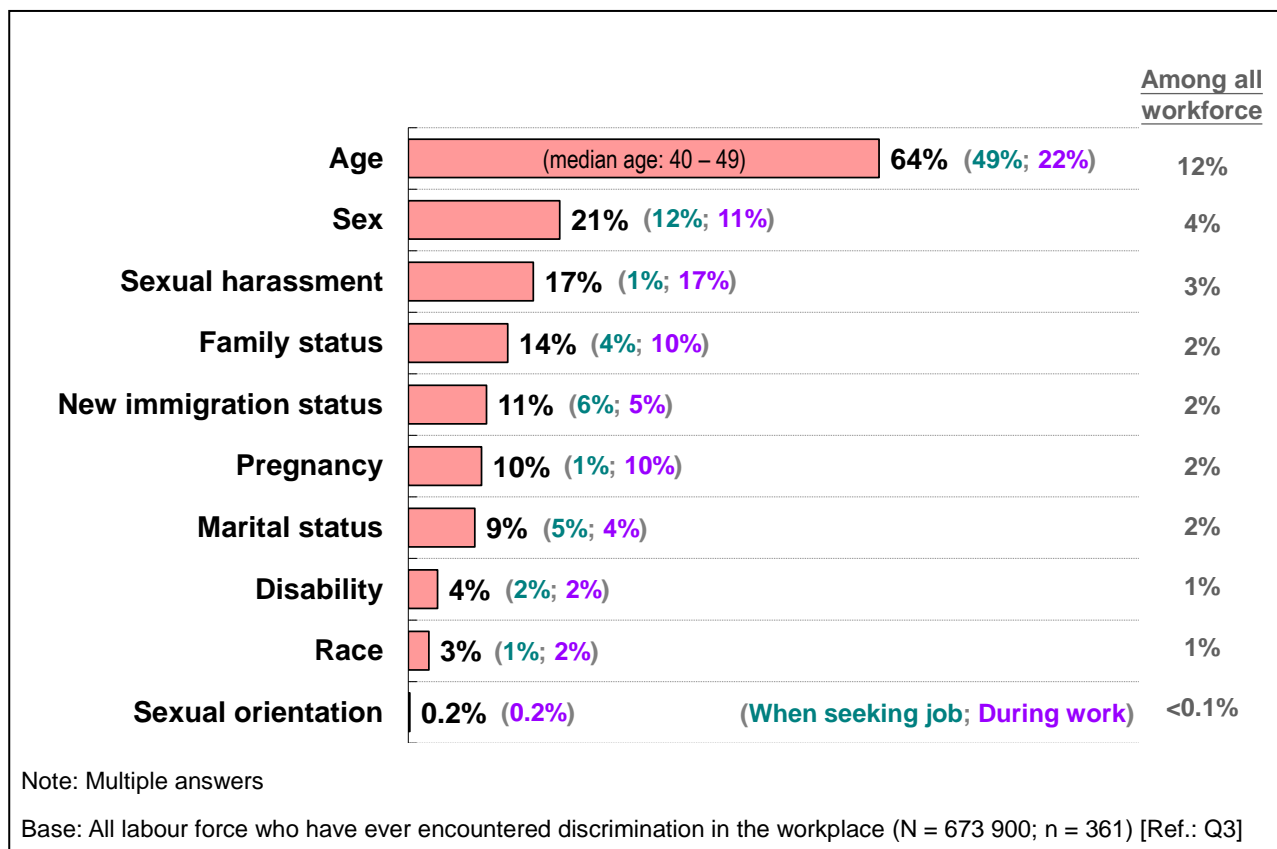
#### Overall analysis

Among the victims (i.e. 18% of all the respondents), the most common type of discrimination was age discrimination (64%), where 49% claimed that they encountered age discrimination when seeking a job and 22% said it happened during their work. Their median age was in a range of 40–49.

Other significant types of discrimination / harassment claimed by the victims in the descending orders are related to sex (21%), sexual harassment (17%), family status (14%), new immigration status (11%), pregnancy (10%) and marital status (9%).

(Ref.: Chart 2)

**Chart 2: Types of discrimination in the workplace**





***Sub-group analysis***

When analyzing the incidence of encountering different types of discrimination by the demographic characteristics of the respondents, salient differences were observed as below.

Age discrimination (12% of all the respondents)

Relatively higher proportions of those who aged 50 – 59 (18%), 60 or above (27%) and those with educational level of primary or below (30%) experienced age discrimination in the workplace, as compared with their counterparts.

Sex discrimination (4% of all the respondents)

Relatively a higher proportion of those who were homosexual / bisexual (13%) experienced sex discrimination in the workplace, as compared with those who were heterosexual (4%).

New immigration status discrimination (2% of all the respondents)

It is obvious that relatively higher proportions of those who lived in Hong Kong for less than 7 years (15%) experienced new immigration status discrimination in the workplace, as compared with those who lived in Hong Kong for 7 years or above (2%).

*(Ref.: Tables 3a & b)*

**Table 3a: Types of discrimination in the workplace – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Age	10	13	9	8	5	12	<b>18</b>	<b>27</b>	<b>30</b>	12	8
Sex	3	5	4	5	4	3	3	5	5	3	4
Sexual harassment	<1	6	4	4	3	4	2	3	2	3	3
Family status	1	4	-	1	4	3	2	1	1	3	2
New immigration status	2	2	4	1	1	3	2	5	6	2	1
Pregnancy (among females)	-	2	-	1	1	5	3	-	-	2	3
Marital status	1	3	-	1	2	2	1	2	2	2	2
Disability	1	1	-	<1	1	<1	1	2	1	1	1
Race	1	<1	-	<1	<1	<1	1	2	1	<1	1
Sexual orientation	<1	-	-	<1	-	-	-	-	-	-	<1
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q3]

Notes:(1) Multiple answers

(2) All “refused” cases were not shown.

\* Caution: small base

**Table 3b: Types of discrimination in the workplace – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Age	9	13	17	9	12	5	12	12	13
Sex	4	3	8	2	4	-	4	4	<b>13</b>
Sexual harassment	4	2	3	3	3	6	3	3	-
Family status	1	4	2	5	2	-	2	2	6
New immigration status	1	2	6	2	2	<b>15</b>	2	2	-
Pregnancy (among females)	<1	4	-	5	1	-	2	2	-
Marital status	1	2	8	3	1	-	2	2	-
Disability	1	1	-	-	1	-	1	1	-
Race	<1	1	-	<1	1	-	1	1	-
Sexual orientation	<1	-	-	-	<	-	<1	<1	-
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q3]

Notes:(1) Multiple answers

(2) All “refused” cases were not shown.

\* Caution: small base

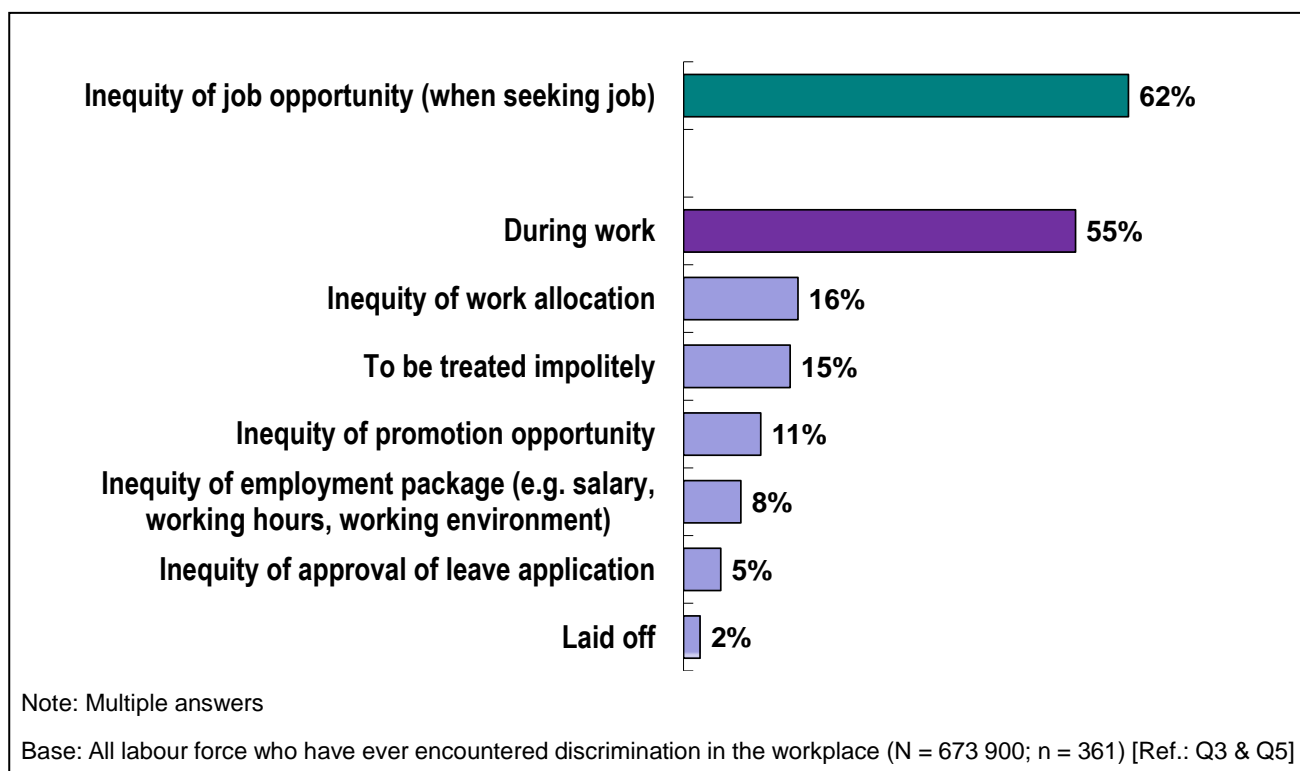
### 3.1.3 Detailed Experiences of Discrimination

#### *Overall analysis*

Relatively more of those who had experienced discrimination claimed that their experiences were relating to the inequity of job opportunity when seeking a job (62%). For those who experienced discrimination during work (55%), slightly more claimed that their cases were relating to the inequity of work allocation (16%) and impoliteness (15%).

(Ref.: Chart 3)

**Chart 3: Detailed experiences of discrimination in the workplace**



### Sub-group analysis

When analyzed by different types of discrimination, salient differences were observed as below:

- “Inequity of job opportunity” was commonly noted in most discriminatory types. However, it appeared more likely to happen among those who encountered age discrimination (76%);
- “To be treated impolitely” was more likely to happen among those who encountered pregnancy discrimination (32%);
- “Inequity of promotion opportunity” was more likely to happen among those who encountered race discrimination (30%);
- “Inequity of employment package” was more likely to happen among those who encountered new immigration status (16%) and pregnancy (18%) discrimination;
- “Inequity of approval of leave application” was more likely to happen among those who encountered family status discrimination (23%);
- “Laid off” was more likely to happen among those who encountered disability discrimination (15%);

(Ref.: Table 4)

**Table 4: Detailed experiences of discrimination in the workplace – by types of discrimination**

(%)	Age	Sex	Sexual harassment	Family status	New immigration status	Pregnancy	Marital status	Disability	Race
<b>When seeking a job</b>									
- Inequity of job opportunity	<b>76</b>	60	3	29	58	12	53	57	23
<b>During work</b>	33	51	97	73	47	96	47	51	77
- Inequity of work allocation	14	23	-	26	18	25	10	15	19
- To be treated impolitely	10	15	-	21	27	<b>32</b>	26	15	17
- Inequity of promotion opportunity	10	22	-	19	6	22	18	-	<b>30</b>
- Inequity of employment package	6	5	-	6	<b>16</b>	<b>18</b>	-	7	10
- Inequity of approval of leave application	2	10	-	<b>23</b>	3	17	5	6	9
- Laid off	1	1	-	4	2	9	-	<b>15</b>	-
Base (n):	233	75	63	48	38	23*	32	14*	10*

Base: All labour force who have ever encountered discrimination in the workplace (N = 673 900; n = 361) [Ref.: Q3 & Q5]

Notes:(1) Multiple answers

(2) The sexual orientation discrimination case was not shown, as the sample size was too small (n = 1).

(3) All “refused” cases were not shown.

\* Caution: small base

### 3.1.4 Industries and Company Sizes

#### Overall analysis

Relatively higher percentage of those who encountered discrimination claimed that they were engaged in wholesale and import/export trades (19%) at the time of the incident. It was followed by retail (16%), finance, insurance, real estate and business services (16%) and community, social and personal services (16%). For the industries of wholesale, import/export trades and retail, the incidents were more likely to happen when the victims were seeking a job.

Besides, relatively a higher percentage of the victims claimed that they were engaged in company sizes of 10-49 employees (40%) at the time of the incident. It was observed that for the victims who were engaged in company sizes of 1–9 and 10-49 employees, the incidents were more likely to happen when they were seeking a job. On the other hand, for the victims who were engaged in company sizes of 500 employees or above, the incidents were more likely to happen during their work.

(Ref.: Charts 4 & 5)

**Chart 4: Industry sectors in which the victims engaged at the time of the incident**

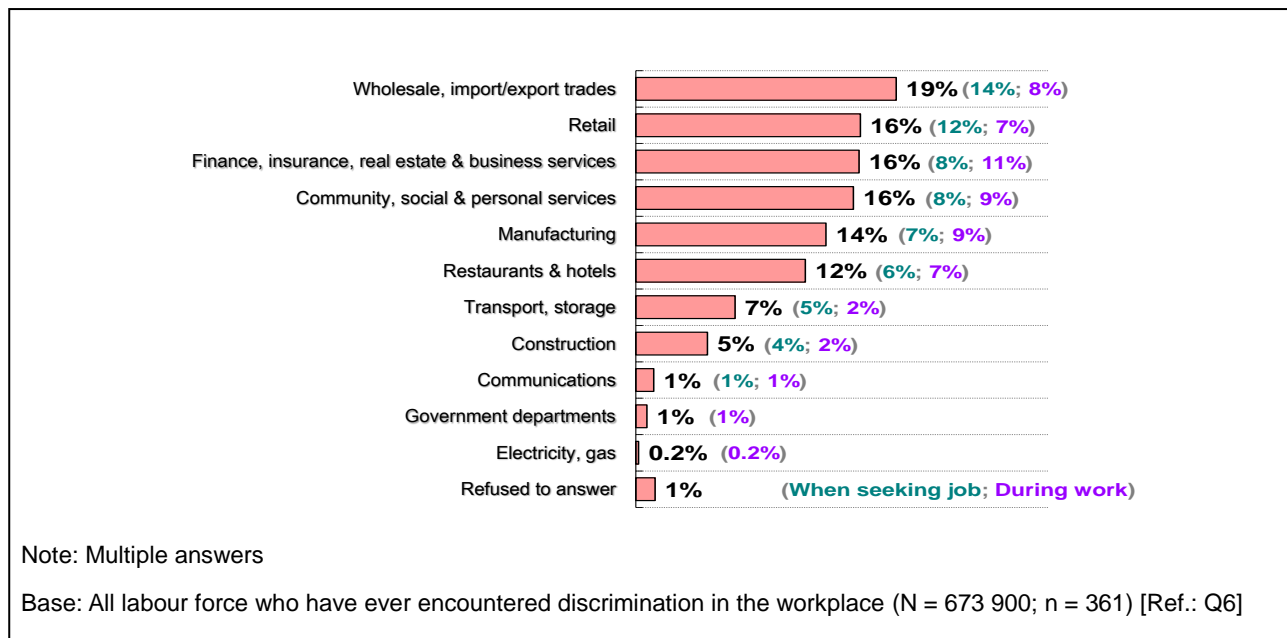
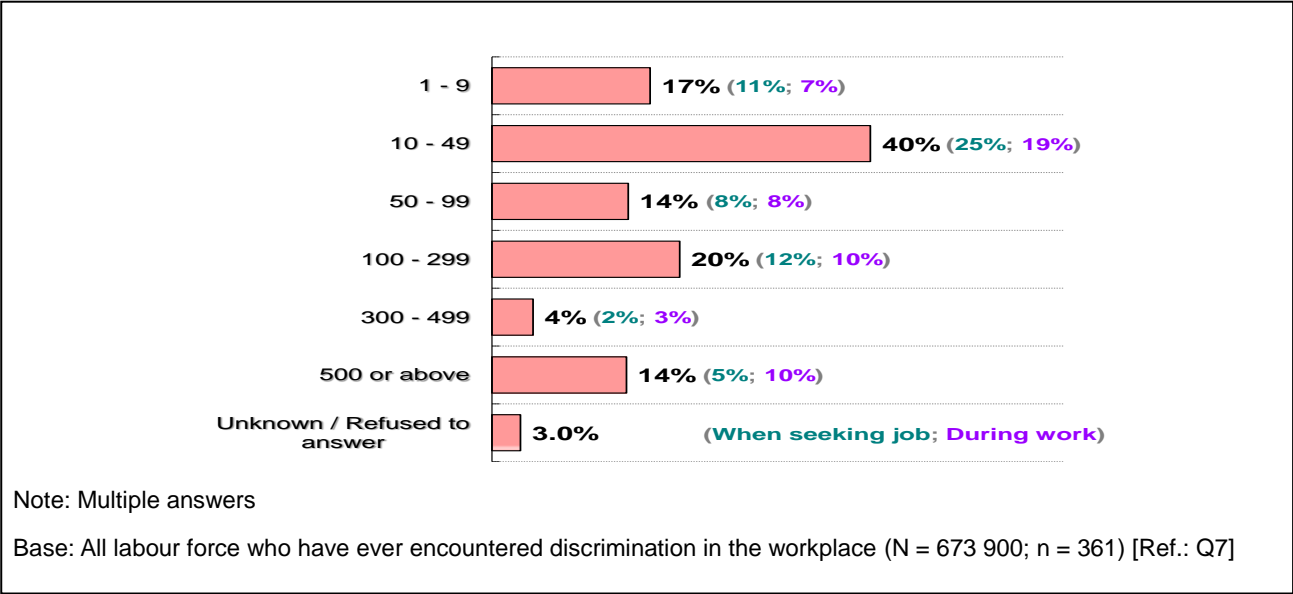


Chart 5: Company sizes in which the victims engaged at the time of the incident



### Sub-group analysis

When analyzed by different types of discrimination, salient differences were observed as below:

- “Engaging in the retail sector” was more likely to be mentioned by those who encountered marital status discrimination (39%);
- “Engaging in the finance, insurance, real estate and business services sector” was more likely to be mentioned by those who encountered race discrimination (53%);
- “Engaging in the manufacturing sector” was more likely to be mentioned by those who encountered disability discrimination (28%);
- “Engaging in the restaurants & hotels sector” was more likely to be mentioned by those who encountered new immigration status discrimination (36%).

(Ref.: Table 5)

**Table 5: Industries in which the victims engaged at the time of the incident – by types of discrimination**

(%)	Age	Sex	Sexual harassment	Family status	New immigration status	Pregnancy	Marital status	Disability	Race
Wholesale, import/export trades	21	20	18	24	8	31	28	7	-
Retail	19	24	13	24	18	8	<b>39</b>	6	9
Finance, insurance, real estate & business services	13	26	18	19	11	31	16	9	<b>53</b>
Community, social & personal services	16	14	22	23	19	17	14	23	9
Manufacturing	15	11	13	14	8	17	7	<b>28</b>	9
Restaurants & hotels	9	12	22	13	<b>36</b>	8	9	13	9
Transport, storage	10	10	3	4	8	-	3	7	-
Construction	6	4	3	-	8	-	3	15	11
Communications	2	4	-	-	-	-	-	-	-
Government departments	-	1	2	-	-	-	-	7	-
Electricity, gas	<1	-	-	-	-	-	-	-	-
Base (n):	233	75	63	48	38	23*	32	14*	10*

Base: All labour force who have ever encountered discrimination in the workplace (N = 673 900; n = 361) [Ref.: Q6]

Notes:(1) Multiple answers

(2) The sexual orientation discrimination case was not shown, as the sample size was too small (n = 1).

(3) All “refused” cases were not shown.

\* Caution: small base

### 3.1.5 Occupations

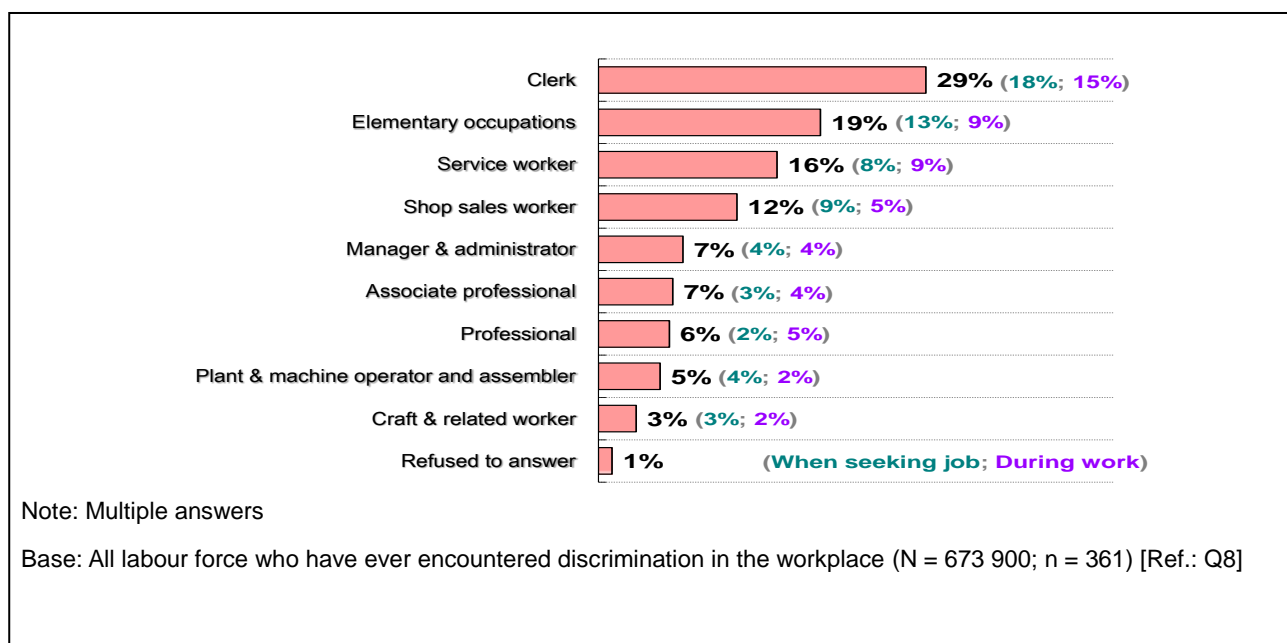
#### Overall analysis

Relatively more victims claimed that they worked as clerks (29%) at the time of the incident, followed by those working in elementary occupations (19%), service workers (16%) and shop sales workers (12%). Relatively lower percentages were found for managers and administrators (7%), associate professionals (7%), professionals (6%), plant & machine operators and assemblers (5%), and craft and related workers (3%).

It was noted that for those who worked as clerks, those working in elementary occupations and shop sales workers, the incidents were more likely to happen when the victims were seeking a job.

(Ref.: Chart 6)

**Chart 6: Occupations of the victims at the time of the incident**





### Sub-group analysis

When analyzed by different types of discrimination, salient differences were observed as below:

- Working in “elementary occupations” and as “service worker” were more likely to be mentioned by those who encountered new immigration status discrimination (34% and 42% respectively);
- Working as “manager & administrator” was more likely to be mentioned by those who encountered race discrimination (39%).

(Ref.: Table 6)

**Table 6: Occupations of the victims at the time of the incident – by types of discrimination**

(%)	Age	Sex	Sexual harassment	Family status	New immigration status	Pregnancy	Marital status	Disability	Race
Clerk	29	32	30	33	11	43	37	20	-
Elementary occupations	23	13	12	18	34	4	9	23	13
Service worker	13	20	28	17	42	13	12	13	19
Shop sales worker	12	19	12	17	8	8	26	6	9
Manager & administrator	8	6	-	4	3	5	10	7	39
Associate professional	6	8	11	7	-	13	3	23	-
Professional	5	9	10	13	-	18	3	8	11
Plant & machine operator and assembler	7	7	6	-	6	5	7	-	9
Craft & related worker	4	-	-	-	9	-	4	15	11
Base (n):	233	75	63	48	38	23*	32	14*	10*

Base: All labour force who have ever encountered discrimination in the workplace (N = 673 900; n = 361) [Ref.: Q8]

Notes: (1) Multiple answers

(2) The sexual orientation discrimination case was not shown, as the sample size was too small (n = 1).

(3) All “refused” cases were not shown.

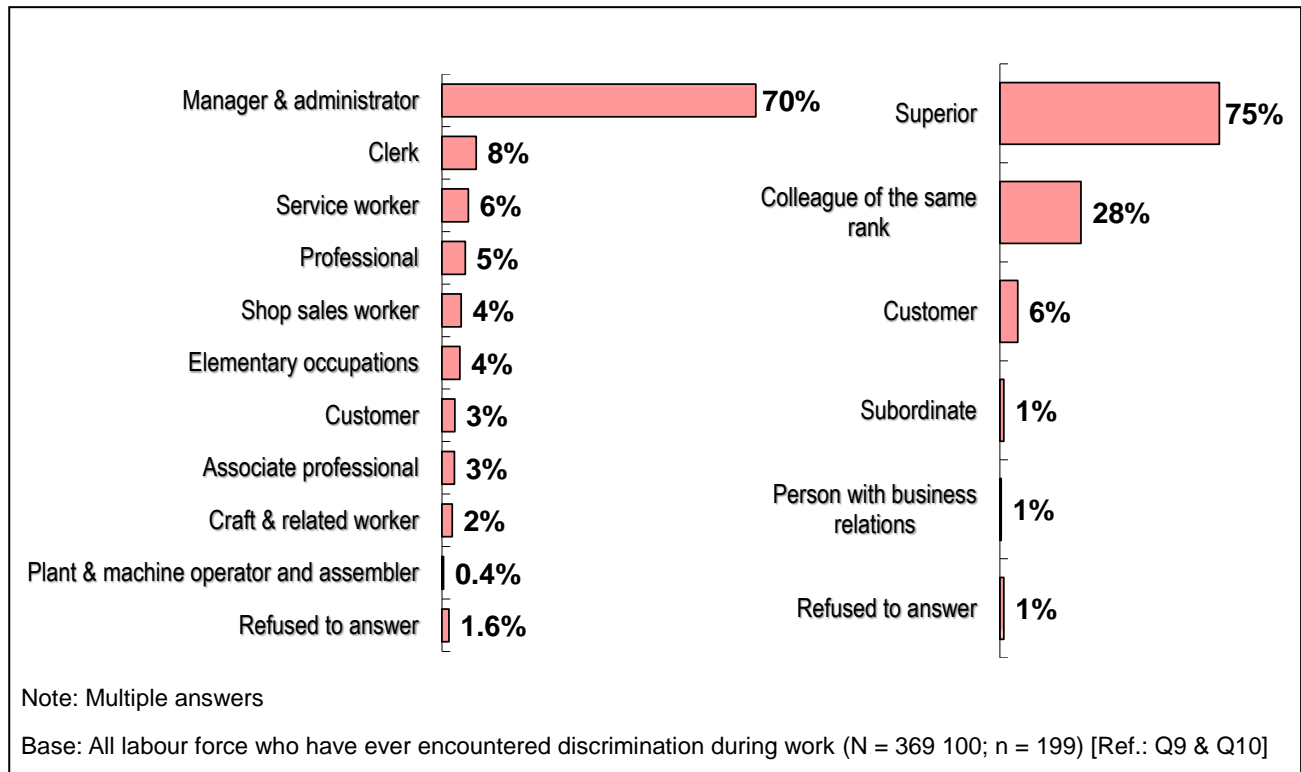
\* Caution: small base

### 3.1.6 Position and Role of the Person(s) who Discriminated Against the Victim

Most of those who encountered discrimination during work claimed that the persons who discriminated against them were their superiors (75%), or were working in the position of managers / administrators (70%).

(Ref.: Chart 7)

**Chart 7: Position and role of the person(s) who discriminated against the victim (during work)**

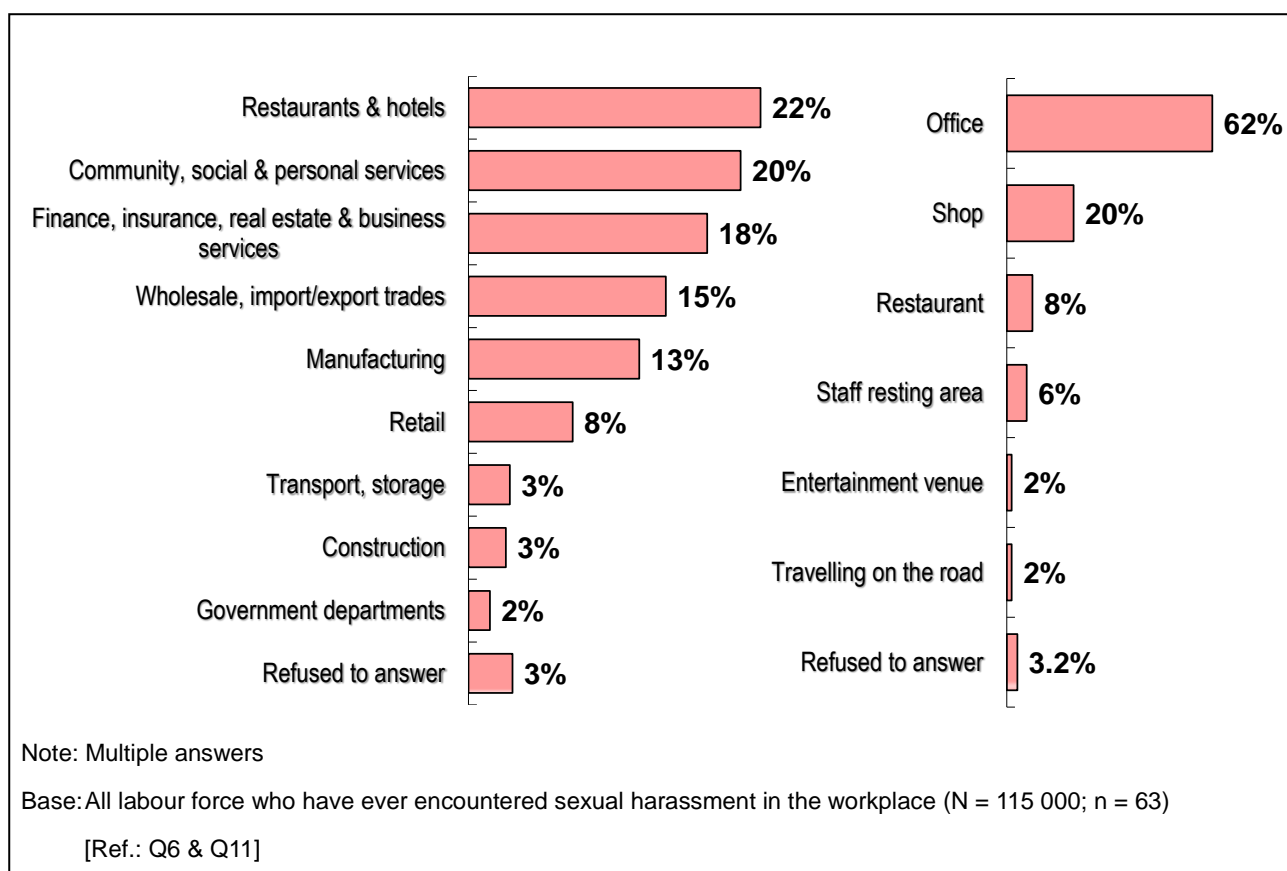


### 3.1.7 Sexual Harassment – Industries and Place of Occurrence

For those who experienced sexual harassment, relatively more worked in the industries of restaurants and hotels (22%), and community, social and personal services (20%). They were followed by finance, insurance, real estate and business services (18%), wholesale and import/export trades (15%) and manufacturing (13%). Besides, the cases of sexual harassment mostly happened in offices (62%), followed by shops (20%).

(Ref.: Chart 8)

**Chart 8: Industry sectors in which the victims of sexual harassment engaged at the time of the incident, and place of occurrence**



### 3.1.8 EOC's Questionnaire Surveys for Flight Attendants and Workers of Service Industries

As an attempt to promote awareness of sexual harassment in the service industries, the EOC has partnered with the Hong Kong Flight Attendants Alliance (HKFAA) to carry out a survey<sup>1</sup>. The survey was carried out from November 2013 to January 2014. Questionnaires were distributed to 9,000 flight attendants via the HKFAA. A total of 392 completed questionnaires were returned, giving a response rate of about 4%. The major findings revealed that nearly three-tenth (27%) of the respondents were sexually harassed in the last 12 months, while about a half (47%) indicated that they either witnessed or heard about colleagues being sexually harassed inflight. The most common harassers were the customers.

Apart from the afore-mentioned survey, the EOC partnered with the Hong Kong Federation of Trade Unions (HKFTU) and Hong Kong Confederation of Trade Unions (HKCFU) to carry out another survey<sup>2</sup>. A quantitative study was carried out from November 2013 to February 2014. Questionnaires were distributed to 6,000 workers of service industries (including workers in retails / catering / healthcare and nursing industries) via the HKFTU and HKCFU. A total of 472 completed questionnaires were returned, giving a response rate of about 8%. The major findings revealed that nearly one-fifth (19%) of the respondents have been sexually harassed in the last 12 months. Common harassers were colleagues of same rank as well as customers. Sexual harassment was mostly in the forms of non-verbal sex cues and oral/textual/electronic messages.

Furthermore, with the support of the Hong Kong Bar and Club Association, a qualitative case study on two women who worked separately in the bars was conducted on 12 March 2014. The interviewees indicated that there was no sexual harassment policy and relevant training in the bar and club industry. Both bar workers supported the amendment to the Sex Discrimination Ordinance (SDO) (Cap. 480) which would protect service providers (viz. workers in the bars and clubs, and beers promoting girls in restaurants) against sexual harassment by customers.

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<sup>1</sup> Equal Opportunities Commission, HKSAR (2014). *Sexual Harassment and Discrimination in Employment- Questionnaire Survey for Flight Attendants*.  
<http://www.eoc.org.hk/EOC/GraphicsFolder/InforCenter/Research/content.aspx?ItemID=12060>

<sup>2</sup> Equal Opportunities Commission, HKSAR (2014). *Sexual Harassment and Discrimination in Employment – Questionnaire Survey for Workers of Service Industries*.  
<http://www.eoc.org.hk/EOC/GraphicsFolder/InforCenter/Research/content.aspx?ItemID=12240>

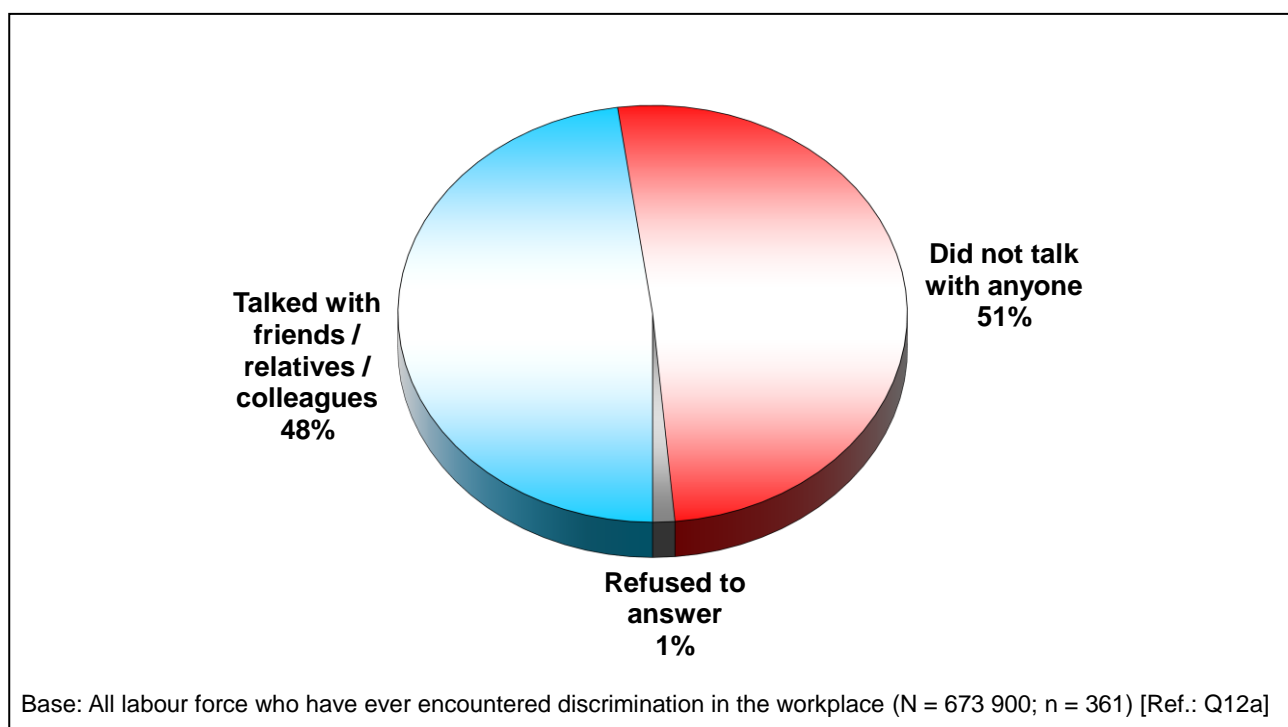
### 3.1.9 Whether Talked with Others about the Discrimination

Of the victims, about a half (51%) did not talk with anyone about the incident. Particularly, such proportions were relatively higher among those who encountered discrimination on the grounds of disability (65%), new immigration status (57%) and age (56%).

On the other hand, 48% claimed that they talked with their friends / relatives / colleagues, and such proportions were relatively higher among those who encountered pregnancy discrimination (66%) and sexual harassment (61%).

(Ref.: Chart 9 & Table 7)

**Chart 9: Whether talked with others about the discrimination in the workplace**



**Table 7: Whether talked with others about the discrimination in the workplace – by types of discrimination**

(%)	Age	Sex	Sexual harassment	Family status	New immigration status	Pregnancy	Marital status	Disability	Race
Talked with friends / relatives / colleagues	43	47	61	56	43	66	59	35	58
Did not talk with anyone	56	54	36	44	57	34	38	65	42
Base (n):	233	75	63	48	38	23*	32	14*	10*

Base: All labour force who have ever encountered discrimination in the workplace (N = 673 900; n = 361) [Ref.: Q12a]

Notes: (1) The sexual orientation discrimination case was not shown, as the sample size was too small (n = 1).

(2) All “refused” cases were not shown.

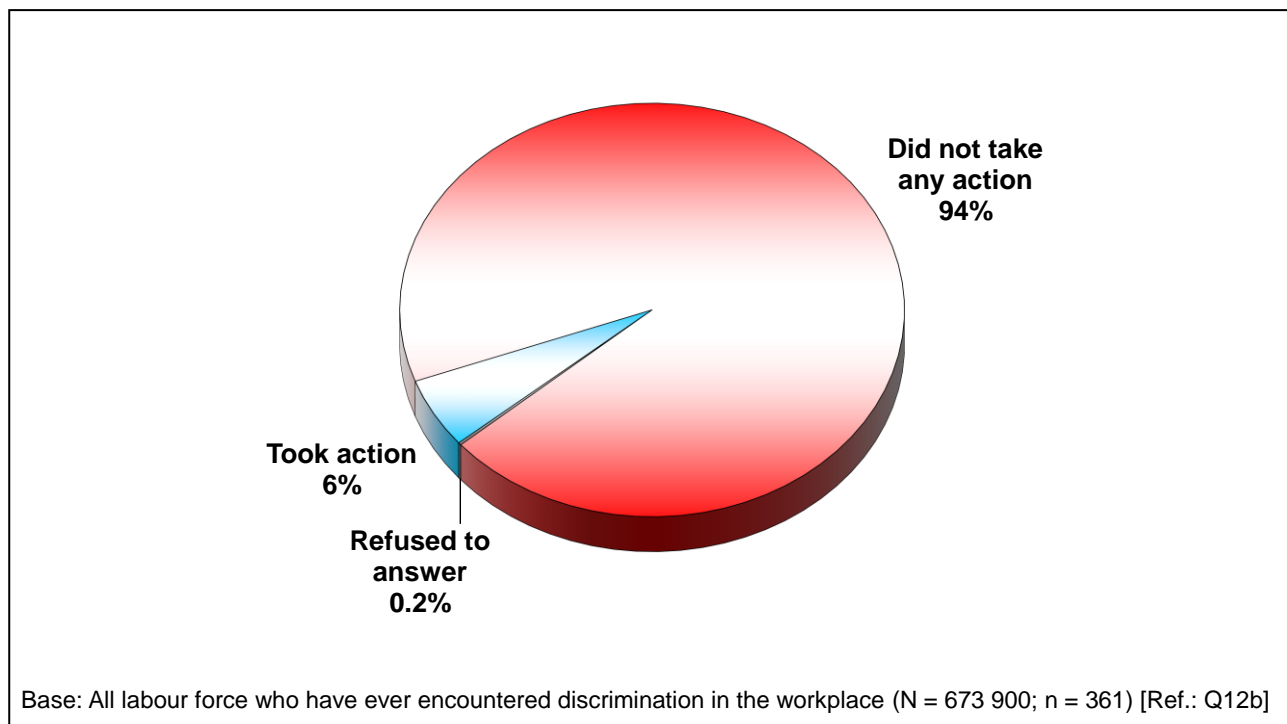
\* Caution: small base

### 3.1.10 Reaction after Encountering Discrimination

The majority of those who encountered discrimination (94%) did not take any action after the incident. The most frequently mentioned reasons were “did not think it could help” (42%) and “it is common in the workplace, will not take it serious” (41%). On the other hand, among the 6% who had taken action, most of them appealed to the organization’s person-in-charge (70%) about the discriminatory incident.

(Ref.: Chart 10, Tables 8 & 9)

**Chart 10: Reaction after encountering discrimination in the workplace**



**Table 8: Reaction after encountering discrimination in the workplace – by types of discrimination**

(%)	Age	Sex	Sexual harassment	Family status	New immigration status	Pregnancy	Marital status	Disability	Race
Took action	4	11	14	12	5	13	6	-	30
Did not take any action	96	90	84	88	95	87	94	100	70
Base (n):	233	75	63	48	38	23*	32	14*	10*

Base: All labour force who have ever encountered discrimination in the workplace (N = 673 900; n = 361) [Ref.: Q12b]

Notes: (1) The sexual orientation discrimination case was not shown, as the sample size was too small (n = 1).

(2) All “refused” cases were not shown.

\* Caution: small base

**Table 9: Action(s) which was(were) taken and reason(s) of not taking any action**

TOOK ACTION	%	DID NOT TAKE ANY ACTION	%
<b>The action(s) which was(were) taken*</b>		<b>Reason(s) of not taking any action</b>	
Appeal to the organization's person-in-charge	<u>70</u>	Did not think it could help	<u>42</u>
Argued with the person(s) who discriminated / harassed	20	It is common in the workplace, will not take it serious	<u>41</u>
Lodged a complaint to the EOC	6	Did not want to worsen the situation or ruin the relationship	9
Reported the case to Labour Department	4	No spare time and effort to handle	6
Refused to answer	<1	Afraid of revenge	5
		Not aware of the complaint channels	4
		I have resigned after the incident	3
		Considered that the procedure of complaint was complicated (e.g. should go through many different steps)	2
		Difficult to prove	<1
		Refused to answer	1
Base: All who experienced discrimination / harassment in the workplace, and took action in response to the incident (N = 37 100; n = 20*) [Ref.: Q12b]		Base: All who experienced discrimination / harassment in the workplace, and did not take any action in response to the incident (N = 635 100; n = 340) [Ref.: Q12c]	

Note: Multiple answers.

\* Caution: small base

### 3.2 STEREOTYPING RELATING TO EMPLOYMENT / WORK PERFORMANCE OF PERSONS OF DIFFERENT BACKGROUND

#### 3.2.1 Overall Extent of Anti-discrimination Attitude towards persons of different background in the workplace

To estimate the overall extent of anti-discrimination attitude towards persons of different background in the workplace, respondents were asked about their level of agreement towards 10 statements. These statements are:

Sex	(S) Males are generally more suitable than females to perform management or leading roles
Pregnancy	(P) Normally, women do not pour heart into work after having baby
Marital status	(M) Single persons will pay greater efforts on work than married persons
Disability	(D) People with disabilities can only pick up junior works
Family status	(F) Staff who have young children always take leave, which causes inconvenience to the company
Race	(R) South Asians are not suitable to do office work because they have only attained low educational level
Age, Young adults	(AY) Young people are not patient enough to learn, and thus it will waste company's resources on their training
Age, Older persons	(AO) Middle-aged persons work less efficiently than younger persons
Sexual Orientation	(SO) Homosexual persons should not work as teachers, because they will impose negative impacts on students' morality
New immigrants	(N) The working attitude for most of the new immigrants from the Mainland is perfunctory

Stereotyping: S – Sex P – Pregnancy M – Marital status D – Disability F – Family status R – Race  
 AY – Age, Young adults AO – Age, Older persons SO – Sexual Orientation N – New immigrants



## Overall analysis

The majority of respondents demonstrated positive attitudes. The top 3 statements that the respondents showed positive attitudes were:

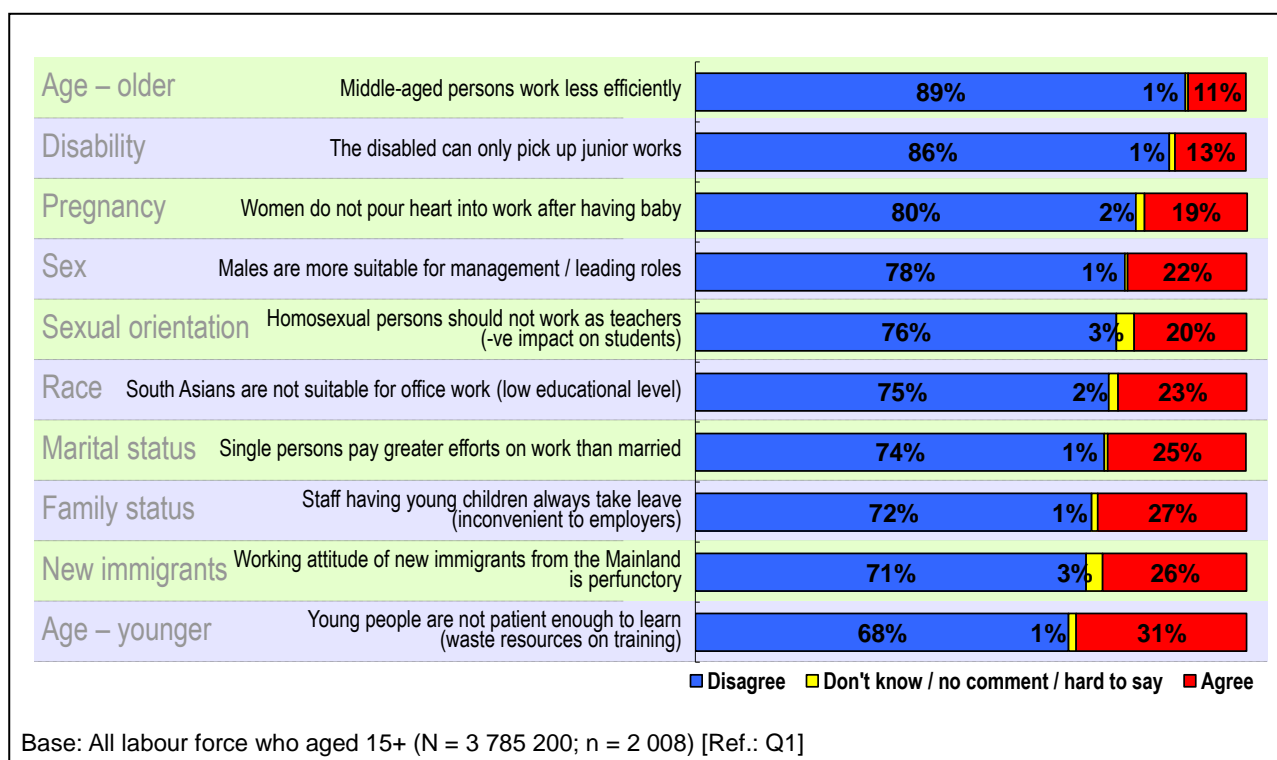
- 89% disagreed “Middle-aged persons work less efficiently than younger persons” (*age discrimination of older persons*);
- 86% disagreed “People with disabilities can only pick up junior works” (*disability discrimination*); and
- 80% disagreed “Normally, women do not pour heart into work after having baby” (*pregnancy discrimination*).

On the other hand, the bottom 3 statements were:

- 68% disagreed “Young people are not patient enough to learn, and thus it will waste company’s resources on their training” (*age discrimination of young adults*);
- 71% disagreed “The working attitude for most of the new immigrants from the Mainland is perfunctory” (*new immigration status discrimination*); and
- 72% disagreed “Staff who have young children always take leave, which causes inconvenience to the company” (*family status discrimination*).

(Ref.: Chart 11)

**Chart 11: Overall extent of anti-discrimination attitude towards persons of different background in the workplace**



***Sub-group analysis***

(Age – older persons) Middle-aged persons work less efficiently than younger persons

Of all the respondents, 89% disagreed (+ve) with this statement and 11% agreed (-ve). It was observed that relatively higher proportions of those who aged 15 – 19 (92%) and those who were single (89%) or married (90%) disagreed.

(Disability) People with disabilities can only pick up junior works

Of all the respondents, 86% disagreed (+ve) with this statement and 13% agreed (-ve). It was observed that relatively higher proportion of those who were single (86%) or married (87%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranging from 76% for primary or below to 89% for tertiary or above).

(Pregnancy) Normally, women do not pour heart into work after having baby

Of all the respondents, 80% disagreed (+ve) with this statement and 19% agreed (-ve). It was observed that the higher the educational level, the higher were the proportions who disagreed (ranging from 71% for primary or below to 82% for tertiary or above).

(Sex) Males are generally more suitable than females to perform management or leading roles

Of all the respondents, 78% disagreed (+ve) with this statement and 22% agreed (-ve). It was observed that relatively higher proportions of the females (84%), those who aged 15 – 19 (96%), and those who were single (81%) or married (76%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranging from 69% for primary or below to 82% for tertiary or above).

(Sexual orientation) Homosexual persons should not work as teachers, because they will impose negative impacts on students' morality

Of all the respondents, 76% disagreed (+ve) with this statement and 20% agreed (-ve). It was observed that relatively higher proportions of those who aged 20 – 29 (87%), those who were single (82%), and those who were homosexual / bisexual (94%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranging from 55% for primary or below to 83% for tertiary or above).

(Race) South Asians are not suitable to do office work because they have only attained low educational level

Of all the respondents, 75% disagreed (+ve) with this statement and 23% agreed (-ve). It was observed that relatively higher proportions of the females (79%), those who aged 15 – 19 (87%) and 20 – 29 (85%), those with tertiary education or above (81%), those who are

single (80%) or married (72%), and those who had no children aged below 16 (76%) disagreed.

(Marital status) Single persons will pay greater efforts on work than married persons

Of all the respondents, 74% disagreed (+ve) with this statement and 25% agreed (-ve). It was observed that relatively higher proportions of those who were married (77%) disagreed.

(Family status) Staff who have young children always take leave, which causes inconvenience to the company

Of all the respondents, 72% disagreed (+ve) with this statement and 27% agreed (-ve). It was observed that relatively higher proportions of those who aged 15 – 19 (85%), 20 – 29 (79%), those who were single (76%), those who had children aged below 16 (76%), and those who were heterosexual (72%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranging from 57% for primary or below to 77% for tertiary or above).

(New immigrants) The working attitude for most of the new immigrants from the Mainland is perfunctory

Of all the respondents, 71% disagreed (+ve) with this statement and 26% agreed (-ve). It was observed that relatively higher proportion of those who aged 20 – 29 (76%), those who were single (71%) or married (71%), and those who lived in Hong Kong for less than 7 years (94%) disagreed. Moreover, the higher the educational level, the higher were the proportions who disagreed (ranging from 60% for primary or below to 74% for tertiary or above).

(Age – young adults) Young people are not patient enough to learn, and thus it will waste company's resources on their training

Of all the respondents, 68% disagreed (+ve) with this statement and 31% agreed (-ve). It was observed that relatively higher proportions of those who aged 15 – 19 (74%) and 20 – 29 (78%), and those who were single (70%) or married (67%) disagreed.

*(Ref.: Tables B1 – B10 in Appendix B)*

In summary, some salient differences between sub-groups were observed:

- Those who aged 15 – 19 and those with educational level of tertiary or above were more likely to have higher level of anti-discrimination attitude towards persons of different background in the workplace;

- Those who aged 60 or above, those with educational level of primary or below and those who were separated / divorced / widowed were more likely to have lower level of anti-discrimination attitude towards persons of different background in the workplace.

(Ref.: Tables 10a & b)

**Table 10a: Overall extent of anti-discrimination attitude towards persons of different background in the workplace – summary table of sub-group analysis**

Area	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Age – older			+		-			-			
Disability			+					-	-		+
Pregnancy			+					-	-		+
Sex	-	+	+					-	-		+
Sexual orientation				+			-	-	-		+
Race	-		+	+				-	-	-	+
Marital status			-					+	-		
Family status			+	+				-	-		+
New immigrants								-	-		+
Age – younger			+	+				-			

“+” indicates the group with higher level of anti-discrimination attitude.

“-” indicates the group with lower level of anti-discrimination attitude.

**Table 10b: Overall extent of anti-discrimination attitude towards persons of different background in the workplace – summary table of sub-group analysis**

Area	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Age – older			-						+
Disability			-						
Pregnancy			-						
Sex			-						+
Sexual orientation			-						+
Race			-			-			
Marital status		+	-			+			-
Family status	+		-	+		+			-
New immigrants			-			+			
Age – younger			-						-

“+” indicates the group with higher level of anti-discrimination attitude.

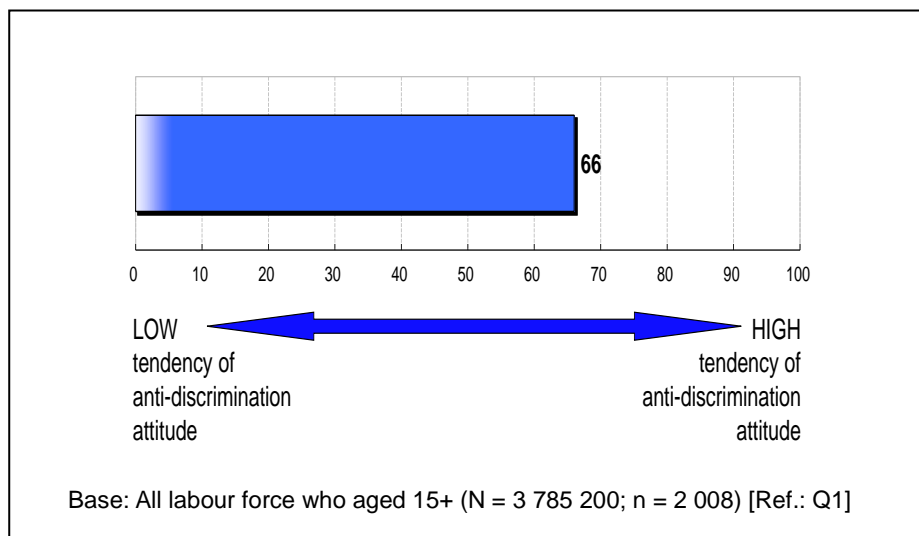
“-” indicates the group with lower level of anti-discrimination attitude.

### **Index**

An overall index was computed based on the results of the 10 statements, and presented in a scale of 0 – 100, where 0 denotes low tendency of anti-discrimination attitude and 100 denotes high tendency. The index was 66, which illustrated a direction towards high tendency of anti-discrimination attitude.

(Ref.: Chart 12)

**Chart 12: Index of overall extent of anti-discrimination attitude towards persons of different background in the workplace**



With the objective of understanding the characteristics of persons of different anti-discrimination attitude, respondents were segmented into 3 groups according to their indices of overall extent of anti-discrimination attitude:

- High tendency (score 65 – 100);
- Neutral (score 35 – 64); and
- Low tendency (score 0 – 34).

Of all the respondents, 63% fell under the high tendency group, 34% were neutral, and only 3% fell under the low tendency group.

While there was no significant difference between the two sexes, it was observed that the following cohorts were more likely to fall under the high tendency group:

- Those who aged 15 – 19 (80%) and 20 – 29 (70%);
- Those who were single (65%); and
- Those who did not encountered discrimination in the workplace (65%).

Moreover, the higher the educational level, the higher were the proportions who fell under this group (ranging from 48% for primary or below to 68% for tertiary or above).

(Ref.: Tables 11a – c)

**Table 11a: Index of overall extent of anti-discrimination attitude – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
High tendency (score 65 – 100)	61	65	<u>80</u>	<u>70</u>	65	62	60	37	48	61	<u>68</u>
Neutral (score 35 – 64)	36	32	20	29	32	33	36	61	47	36	29
Low tendency (score 0 – 34)	3	3	-	1	3	5	4	2	6	4	2
Mean score	65	66	72	69	66	65	65	59	61	65	68
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1]

Note: All “refused” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table 11b: Index of overall extent of anti-discrimination attitude – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
High tendency (score 65 – 100)	<b>65</b>	62	49	65	62	62	63	63	62
Neutral (score 35 – 64)	33	35	35	32	35	38	34	34	38
Low tendency (score 0 – 34)	2	3	16	3	3	-	3	3	-
Mean score	67	65	56	66	66	67	66	66	69
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1]

Note: All “refused” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table 11c: Index of overall extent of anti-discrimination attitude – analyzed by sub-groups**

(%)	Whether experienced discrimination / harassment in the workplace**	
	Yes	No
High tendency (scored 65 – 100)	52	<b>65</b>
Neutral (scored 35 – 64)	45	32
Low tendency (scored 0 – 34)	3	3
Mean score	63	66
Base (n):	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1]

Note: All “refused” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

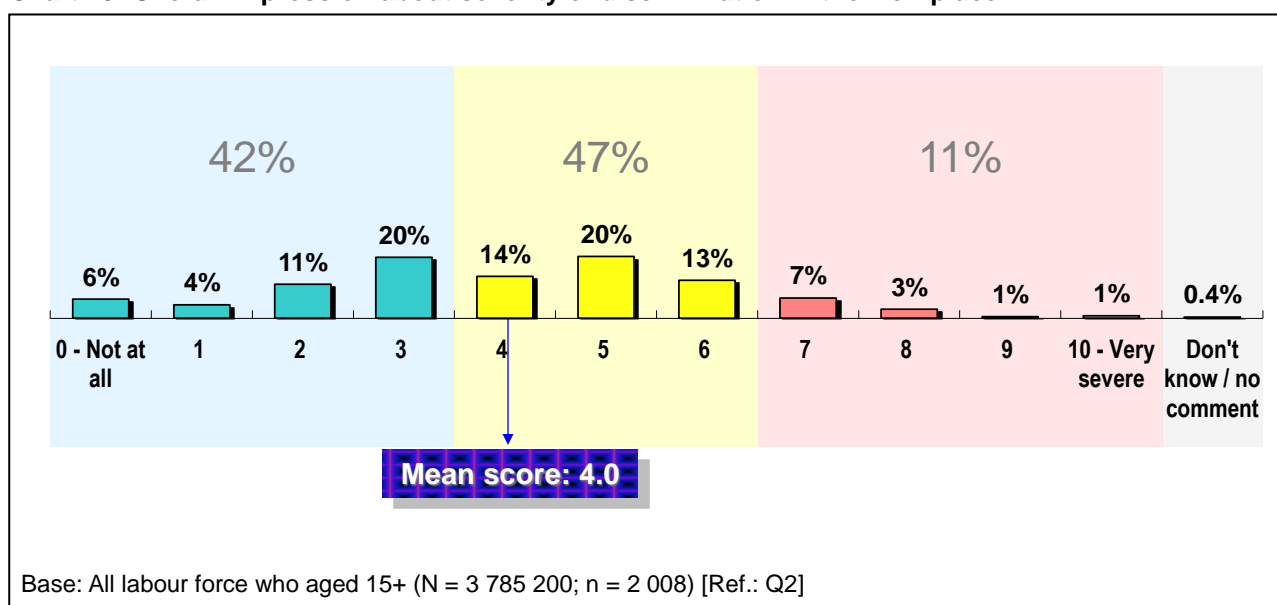
### 3.2.2 Overall Impression about Severity of Discrimination in the Workplace

#### Overall analysis

When asked about the overall impression about severity of discrimination in the workplace, expressed in a scale of 0 – 10, where 0 denotes “not at all” and 10 denotes “very serious”, the average score obtained was 4.0, which was below the mid-point value of 5, indicating that respondents generally considered that the severity of discrimination though not alarming, but was far from satisfactory.

(Ref.: Chart 13)

Chart 13: Overall impression about severity of discrimination in the workplace



#### Sub-group analysis

Of all the respondents, 42% gave scores of 0 – 3 and 11% gave scores of 7 – 10. It was observed that relatively higher proportions of males (47%), those who aged 15 – 19 (49%), 30 – 39 (49%), those who were separated / divorced / widowed (57%), those who had children aged below 16 (49%) and those who had high tendency of anti-discrimination attitude (51%) gave scores of 0 - 3.

On the other hand, relatively higher proportions of those who aged 60 or above (18%) and those who experienced discrimination in the workplace (29%) gave scores of 7 – 10.

(Ref.: Tables 12 – c)



**Table 12a: Overall impression about severity of discrimination in the workplace – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Tended to be mild (score 0 – 3)	<u>47</u>	37	<u>49</u>	38	<u>49</u>	42	42	29	34	42	43
Tended to be moderate (score 4 – 6)	43	50	38	48	45	47	45	52	49	47	46
Tended to be serious (score 7 – 10)	10	12	13	14	6	11	12	<u>18</u>	16	11	11
Mean score	4	4	4	4	4	4	4	5	4	4	4
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q2]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table 12b: Overall impression about severity of discrimination in the workplace – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16**		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Tended to be mild (score 0 – 3)	39	43	<u>57</u>	<u>49</u>	40	37	42	42	25
Tended to be moderate (score 4 – 6)	48	46	35	42	48	44	47	47	50
Tended to be serious (score 7 – 10)	13	10	8	10	11	20	11	11	25
Mean score	4	4	4	4	4	4	4	4	5
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q2]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table 12c: Overall impression about severity of discrimination in the workplace – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace**			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Tended to be mild (score 0 – 3)	51	25	48	19	47
Tended to be moderate (score 4 – 6)	41	58	45	52	46
Tended to be serious (score 7 – 10)	8	16	6	29	7
Mean score	4	5	4	5	4
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q2]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

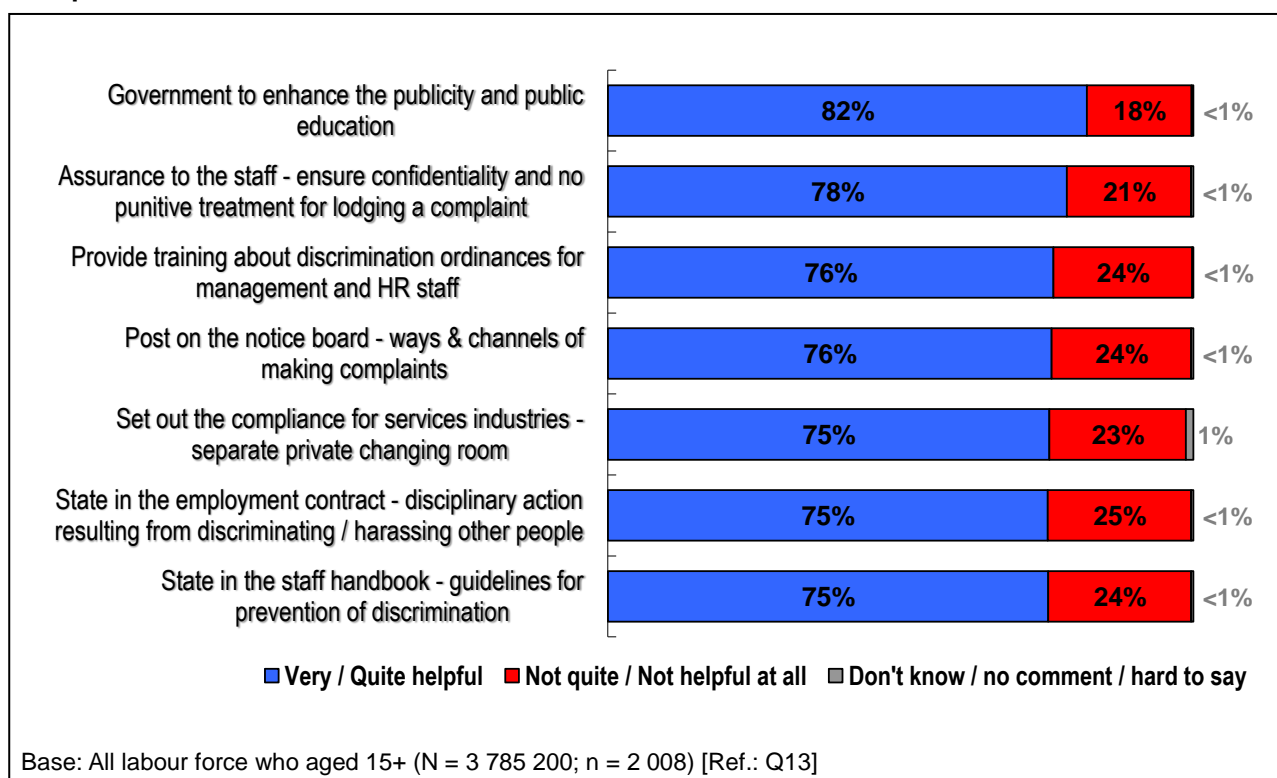
### 3.3 MEASURES FOR PREVENTING DISCRIMINATION / HARASSMENT IN THE WORKPLACE

#### Overall analysis

Respondents were asked to comment on the helpfulness of different measures in preventing discrimination / harassment in the workplace. Most of them ( $\geq 75\%$ ) considered the various measures very / quite helpful.

(Ref.: Chart 14)

**Chart 14: Perceived helpfulness of the measures in preventing discrimination / harassment in the workplace**



#### Sub-group analysis

In sub-group analysis, people of different demographic characteristics showed different views on the helpfulness of different measures in preventing discrimination / harassment in the workplace. It was observed that in general, those who perceived that discrimination in the workplace tended to be serious and those who experienced discrimination in the workplace were more likely to consider the measures not quite helpful / not helpful at all in preventing discrimination / harassment in the workplace.

(Ref.: Table 13a & b; Tables B11 – B17 in Appendix B)

**Table 13a: Perceived helpfulness of the measures in preventing discrimination / harassment in the workplace – summary table of sub-group analysis**

Measures	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Government to enhance the publicity and public education							+				
Assurance to the staff – ensure confidentiality and no punitive treatment for lodging a complaint								-	+		+
Provide training about discrimination ordinances for management and HR staff				-	-	+	+	-			
Post on the notice board – ways & channels of making complaints			+			+		-			
Set out the compliance for services industries – separate private changing room	-	+	-	+	-	-	+	+			+
State in the employment contract – disciplinary action resulting from discriminating / harassing other people		+	+								
State in the staff handbook – guidelines for prevention of discrimination			-	-		+					

“+” indicates the group with higher proportion of very / quite helpful.

“-” indicates the group with higher proportion of not quite / not helpful at all.

**Table 13b: Perceived helpfulness of the measures in preventing discrimination / harassment in the workplace – summary table of sub-group analysis**

Measures	Overall impression about severity of discrimination in the workplace			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Government to enhance the publicity and public education		+	-		
Assurance to the staff – ensure confidentiality and no punitive treatment for lodging a complaint	+		-	-	
Provide training about discrimination ordinances for management and HR staff	-	+	-	-	
Post on the notice board – ways & channels of making complaints			-	-	
Set out the compliance for services industries – separate private changing room	-	+	+	+	-
State in the employment contract – disciplinary action resulting from discriminating / harassing other people	-	+	-	-	
State in the staff handbook – guidelines for prevention of discrimination		+	-	-	

“+” indicates the group with higher proportion of very / quite helpful.

“-” indicates the group with higher proportion of not quite / not helpful at all.

### 3.4 VIEWS ON EQUALITY OF JOB OPPORTUNITIES FOR DISADVANTAGED PEOPLE

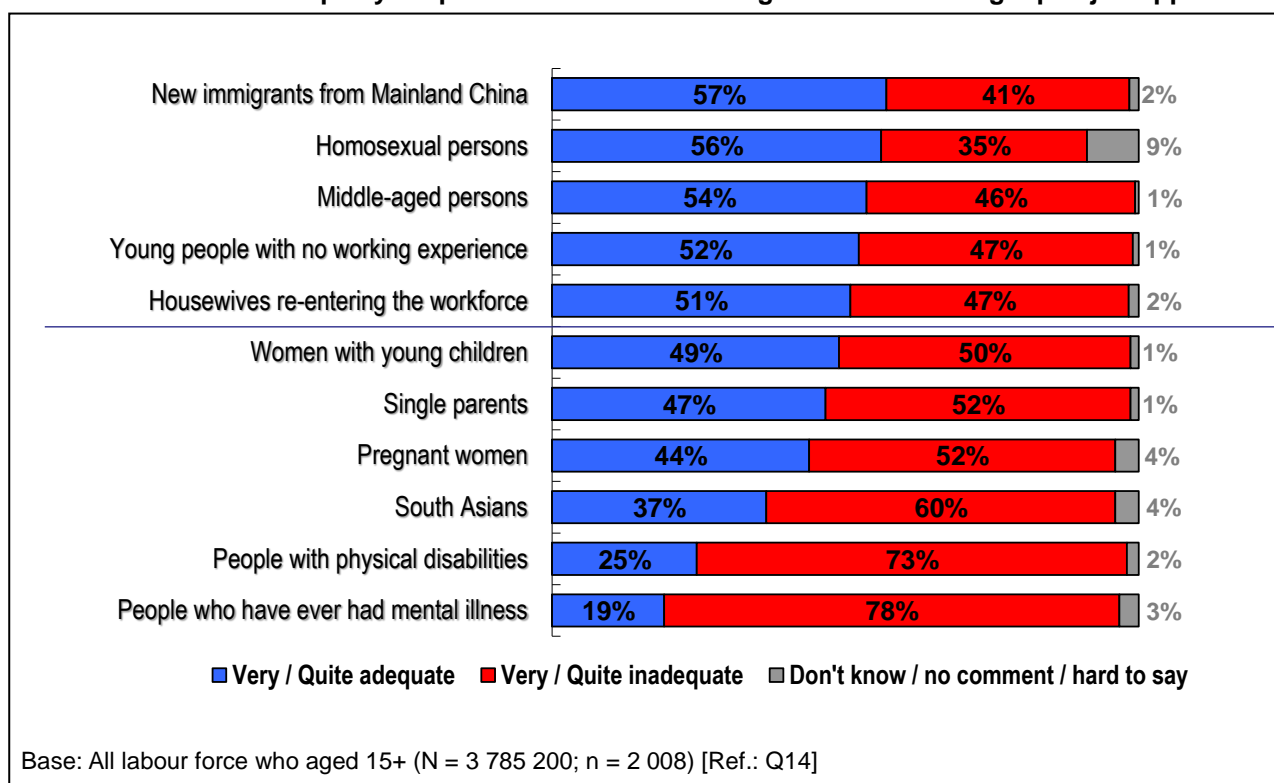
#### 3.4.1 Perceived Adequacy for Persons of Different Background in Receiving Equal Job Opportunities

##### *Overall analysis*

The survey revealed that the perceived levels of adequacy for persons of different background in receiving equal job opportunities were not high (ranging from 19% to 57%). For a number of aspects, the proportions of considering “very / quite inadequate” were higher than those of “very / quite adequate” (including women with young children, single parents, pregnant women, South Asians, people with physical disabilities and those who have ever had mental illness).

(Ref.: Chart 15)

**Chart 15: Perceived adequacy for persons of different background in receiving equal job opportunities**



### ***Sub-group analysis***

In general, the perceived higher severity of discrimination in the workplace, the higher were the proportions who considered inadequacy for persons of different background in receiving equal job opportunities, as compared with their counterparts.

#### New immigrants from Mainland China

Of all the respondents, 41% considered that new immigrants from Mainland China had very/ quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who lived in Hong Kong for less than 7 years (67%), and those with low tendency of anti-discrimination attitude (58%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered inadequate (ranging from 35% for primary or below to 45% for tertiary or above).

#### Homosexual persons

Of all the respondents, 35% considered that homosexual persons had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who experienced discrimination in the workplace (39%) considered so, as compared with their counterparts.

#### Middle-aged persons

Of all the respondents, 46% considered that middle-aged persons had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who experienced discrimination in the workplace (55%) considered so, as compared with their counterparts.

#### Young people with no working experience

Of all the respondents, 47% considered that young people with no working experience had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who aged 15 – 19 (55%), those who lived in Hong Kong for less than 7 years (59%) and those who experienced discrimination in the workplace (53%) considered so, as compared with their counterparts.

#### Housewives re-entering the workforce

Of all the respondents, 47% considered that housewives re-entering the workforce had very/ quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who aged below 50 (49%-51%), those who were single (51%) or married (46%), and those who experienced discrimination in the workplace (57%) considered so, as compared with their counterparts. Moreover, the higher the

educational level, the higher were the proportions who considered inadequate (ranging from 36% for primary or below to 51% for tertiary or above).

### Women with young children

Of all the respondents, 50% considered that women with young children had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of the females (53%), those who aged 30 – 39 (56%), and those who experienced discrimination in the workplace (60%) considered so, as compared with their counterparts.

### Single parents

Of all the respondents, 52% considered that single parents had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who aged 30 – 39 (59%), those who had children aged below 16 (58%), those with high (51%) or neutral (55%) tendency of anti-discrimination attitude, and those who experienced discrimination in the workplace (61%) considered so, as compared with their counterparts.

### Pregnant women

Of all the respondents, 52% considered that pregnant women had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of those who had secondary or matriculation education (55%), and those who experienced discrimination in the workplace (56%) considered so, as compared with their counterparts.

### South Asians

Of all the respondents, 60% considered that South Asians had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of the females (62%), and those with tertiary educational level or above (65%) considered so, as compared with their counterparts.

### People with physical disabilities

Of all the respondents, 73% considered that people with physical disabilities had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively higher proportions of the females (77%), those who were single (77%) or married (71%), those with high (75%) or neutral (73%) tendency of anti-discrimination attitude, and those who experienced discrimination in the workplace (78%) considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered inadequate (ranging from 67% for primary or below to 76% for tertiary or above).



People who have ever had mental illness

Of all the respondents, 78% considered that people who have ever had mental illness had very / quite inadequate equality of job opportunities in Hong Kong. It was observed that relatively with high (78%) or neutral (78%) tendency of anti-discrimination attitude considered so, as compared with their counterparts. Moreover, the higher the educational level, the higher were the proportions who considered inadequate (ranging from 71% for primary or below to 81% for tertiary or above).

*(Ref.: Tables B18 – B28 in Appendix B)*

In summary, some salient differences between sub-groups were observed:

- Those who aged 60 or above, those with primary educational level or below, those who were separated / divorced / widowed, and those with low tendency of anti-discrimination attitude tended to consider that persons of different background had adequate equality of job opportunities in Hong Kong;
- Conversely, those who aged at 15 – 19, those with tertiary educational level or above, those who lived in Hong Kong for less than 7 years, those with high or neutral tendency of anti-discrimination attitude, and those who experienced discrimination in the workplace tended to consider inadequate, as compared with their counterparts.

*(Ref.: Tables 14a – c)*

**Table 14a: Perceived adequacy for persons of different background in receiving equal job opportunities – summary table of sub-group analysis**

Different Background	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
New immigrants from Mainland China			-						+		-
Homosexual persons			-	-	+						
Middle-aged persons			+					+	+		
Young people with no working experience			-		+	+					
Housewives re-entering the workforce							+	+	+		-
Women with young children		-		+	-		+				
Single parents					-		+	+			
Pregnant women			-								
South Asians	+		-	-	+					+	-
People with physical disabilities	+	-		-				+	+		-
People who have ever had mental illness									+		-

“+” indicates the group with higher proportion of very / quite adequate.

“-” indicates the group with higher proportion of very / quite inadequate.

**Table 14b: Perceived adequacy for persons of different background in receiving equal job opportunities (summary table of sub-group analysis)**

Different Background	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
New immigrants from Mainland China			-			-			
Homosexual persons									
Middle-aged persons						-			
Young people with no working experience						-			
Housewives re-entering the workforce			+			-			
Women with young children			+			-			
Single parents				-		-			+
Pregnant women			+			-			+
South Asians									
People with physical disabilities	-		+						+
People who have ever had mental illness			+			-			

“+” indicates the group with higher proportion of very / quite adequate.

“-” indicates the group with higher proportion of very / quite inadequate.

**Table 14c: Perceived adequacy for persons of different background in receiving equal job opportunities (summary table of sub-group analysis)**

Different Background	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
New immigrants from Mainland China		+	-		
Homosexual persons					+
Middle-aged persons			+	-	
Young people with no working experience				-	
Housewives re-entering the workforce			+	-	
Women with young children			+	-	
Single parents			+	-	
Pregnant women			+	-	
South Asians			-		
People with physical disabilities			+	-	
People who have ever had mental illness			+		

“+” indicates the group with higher proportion of very / quite adequate.

“-” indicates the group with higher proportion of very / quite inadequate.

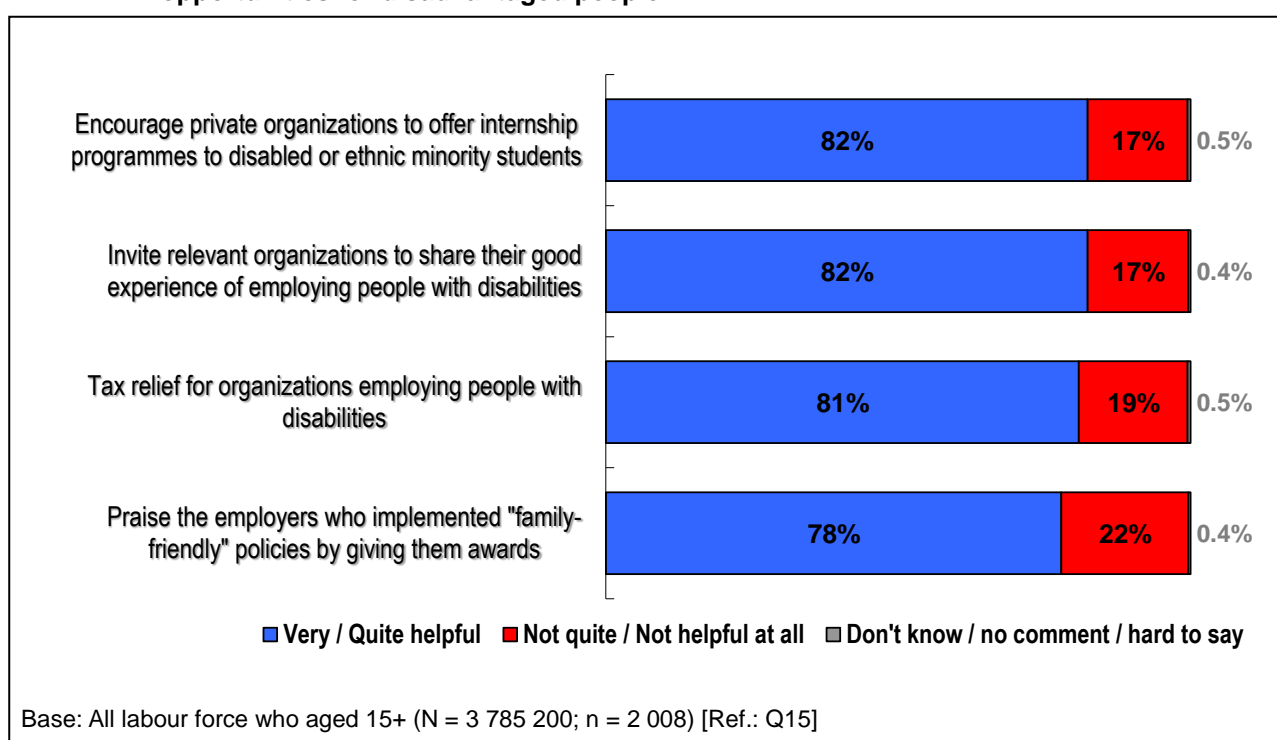
### 3.4.2 Perceived Helpfulness of the Practices / Measures for Promoting Equality of Job Opportunities for Disadvantaged People

#### Overall analysis

Respondents were also asked about their perceived helpfulness of the practices / measures for promoting equality of job opportunities for disadvantaged people. Most of them considered the various practices / measures very / quite helpful.

(Ref.: Chart 16)

**Chart 16: Perceived helpfulness of the practices / measures for promoting equality of job opportunities for disadvantaged people**



#### Sub-group analysis

When analyzed by demographic characteristics, it was observed that in general, those who aged 60 or above were more likely to consider the practices / measures very / quite helpful for promoting equality of job opportunities for disadvantaged people.

(Ref.: Table 15a & b; Tables B29 – B32 in Appendix B)

**Table 15a: Perceived helpfulness of the practices / measures for promoting equality of job opportunities for disadvantaged people – summary table of sub-group analysis**

Practices / measures	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Encourage private organizations to offer internship programmes to disabled or ethnic minority students			+		-		+	+	+		
Invite relevant organizations to share their good experience of employing people with disabilities			-					+	+		
Tax relief for organizations employing people with disabilities			-				+	+			
Praise the employers who implemented "family-friendly" policies by giving them awards	-	+	+					+			

"+" indicates the group with higher proportion of perceiving the area of work very / quite helpful.

"-" indicates the group with higher proportion of perceiving the area of work not quite / not helpful at all.

**Table 15b: Perceived helpfulness of the practices / measures for promoting equality of job opportunities for disadvantaged people – summary table of sub-group analysis**

Practices / measures	Overall impression about severity of discrimination in the workplace			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Encourage private organizations to offer internship programmes to disabled or ethnic minority students	-			+	
Invite relevant organizations to share their good experience of employing people with disabilities	-		-		
Tax relief for organizations employing people with disabilities		+			
Praise the employers who implemented "family-friendly" policies by giving them awards					

"+" indicates the group with higher proportion of perceiving the area of work very / quite helpful.

"-" indicates the group with higher proportion of perceiving the area of work not quite / not helpful at all.

## 4 Survey Findings – Qualitative Survey

In this qualitative part of the study, employers and employees were recruited to participate in the focus groups and one-to-one in-depth interviews, aiming at collecting information with regard to discrimination in the workplace, their views on stereotyping, prevalence of discrimination in the workplace, suggestions on the ways to prevent discrimination in the workplace and practices in promotion inclusion and equality of the disadvantaged people in employment.

For qualitative study, it is not practicable to adopt scientific sampling design aimed at gathering views from a representative sample of the target population. Instead, it is desirable to ensure that the focus group discussants cover target respondents of a sufficiently wide cross-section of businesses.

Conducting focus group discussions / in-depth interviews is very much different from quantitative telephone interviews in questionnaire survey. They are not intended to seek definitive response from individual respondents, following the sequence dictated by the pre-designed structured or semi-structured questionnaire. Instead, the moderator's role is to encourage the respondents to provide views, attitudes and ideas on a particular topic. The purpose is not to reach a consensus in a focus group, but rather to encourage the respondents to express their opinions.

### 4.1 EMPLOYEES WHO EXPERIENCED DISCRIMINATION (IN-DEPTH INTERVIEWS)

18 one-to-one in-depth interviews were conducted for the following 9 types of discrimination/ harassment:

Area	Type	No. of participants
Sex	➤ pregnancy discrimination	2
	➤ sexual harassment	2
Family status	➤ cases relating to the care of children or elderly dependents	2
Disabilities	➤ disability discrimination	2
Race	➤ race discrimination (South Asian / Southeast Asian)	2
Age	➤ young adults	2
	➤ older persons	2
Sexual orientation	➤ discrimination on the ground of sexual orientation	2
Immigration status	➤ new immigrants from Mainland China	2
Total		18



#### 4.1.1 Experiences of Discrimination / Harassment in the Workplace

<b>Age – older persons</b>
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##### Background

One of the respondents worked for an office supplies company with more than 500 employees in Hong Kong; the other respondent worked for a garment manufacturing company with about 10 employees.

In terms of the working years for the company, while one of the respondents had spent more than 20 years with the company, the other one had 2 – 3 years of working for the company.

##### Alleged incidents of discrimination

At the age of 40s, the respondent was given hardship on work for a period of time, and was offered the redundancy package finally. She considered it as age discrimination because there were several similar cases happened in the company before.

*“I got transferred from department to department....my salary was originally based on commission but later changed to a lump sum with no allowance....my sales targets set by the company were tougher and tougher.”*

Also at the middle-age, the other respondent was firstly headed by a younger superior with less experience, and was laid off finally, giving the reason of downsizing the company. He heard from ex-colleagues that the employer actually satisfied with his work performance, but fired him just because he was getting older.

##### Responses of the victims

While one of the respondents did not do anything after being laid off, the other respondent consulted the Labour Department and yet she was told nothing could be done as the company had provided her with a compensation package.

*“Although I was given the 7-month compensation package, I felt embarrassed that I was dismissed by the company without reasons.... I called the Labour Department and was told that nothing I could do about it.... Later I found out that a younger executive was hired to fill in my position.... I thought it was unfair to me because the so-called redundant position was finally filled by a new employee.”*

Although both respondents felt upset and angry about the incident, they just talked with their family members, friends and ex-colleagues about the incident, as both were not aware of other channels (except consulting the Labour Department) for filing the complaints.

### Suggestions for improvement

The respondents were skeptical about whether the Government could be of help in their case as they claimed that the company would have different excuses if they decided to lay off the elderly staff.

*“If the boss is determined to fire a worker, it could be so easy in finding faults done by the worker.”*

*“I don’t think there is a lot the Government can do (because there is no Age Discrimination Ordinance). To take the security job as an example, I was told that security guards who turned to be 65 years old could only work for small-scaled but not large-scaled residential estates.”*

One of the respondents suggested that the Government could have a “Certificate Program of Caring Employers” to reward those companies that treat the employees fairly. It appears as an incentive for the company to promote inclusion and equality in the workplace.

<b>Age – younger persons</b>
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### Background

Both respondents were females at the age of early 20s. One of the respondents was applying for an administrative job in a trading company while the other was working as a cashier in a supermarket when they encountered the discrimination.

### Alleged incidents of discrimination

For the respondent who was applying for an administrative job in a trading company, she passed all the clerical skill tests, and was finally offered an interview with the manager. The manager read through her background information, and then told her that she was too young to meet the requirement that the company needed a more mature staff.

The other respondent worked in a supermarket as a cashier for almost a year. Since the first day that her supervisor knew her age, she was criticized about her work performance. One day the computer was out-of-order, and somehow she was scolded for lousing up the system. The supervisor further said that people at her age were not serious at work. In fact, the supervisor always made judgments openly in the workplace that “young people make mistakes all the time” and “young people who were born in the 80s and 90s cannot do their job well”.

### Responses of the victims

Both respondents did not make any complaint on their cases. However, for the respondent who worked as a cashier, she suffered from stress imposed by her supervisor and had to consult the psychiatrist. After taking medication for a period of time, she decided to quit her job.

### Suggestions for improvement

The respondents were quite confused about how to face the ill-treatment because they had limited working experience and social skills. Therefore, they suggested that training workshops on employees' rights should be provided for young people. Furthermore, they considered that it was necessary to have legislation on age discrimination in Hong Kong.

*"I once received job-seeking support services provided under the Youth Employment and Training Programme. I think such services should be provided by many more organizations."*

<b>Sexual harassment</b>
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### Background

The respondents in the two cases worked in the trading companies of electronic parts and rubbery products, respectively. The companies were in small-scale operations, with less than 10 employees in Hong Kong.

### Alleged incidents of discrimination

During daily operation in the office, the expatriate business partner of the company put the hand on the respondent's shoulder and kept brushing it. He told sexual innuendo jokes and showed some lewd hand gestures.

When traveling on business trips, the superior who occasionally stationed in Hong Kong asked some embarrassing questions if the other respondent had ever visited hourly hotels (nicknamed love hotels) in Kowloon Tong. Furthermore, he required her to help checking emails in his hotel room and leaned towards her when she was reading the emails.

### Responses of the victims

Both respondents talked with their colleagues and friends about their cases, and yet none of them took any action. They claimed that:

- they did not think it could help if reporting the case to the senior management personnel because they would protect their own people;
- it was difficult to provide evidences; and

- they were worried about revenge if making the complaints to the senior management personnel or to the EOC.

*“How do you define behaviours as inappropriate... it is difficult to provide evidences to show that those claims have really taken place.”*

*“If I lodged a complaint, the boss might treat me badly by withholding future pay raise, so it makes no sense for me to stay in that company. Even if I look for other jobs, I am afraid that the employer may give a poor appraisal of my performance when the potential employer is conducting the performance check.”*

### Suggestions for improvement

The two respondents suggested that comprehensive guidelines should be provided for both employers and employees. The guidelines should cover the following information:

- Practical examples about what constitutes sexual harassment; and
- If the victim has lodged a complaint, he / she shall not be victimized during the process of investigation. This will encourage the victim to stand up for his / her rights.

<b>Family status</b>
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### Background

Both respondents encountered family status discrimination when they were applying for the jobs. One of the respondents applied for an office work in a construction company of 400–500 employees. The other one was applying for a janitor work in a cleansing service company with 40–50 employees.

For both cases, the respondents needed to take care of their children who started to attend kindergarten or primary school at the time of the incident.

### Alleged incidents of discrimination

The respondent was applying for the position of an administrative officer. After undertaking 2 interviews, she was confirmed the job offer. In the third interview that she was supposed to sign the employment contract, the senior management staff further probed for her family status, such as whether she was necessary to take care of kids at home. Despite she repeatedly reassured that it was fine for her to work overtime, the staff took back the contract on the table, and asked her to leave and wait for further notice. She called the company two weeks later, and was told that the position was already filled.

The other respondent applied for a janitor work in a cleansing service company. When meeting the employer, she was asked if she had any children, and if there was an emergency happened to her kid at school, whether her husband or she would be responsible for picking up the kid from the school. She was finally turned down and was told that she was not suitable for the job.

### Responses of the victims

As one of the respondents was a new immigrant, she was not aware that she had been discriminated in terms of the family status until she talked with a social worker about the case. For the other respondent, she had sought help from the Labour Department and was told that they could provide an arbitration and/or mediation. However, if the respondent wanted to seek legal action, she had to get a lawyer to stand for her. In these cases, both respondents considered that it was difficult to seek help from the Government.

### Suggestions for improvement

In order to provide assistance for working mothers, one of the respondents suggested that the Government should promote some work-sharing programmes (e.g., three working mothers can share a job by taking different shifts in the week / day).

<b>New immigration status</b>
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### Background

Both respondents were females in their 40s. Apart from being discriminated during working, the respondents claimed that they also encountered some forms of discrimination when seeking jobs. The respondents encountered discrimination in a kindergarten (with about 60 employees) and a western restaurant (with about 10 employees), respectively. They were cleaning workers at the time of the incident.

### Alleged incidents of discrimination

The respondent earned a lower salary as compared to other cleaning workers at the kindergarten in spite of the same duties. She was also isolated by her co-workers.

The other respondent who worked as a dishware cleaning worker in a restaurant was demanded to work for long hours by the employer, who claimed that the dish washing job was the kind of job that new immigrants from the Mainland deserved to work on and were capable of doing.

### Responses of the victims

When facing the hard time, both respondents would only talk to their relatives, trying to seek support from them instead of seeking assistance from or filing a complaint to relevant agencies. Both respondents concerned that they might lose the job if they lodged a complaint to relevant agencies. Moreover, they were afraid to be classified as trouble makers by the employers / colleagues if they voiced out about the unfair treatment.

*“I don’t want to be labeled as a troublesome employee. It’ll be undesirable if I need to look for another job.”*

### Suggestions for improvement

The two respondents claimed that being new immigrants, they were not aware of the channels for reporting their discriminatory cases. They suggested that non-governmental organizations (NGOs) in the community centres could provide the channels of educating new immigrants about discrimination ordinances and ways of lodging complaints.

<b>Pregnancy</b>
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### Background

One of the respondents encountered pregnancy discrimination when applying for a job of a jewelry retailer, while the other respondent encountered the incident when she was working in a financial securities company. Both employers were large companies with 100 employees or more.

### Alleged incidents of discrimination

The respondent was applying for the position of salesperson in a jewelry shop when she was pregnant for 2 months. She had friends working there and thus she knew that calling for a second interview meant confirmation of the job offer. In the second interview, the personnel staff asked a few questions about her working experience, explained the employment package, the health checkup before reporting duty and then asked which outlet shop the respondent preferred to work in. After telling the personnel staff that she was already pregnant, the staff asked her to leave and wait for further notice. Finally, she was not hired.

The other respondent had been working in a financial securities company as an editor for 2 years. She was employed as a permanent staff. In an incident that when she informed the company about her pregnancy, she was asked to sign a letter of acceptance for changing her status to a contract staff, or the company would give her a termination letter.

After seeking the advice from the Labour Department, she refused to change her contractual term as a contract staff. Thereafter, the HR staff informed her that the request for changing the contractual term was cancelled.

### Responses of the victims

The respondent who applied for the position of salesperson in a jewelry shop did nothing after she was told to wait for reply. The other respondent, working in a financial securities company, called the Labour Department to ascertain her rights and thus she was able to stand firm of not signing the new contract. In addition, the respondent filed an online complaint to the EOC but later discontinued the case.

### Suggestions for improvement

Despite the employers were large companies, it appeared quite common that they would like to take advantage of the pregnant employees so as to save costs for the companies. Moreover, it revealed that even the HR department of larger corporations might not have a comprehensive understanding of the discrimination ordinances. They expected that more proactive measures should be administered in order to promote the discrimination ordinances to the companies as well as the general public. The discrimination cases should also be released to the media as examples of malpractices.

*“The government should consider blacklisting those companies which have violated the discrimination ordinances. Also the EOC can perform investigation by sending mystery candidates to take part in job interviews.”*

<b>Disability</b>
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### Background

Of the interviews conducted for disability discrimination, one respondent was a limp man, whereas the other respondent was a female suffering from imbalance disorder which required long term medication.

For the male respondent, the discriminatory incident happened in a charity organization when he was applying for an administrative job. Apart from that, he also shared his experiences of being discriminated when he worked as library supervisor and/or teacher in primary and secondary schools.

For the female respondent, the incident of discrimination happened when she was working in a laundry factory, which was a medium-sized company with 2–3 branches comprising more than 100 employees.

### Alleged incidents of discrimination

When applying a job in a charity organization, once the supervisor observed that the respondent was limp, the supervisor did not ask him to fill in any application form. The supervisor just chatted with him casually without asking his relevant job experiences, and then asked him to wait for further notice. Besides, when working in primary and secondary schools, he was always satirized by superiors and colleagues that he had the advantage for skipping schools' outdoor activities.

*"The supervisor told my colleagues that I could get privilege of not involving in any duties of outdoor activities because of my physical disability."*

The other respondent had chronic illness and worked as a laundry worker with entitled sick leave. Having asked for sick leave several times, the supervisor started to get frustrated and did not allow her an early leave, even though she was really sick. She was then forced to take annual leave when feeling sick.

### Responses of the victims

While the female respondent claimed that she planned to take action of filing a complaint to the EOC, the male respondent did not take any action in spite of encountering several discriminatory incidents. He said that he got used to the discrimination which was so common in the working environment.

### Suggestions for improvement

It is important to ensure that persons with disabilities have equal opportunities and fair treatment in the workplace. Both respondents considered that employers should raise the awareness of providing an inclusive working environment for employees with disabilities. They further suggested that management staff in companies should attend training courses about measures of preventing the occurrence of incidents of discrimination.

<b>Race</b>
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### Background

One of the respondents was a male Pakistani, and the other one was a female Indian. Both respondents, who were raised in Hong Kong, could communicate in Cantonese. Yet, they were not able to properly read and write Chinese which caused a disadvantage to them in finding jobs and in handling their job duties. The discriminatory incidents took place in the SMEs.



### Alleged incidents of discrimination

The Pakistani respondent possessed an advanced diploma in information technology. When seeking for relevant jobs, he always found that though he was able to meet the job requirements, he was offered a lower salary. Furthermore, he once attended a group interview with other Chinese candidates. The manager criticized his appearance which was irrelevant to the job, and claimed that he was not suitable for the job and told him to leave.

*“While all other candidates entered the room for interview, I kept waiting in the reception area for an hour. When it finally came to my turn, I was asked to join a group interview with other Chinese candidates. The manager criticized my appearance that I was not professional enough, and told me to leave.”*

The Indian respondent was working as a tutor in a private tutorial school. She was asked to perform extra duties, such as dispatching leaflets in the street, looking after the boss’s kids, which were not her responsibilities as a tutor, while other Chinese tutors of the same rank were not necessary to do so. When she asked for the reason, her boss said that those were the works which Indians were used to do. On another occasion, the respondent was attending a job interview and the employer told her straightly that the company would prefer to hire Chinese, British or Americans, than an Indian or Pakistani. Moreover, once the respondent worked for a trading company and her colleagues nicknamed her “curry”.

### Responses of the victims

Both respondents did not file complaints to relevant agents because they thought that it could not help them improve the situation as discrimination would still persist. In addition, the Pakistani respondent did not want people to consider him as a trouble-maker.

### Suggestions for improvement

Both respondents considered that race discrimination was mainly due to the cultural differences between local Chinese and ethnic minorities. As such, they suggested that more community events for local Chinese and ethnic minority groups should be organized such that they could interact and had a better understanding, as well as respecting each other’s culture.

<b>Sexual orientation</b>
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### Background

Both respondents were males aged 20–30s. The companies involved in the incidents were a tertiary educational institution and a TV broadcast company, respectively. For one of the respondents, he had worked in a well-established educational institution for 2 years before the incident of discrimination. The other respondent, who was a British, was working in a medium-sized TV broadcast company with 50–100 employees, when he encountered the discrimination.

### Alleged incidents of discrimination

Working in a tertiary educational institution as a curriculum planner, the respondent received a verbal notification from his superior that he would get a promotion. At the time before the principal signing on the formal confirmation letter, the principal saw him openly walking along hand-in-hand with his boyfriend. Afterwards, he was notified that his promotion was voided.

The other respondent worked in a TV broadcast company as a programme designer that he sometimes needed to attend external meetings. Upon the awareness of his sexual orientation, the CEO stopped all his external works, and warned him not to tell the business partners and colleagues about his sexual orientation.

*The CEO said, “From now on, you should not go out to meet people. In case people know about your sexuality, they don’t want to do business with us. You can’t tell anybody in the company about it. Don’t make me feel embarrassed again about what you have already done.”*

### Responses of the victims

Both respondents felt upset after the incidents. Yet, they just told their friends about the discrimination rather than reporting the cases to relevant agencies such as the EOC. One of the reasons for not reporting the cases was that there was no existing legislation against discrimination on the ground of sexual orientation. At the moment, their cases could only be settled by arbitration or mediation, which had limited deterrent effect.

### **Suggestions for improvement**

Both respondents considered that public education about preventing discrimination on the ground of sexual orientation should be enhanced. They expressed that the public had misconceptions on gays or lesbians. For example, gay people are mostly pedophiles.

*“Teachers personally don’t have to agree with homosexuality. However, they should teach students that people should not discriminate against homosexual people. It needs a kind of reform in educating people about homosexuality.”*

#### **4.1.2 Similarities of the Experiences of Discrimination / Harassment**

To summarize the above cases of employees having been discriminated in various areas, some similarities were observed. First of all, the companies for which they had experienced discrimination / harassment were locally based companies, or subsidiaries of foreign companies that adopted local company policies.

Besides, although the cases involved different establishment sizes, ranging from 5–10 employees to 400–500 employees, there was no written guideline or company policy in the concerned companies for protecting employees from being discriminated / harassed.

Moreover, most victims did not make an appeal to the management board of the company, and had no intention to lodge a complaint to any government department or the EOC. They considered that such actions were not helpful for redressing their situations. Moreover, some of them said they did not want to be labeled as trouble-makers. In addition, many of them did not know in what ways the EOC can help if they lodge a complaint to the Commission.

## 4.2 EMPLOYERS (FOCUS GROUPS & IN-DEPTH INTERVIEWS)

Pertaining to employers from different sizes of establishments that were anticipated to have different opinions towards the subject matter, they were classified into different groups for collection of views. The grouping was summarized below.

Stakeholders	No. of focus groups / in-depth interviews conducted	No. of participants
SMEs (with < 50 employees)	1 focus group	8
Larger companies (with 50 - < 500 employees)	1 focus group	8
Multi-national / listed corporations (with ≥ 500 employees)	4 in-depth interviews	4
Total		20

Opinions and attitudes on dealing with discrimination / harassment in the workplace were quite different between the SMEs, larger companies and multi-national / listed corporations in various aspects.

### 4.2.1 Awareness and Knowledge of the Legislation against Discrimination

Larger companies / corporations were well aware of the 4 discrimination ordinances, whereas SMEs only had some basic ideas but did not appear to have a good understanding.

### 4.2.2 Attitudes towards the occurrence of discrimination / harassment in the workplace

The SMEs tended to consider that discrimination / harassment was unavoidable. Yet they believed that they could solve the problem if there was a conflict between employees, and thus considered that the situation was generally not serious in the Hong Kong workplace.

The larger companies showed an awareness that there were negative impacts of the occurrence of discrimination in the company. They would obtain relevant knowledge from the EOC. Yet they considered that it was difficult to eliminate discrimination / harassment in the workplace.

The multi-national / listed corporations would take the issue more seriously, and strived to avoid occurrence of such discriminatory acts in the company. They required their HR personnel to have proper training about the legislation, and would include the issue in their regular training workshops for staff.

*“We have online training courses for our employees to take part in so that they’re*

*well-equipped with the knowledge. For example, we would present them with a case and see if our employees could determine whether the situation does constitute discrimination.”*

*“We offer refresher courses for existing staff, briefing and training for new staff and even training for trainers so that they're more up-to-dated with the latest information.”*

#### **4.2.3 Policy / guidelines against discrimination**

While the larger companies / corporations had policy / guidelines against discrimination, none of the SMEs considered that there was a necessity for such arrangements due to their limited resources.

For those larger companies, they would more likely to provide briefing but not written policy/ guidelines, depending on HR personnel's own practices.

The multi-national corporations always followed the relevant policy / guidelines of their headquarters in foreign countries, while local listed corporations had set up their own policy/ guidelines since the introduction of discrimination ordinances in Hong Kong. These corporations had standard procedure of handling complaint cases and designated staff to handle the cases, and definitely set up reporting channels.

#### 4.2.4 In the process of recruiting new staff

For the SMEs and larger companies, though they were aware of the discrimination ordinances that it was not fair to prejudge certain groups of job applicants, some of them admitted that it was unavoidable to have biased preference when selecting the candidates. For example:

- Many of them would not hire pregnant women, regardless of their qualifications and experiences.
- For retail outlets selling ladies' garment, preference would be given to female applicants.
- In logistics industry, as elderly workers were liable to higher risk of injury, the company would be liable to bear a greater operation cost. Therefore, preference would be given to younger applicants for the position.

*"Pregnancy is a huge factor of consideration... We would be hesitant about assigning her too much work so that she gets stressed out... We have to find a replacement during her maternity leave for 10 weeks... It's going to create quite a huge impact... I wouldn't consider an applicant who informs me that she's pregnant during the interview stage... I would search other candidates in the pool. This would only be the very last resort if the pregnant candidate possesses certain required skills and talents that cannot be sourced in the market..."*

*"If it's a job that requires frequent traveling for business, we have to take into account the candidate's family status... Candidates with little kids always run into problems, such as taking time off when their children getting sick, getting vaccinated, having to take examinations and so on... If I'm presented with two applicants (one is married and the other is single), I would prefer the candidate who is single."*

*"When you have a pool of candidates of similar attributes and qualifications, this is where the factor of age might come into play."*

They would try to hide their biased preference when selecting the candidates so as to avoid being accused of discrimination. For example, they would interview certain candidates (e.g. elderly) for the position but at the end claimed that other candidates are more suitable for the job.

On the other hand, multi-national / listed corporations believed that candidates should be selected based on their abilities and experiences meeting the requirements for the position. For example, they recruited female engineers and technicians, South Asians or persons with a disability, etc.

#### 4.2.5 Initiatives for promoting inclusion and equality of disadvantaged people in employment

For larger companies, a few of them had already offered internship programmes to ethnic minority students and administered family-friendly practices. Some of them also acknowledged that an award scheme could encourage employers in building up an inclusive working environment, because it was beneficial in promoting an inclusive company image.

However, these ideas appeared not attractive to the SMEs as they considered that the incentive programmes somehow were not feasible in small businesses.

Both SMEs and larger companies claimed that hiring persons with disabilities involved resources in altering office settings and acquiring special facilities / equipment. Instead of providing profits tax relief as an incentive, they would prefer practical support from the Government, such as subsidy of wages, and providing necessary facilities / equipment and professional advice.

*“Not every company is able to hire persons with disabilities because the office is not spacious enough to be equipped with facilities accessible for them... There aren’t a lot of jobs suitable for persons with disabilities... A worker with a disability would rely heavily on other employees to assist. In other words, it would affect the productivity of other colleagues... We are hesitant about hiring persons with disabilities because we would have to invest extra resources for providing accommodation.”*

Multi-national / listed corporations obviously had more resources to carry out the measures in building up an inclusive working environment, such as assuring barrier-free accessibility in the office. In fact, some of them claimed that candidates should have equal opportunities for working in their corporations, no matter whether they were disadvantaged people or not.

*“We’re more than willing to contribute our efforts to make our workplace accessible to all.”*

*“Instead of choosing our applicants based on their status, appearance or whether having disabilities, we select applicants based on their meeting the requirements of the jobs... We have open recruitment to anyone who’s interested to work for us.”*

*“Is it necessary to have a special programme for disadvantaged people? We should normalize them and treat them just like everybody else instead of identifying them as a special group of people.”*

## 5 Conclusion & Recommendations

In conclusion, about 18% of the respondents claimed that they had experienced discrimination or harassment when seeking a job or at work. Relatively more of those who experienced discrimination claimed that their experiences were relating to inequity of job opportunity when seeking a job (62%). For those who experienced discrimination during work (55%), slightly more claimed that their cases were relating to inequity of work allocation (16%) and impoliteness (15%).

Among the victims, the most common type of discrimination was age discrimination (64%). Given the trend of population ageing in Hong Kong, it is suggested that the EOC should consider setting its work priority on public education of promoting an age-inclusive environment and redressing age discrimination in the workplace.

As sexual harassment was fairly common in the workplace, the EOC has conducted surveys on sexual harassment for flight attendants and workers of service industries, with a view to urging the Government to amend the Sex Discrimination Ordinance (SDO) to protect providers of goods, services and facilities against sexual harassment by customers. The amendment helps company management personnel realize the serious nature of the problem so that the management of business organizations should take all practicable and reasonable steps to prevent sexual harassment before it occurs. It is recommended that the EOC should join hands with relevant stakeholders or trade unions to provide anti-sexual harassment training for employers and employees in the service sector.

The findings revealed that a relatively higher percentage of workplace discrimination occurred in company sizes of 10-49 employees (40%). Moreover, findings from the focus group discussion also revealed that employers of SMEs did not appear to have a good understanding of the 4 discrimination ordinances. In this regard, the EOC may consider allocating more resources or collaborating with relevant stakeholders in organizing more seminars, talks and company visits for the SMEs so as to combat discrimination in the workplace and promote an inclusive working environment. In particular, these training provisions should target more at the supervisory levels so as to initiate an overview of the working culture as well as formulate necessary changes to redress the issue of discrimination.

The findings also revealed that the majority of the victims (94%) did not take any action after the incident. The victims from the in-depth interviews generally did not want to be labeled as trouble-makers. Therefore, the publicity works could gear towards changing the misconception that “making a complaint will create troubles” in the workplace. In this



respect, the EOC is recommended to provide more information about informal and formal complaint-handling processes such that the public will have a more positive attitude and constructive approach towards lodging the complaints if such cases of discrimination did happen, and employers can accept those complaints as opportunities to improve the qualities of their employees.

The findings from the in-depth interviews revealed that the discrimination on the grounds of race, disability, new immigration status and sexual orientation in SMEs appeared to be rather serious. The EOC and relevant stakeholders are recommended to work closely with the SMEs or related associations in assisting SMEs in formulating policy and guidelines against discrimination in the workplace.

**Appendix A**  
**- Literature Review -**

## **BACKGROUND**

Hong Kong has the reputation of being a multicultural city with a mixture of Western and Eastern influences. Despite the Government strives to reduce discrimination in employment, discrimination is still widespread in the workplace. Based on EOC's study *Equal Opportunities Awareness Survey 2012*, 6% of the general public expressed that they had experienced incidents of discrimination, harassment or vilification in the past year prior to the survey. Among those victims, over 50% encountered the discriminatory incidents in the working environment or when they were seeking a job.

The definition of discrimination in employment is the practice of using an individual's attributes (e.g., sex, disability, race, etc.) instead of his / her abilities for the position to make employment decisions related to hiring, firing, compensation, evaluations, promotions, and training.

In the United States, workplace discrimination lawsuits are typically brought using one or a combination of three different theories<sup>3</sup>:

1. Disparate Treatment Theory - Disparate treatment refers to a policy or practice that explicitly treats one individual or group of individuals differently from another.
2. Workplace Harassment Theory - Workplace harassment refers to unwelcome verbal or physical conduct that is directed toward a person or persons on the basis of characteristics they possess. Harassment includes when employees are forced to work in hostile environments and when "this for that" arrangements are forced upon employees. The most common workplace harassment cases revolve around sexual or racial issues.
3. Disability Accommodation Theory – Employees with disabilities are entitled to reasonable workplace accommodations unless such accommodations present undue hardship for employers. Employers failing to make reasonable accommodations for employees with disabilities in performing their essential job functions may be engaging in discrimination.

In Hong Kong, the Government is committed to promoting equal opportunities for all and eliminating all forms of discrimination. There are four major laws against discrimination, namely Sex Discrimination Ordinance (SDO, Cap. 480), Disability Discrimination Ordinance (DDO, Cap. 487), Family Status Discrimination Ordinance (FSDO, Cap. 527) and Race

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<sup>3</sup> Tony Guerra, Demand Media. "Lawsuits About Discrimination in the Workplace".  
<http://everydaylife.globalpost.com/lawsuits-discrimination-workplace-6606.html>

Discrimination Ordinance (RDO, Cap. 602). Yet there are no laws against other forms of discrimination in the workplace.

In this literature review, common forms of discrimination in workplace have been reviewed. They are summarized below as background information.

### **GENDER**

Based on EOC's data of complaints handled, most cases involve pregnancy discrimination and sexual harassment. More than a half of the respondent companies or organisations of complaints lodged under the SDO are SMEs employing less than 100 people.

As for pregnancy discrimination, the common allegations are that the victim was forced to resign, face unreasonable hardship or be demoted when she told the employer of her pregnancy or after the maternity leave. The cause of such discriminations may be due to extra costs incurred in providing leave for medical check-ups and maternal leave as well as prejudicial assumptions that women are less committed to their careers due to childbearing.

With respect to sexual harassment in the workplace (including sexually hostile workplace environment), harassers are usually co-workers or supervisors of the victims and relatively more women than men are sexually harassed. Regardless of the perpetrator's intentions, unpleasant feelings of harassment by the victim are associated with a variety of negative outcomes ranging from embarrassment, anger to a severe drop in self-esteem or even depression. Most victims do not report it or seek support because they fear negative repercussions such as retaliation and backlash that victims who speak out against sexual harassment are often labeled troublemakers. They also risk hostility and isolation from colleagues and supervisors, and may become the targets of mobbing or relational aggression.

From the employers' perspective, they can be held vicariously liable for the actions of the employees, even when the sexual harassment occurred without the employers' knowledge or approval. It is therefore important for employers to take steps by drawing up and implementing an anti-sexual harassment policy in place, together with arrangements to handle complaints and a programme of training for staff to address this issue periodically.

Sexual harassment remains a common occurrence in the workplace. In 2013, the EOC handled a total of 282 employment-related complaints under the SDO, of which 40% involved sexual harassment (112 cases). The proportion of employment-related sexual harassment complaints was higher than the corresponding figures in previous years (viz. 32% in 2010, 28% in 2011 and 37% in 2012).

## **FAMILY STATUS**

A major issue now being confronted in workplaces is the extent to which an employer may be required to accommodate requests from employees for flexibility in scheduling or for short-term leave arrangements arising from the employee's need to fulfil family responsibilities, especially those relating to the care of children and elderly dependents.

Employers tend to be wary of extending an advantage to an employee because of his or her family status when this may have the impact of disadvantages against others. This highlights the significant effort that must be made, when accommodating family responsibilities, of shaping arrangements so that they do not place an undue burden on other employees. However, family status can also be interpreted as a cost to the company, not solely a relational conflict. Complaints of family status discrimination on its own are not many because employees lack a robust interpretation of family status as a ground of discrimination.

In the year of 2012/13, of the 715 employment-related complaints handled by the EOC, only 22 cases (3%) were related to the FSDO. It illustrated that family status discrimination was less serious when compared to other types of discrimination or employees were not fully aware of their rights in the aspect of family status.

## **DISABILITIES**

Data show that about 10% of the world's population live with a disability, whether it is physical or mental. The definition of a disability covers that it presently exists, previously existed but no longer exists, may exist in the future or is imputed to a person. An important source of exclusion is based on the stereotypes that they are unproductive, unable to perform a job or too costly to employ<sup>4</sup>. Discrimination is especially common at the hiring stage. Even in countries where people living with HIV/AIDS or mental illness benefit from legal protection, discrimination continues to occur.

Of the 715 employment-related complaints handled in 2012/13, 309 cases (43%) are due to disability discrimination. The majority are in relation to sick leave and work injuries. The disputes are mainly over the ability to perform the inherent requirement of a job, accommodation given to an employee, or unjustifiable hardship to the employer.

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<sup>4</sup> Equal Opportunities Commission, HKSAR (2011). *Baseline Survey on Public Attitudes towards Persons with a Disability 2010*.

### RACE

With respect to race discrimination, only 17(2%) cases out of 715 employment-related complaints were handled by the EOC in 2012/13. However, this is only the tip of the iceberg. The ethnic issue is important in Hong Kong and most ethnic minorities feel that they are discriminated against<sup>5</sup>. According to findings of a survey in 2005<sup>6</sup>, 60% of ethnic minorities in Hong Kong perceived that their ethnicity determines their career progress in the workplace. A possible cause of the biases is the low level of understanding of minority cultures, reinforced by the negative image portrayed by the local media.

### AGE

The young adults tend to be victims of adultism. They are typically stereotyped as pampered, immature, disobedient, and with no sense of purpose. Alternatively, negative attitudes towards hiring and retaining older workers are rooted in perceptions that portray them as slow learners, less adaptable and in poor health. Interestingly, the SMEs appear more likely than large firms to recruit older workers, especially if they have had previous work experience in large companies. It may indicate that, as SMEs do not invest as much in training, they are more eager to benefit from the training provided by larger enterprises. Unlike some countries, laws banning age discrimination is still outstanding in Hong Kong.

While the Labour Department has published Practical Guidelines for Employers on Eliminating Age Discrimination in Employment in 1999, with regular update and revisions which are voluntary best practices for employers to follow, the Guidelines are only voluntary and do not have legal effect. As such, age discrimination claims are always framed using other forms of discrimination. Nevertheless, age discrimination commonly happens during recruitment, promotion, transfer of position, training, conditions of employment, retirement policy, appraisal, grievance procedure, etc.

Based on a survey<sup>7</sup> conducted in 1996, the findings revealed that many firms employed younger workers but did not hire older workers. This pattern appeared to reflect mainly economic forces, rather than public policy, given that no laws prohibited age discrimination or required uniform fringe benefit provision in Hong Kong.

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<sup>5</sup> Census and Statistics Department, HKSAR (2009). *Thematic Household Survey Report No. 39 – Racial Acceptance*.

<sup>6</sup> Social Work Department, CUHK (2005). *Survey Results on Racial Discrimination in Hong Kong*. <http://www.cuhk.edu.hk/cpr/pressrelease/051028e.htm>

<sup>7</sup> Heywood, J. S., Ho, L. S., Wei, X. D. (1999). *Determinants of Hiring Older Workers: Evidence from Hong Kong*.

The Hong Kong Social Service Council also conducted a survey on the employment of middle-aged and elderly people in 2000. About 35% of interviewees said that they had experienced discrimination in the workplace due to age. Furthermore, 40% of interviewees said that they had been rejected by potential employers because of age, whereas 25% of them reported situations such as reduced wage or being sacked due to age discrimination.

Based on another survey conducted in 2007 on 805 interviewed working adults<sup>8</sup>, 19% of them thought there was age discrimination in employment whereas the majority 81% declared the opposite. The degree of age discrimination in recruitment was the highest, while the degree of age discrimination in fringe benefits was the lowest. Moreover, low-skilled workers reported higher degree of age discrimination, while associate professionals reported the lowest degree of age discrimination.

Although the above findings of the surveys cannot tell whether age discrimination is becoming serious in Hong Kong or the situation of age discrimination is improving / deteriorating over the years, they highlight that the middle-aged is the group which faces the most serious age discrimination as they are perceived as having lower efficiency by the employers.

Unlike Hong Kong which does not have any related laws in eliminating age discrimination in employment, many western countries (e.g. the United States [US], the European Union, Canada, Australia and New Zealand) have already implemented local legislation based on the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights to prohibit age discrimination in employment. For example, the US government implemented The Age Discrimination in Employment Act of 1967 which prohibits employment discrimination against persons 40 years of age or older. The Australian government implemented the Age Discrimination Act 2000 which ensures that people are not treated less favourably on the ground of age in various areas of public life including employment, provision of goods and services and education.

In this connection, it is imperative for the Government to investigate how serious age discrimination is in Hong Kong and see whether it is the proper moment in formulating a legislation to outlaw age discrimination.

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<sup>8</sup> Department of Management, City University of Hong Kong (2007). Employee Confidence, Job Satisfaction and Age Discrimination Survey 2007.  
<http://www6.cityu.edu.hk/puo/CityUMember/Story/Story.aspx?id=20070525120359>

## **SEXUAL ORIENTATION**

A person whose sexual orientation does not conform to prevailing and established patterns can be the target of verbal, psychological and physical violence and acts of hate. In the workplace, employees may suffer from discrimination if they are known or believed to be lesbian, gay, bisexual or transgender (LGBT). At present, there is no legislation against sexual orientation discrimination.

A recent study of 626 LGBT employees in 2012<sup>9</sup> shows that 13% of them have personally experienced negative treatment because of their sexual orientation and/or gender identity. They are treated with less respect or more difficult tasks, verbally insulted or mocked, as well as have to hear anti-LGBT jokes or negative comments about LGBT people. Most of LGBT employees (85%) say a non-inclusive workplace has had a negative impact on them personally. A majority (71%) have had to lie about their personal life at work and notably, 24% say they have had to lie frequently. Over a half (54%) say it is difficult to build authentic relationships with colleagues.

In western countries such as the US., sexual orientation discrimination is still rampant. As a result, most gay men and lesbians are not out at work, as an attempt to prevent problems with employers or fellow employees. While many companies have a “don't ask, don't tell” policy, the need for secrecy can have a negative effect on gay and lesbian employees who feel uncomfortable with being in the workplace. This can include greater anxiety, the need for deception to maintain the “cover” of heterosexuality, and a general undermining of work relationships. While the US attempts to pass the Employee Non-Discrimination Act, which would make it illegal for employers to discriminate on the basis of sexual orientation or gender identity, rigorous discussions about legislating against sexual orientation discrimination have begun in Hong Kong.

## **NEW IMMIGRATION STATUS**

While the overall wage gap may shrink with the new immigrants' duration of residence in Hong Kong, findings of a survey show that discrimination may occur that a wage gap between locals and post-1980 Chinese immigrants still exists<sup>10</sup>. According to another survey in 2009<sup>11</sup>, 82% of interviewees complained that their working hours were longer than that of local workers while their wages were lower. Over a half (55%) complained

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<sup>9</sup> Vernon, K. and Yik, A. (2012). *Hong Kong LGBT Climate Study 2011-12*. Community Business.

<sup>10</sup> Wan, A. T. K., (2006). *On discrimination and the status of immigrants in the Hong Kong labour market*. Economics Bulletin, Vol. 10, No. 6 pp. 1-17.

<sup>11</sup> Society for Community Organization (2009). *Study on the new immigrant women's employment situation* 新移民婦女的就業情況調查.



that they were assigned more job tasks, as they are new immigrants from Mainland China. Nearly a half (47%) complained that it is difficult for them to find a job because of their immigration status.

The new immigrants from Mainland China do in fact face discrimination on the ground of their new immigration status. However, the present RDO does not cover immigration status as a protected ground nor does it recognize new immigrants as a separate ethnic group. Thus new immigrants are left without any legal protection from racial discrimination.

**Appendix B**  
**- Tables (sub-group analysis) -**

**Table B1a: Agreement on “(Age – older persons) Middle-aged persons work less efficiently than younger persons” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	88	90	92	90	85	91	90	88	87	88	90
Agree	11	10	8	9	15	9	9	12	10	11	9
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1ix]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B1b: Agreement on “(Age – older persons) Middle-aged persons work less efficiently than younger persons” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	89	90	71	91	88	89	89	89	95
Agree	10	10	30	9	11	6	11	11	6
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1ix]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B2a: Agreement on “(Disability) People with disabilities can only pick up junior works” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	87	85	95	88	85	87	86	79	76	85	89
Agree	12	14	5	12	15	12	12	19	21	14	10
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B2b: Agreement on “(Disability) People with disabilities can only pick up junior works”  
– analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	86	87	70	88	85	89	86	86	100
Agree	13	12	30	11	14	11	13	13	-
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B3a: Agreement on “(Pregnancy) Normally, women do not pour heart into work after having baby” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	79	81	89	82	81	79	80	69	71	79	82
Agree	19	18	8	17	18	20	18	24	26	19	16
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B3b: Agreement on “(Pregnancy) Normally, women do not pour heart into work after having baby” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	80	80	68	81	79	80	80	80	86
Agree	19	18	32	18	19	21	19	19	14
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B4a: Agreement on “(Sex) Males are generally more suitable than females to perform management or leading roles” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	73	84	96	83	79	78	76	63	69	77	82
Agree	27	16	4	17	20	22	24	36	31	23	18
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B4b: Agreement on “(Sex) Males are generally more suitable than females to perform management or leading roles” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	81	76	69	77	78	79	78	78	88
Agree	18	24	32	23	21	21	22	22	12
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B5a: Agreement on “(Sexual orientation) Homosexual persons should not work as teachers, because they will impose negative impacts on students’ morality” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	77	76	82	87	81	73	68	64	55	74	83
Agree	20	21	18	12	17	23	27	31	35	23	15
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1x]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B5b: Agreement on “(Sexual orientation) Homosexual persons should not work as teachers, because they will impose negative impacts on students’ morality” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation**	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	82	72	61	78	76	83	76	76	94
Agree	15	24	36	20	21	17	20	21	-
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1x]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B6a: Agreement on “(Race) South Asians are not suitable to do office work because they have only attained low educational level” – analyzed by sub-groups**

(%)	Gender**		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	72	79	87	85	74	73	73	62	72	72	81
Agree	27	19	13	15	26	24	25	34	26	27	17
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B6b: Agreement on “(Race) South Asians are not suitable to do office work because they have only attained low educational level” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16**		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	80	72	61	71	76	63	75	75	81
Agree	19	26	39	27	22	32	23	24	13
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B7a: Agreement on “(Marital status) Single persons will pay greater efforts on work than married persons” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	75	73	63	71	76	74	75	78	67	75	74
Agree	24	26	37	29	23	26	24	21	32	25	25
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B7b: Agreement on “(Marital status) Single persons will pay greater efforts on work than married persons” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	71	77	67	77	74	85	74	74	62
Agree	28	23	33	23	26	15	25	25	38
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B8a: Agreement on “(Family status) Staff who have young children always take leave, which causes inconvenience to the company” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	73	71	85	79	74	72	67	54	57	70	77
Agree	26	28	15	20	26	26	31	45	43	29	22
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1viii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B8b: Agreement on “(Family status) Staff who have young children always take leave, which causes inconvenience to the company” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16**		Length of residence in HK		Sexual orientation**	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	76	70	63	76	70	79	72	72	50
Agree	24	29	36	23	28	21	27	27	50
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1viii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B9a: Agreement on “(New immigrants) The working attitude for most of the new immigrants from the Mainland is perfunctory” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	72	70	63	76	70	69	74	55	60	70	74
Agree	25	27	29	22	29	26	22	40	34	27	23
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B9b: Agreement on “(New immigrants) The working attitude for most of the new immigrants from the Mainland is perfunctory” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK**		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	71	71	54	70	71	94	71	71	61
Agree	26	26	43	27	26	6	26	26	32
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .



**Table B10a: Agreement on “(Age – young adults) Young people are not patient enough to learn, and thus it will waste company’s resources on their training” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Disagree	68	68	74	78	67	66	67	46	63	66	71
Agree	31	30	26	21	32	33	31	51	34	33	28
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B10b: Agreement on “(Age – young adults) Young people are not patient enough to learn, and thus it will waste company’s resources on their training” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Disagree	70	67	47	68	67	61	68	68	56
Agree	29	32	50	31	31	39	31	31	44
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q1vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B11a: Perceived helpfulness of the measure “Government to enhance the publicity and public education about discrimination / harassment in the workplace” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	80	84	82	79	81	82	86	82	84	82	82
Not quite / not helpful at all	19	16	18	21	19	18	14	19	16	18	19
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B11b: Perceived helpfulness of the measure “Government to enhance the publicity and public education about discrimination / harassment in the workplace” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	80	85	75	80	83
Not quite / not helpful at all	20	15	24	21	17
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B12a: Perceived helpfulness of the measure “Assurance to the staff – ensure confidentiality and no punitive treatment for lodging a complaint” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	78	79	78	78	78	80	80	73	81	77	81
Not quite / not helpful at all	22	21	22	23	22	20	19	26	19	23	19
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B12b: Perceived helpfulness of the measure “Assurance to the staff – ensure confidentiality and no punitive treatment for lodging a complaint” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace**	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	81	78	72	71	80
Not quite / not helpful at all	19	22	28	28	20
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B13a: Perceived helpfulness of the measure “Provide training about discrimination ordinances for management & HR staff” – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	74	78	82	72	73	79	80	73	75	75	78
Not quite / not helpful at all	26	21	18	28	27	21	19	27	24	24	23
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B13b: Perceived helpfulness of the measure “Provide training about discrimination ordinances for management & HR staff” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	73	80	72	73	77
Not quite / not helpful at all	27	20	28	27	23
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B14a: Perceived helpfulness of the measure “Post on the notice board – ways & channels of making complaints, incl. the contact information of the responsible persons” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	76	76	82	73	74	80	77	70	72	76	76
Not quite / not helpful at all	24	24	18	27	26	20	22	29	27	24	24
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B14b: Perceived helpfulness of the measure “Post on the notice board – ways & channels of making complaints, incl. the contact information of the responsible persons” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace**	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	75	78	67	68	78
Not quite / not helpful at all	25	21	33	31	22
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B15a: Perceived helpfulness of the measure “Set out the compliance for services industries – separate private changing room should be provided for staff” – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	72	79	73	79	70	74	79	79	73	74	79
Not quite / not helpful at all	27	19	27	21	29	25	18	16	23	25	21
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B15b: Perceived helpfulness of the measure “Set out the compliance for services industries – separate private changing room should be provided for staff” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace**	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	70	79	84	82	74
Not quite / not helpful at all	29	20	15	16	25
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B16a: Perceived helpfulness of the measure “State in the employment contract – disciplinary action resulting from discriminating / harassing other people in the organization” – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	73	78	86	74	75	74	78	76	77	74	76
Not quite / not helpful at all	27	22	14	27	25	25	22	22	22	26	23
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B16b: Perceived helpfulness of the measure “State in the employment contract – disciplinary action resulting from discriminating / harassing other people in the organization” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace**	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	72	78	73	71	76
Not quite / not helpful at all	28	21	27	28	24
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B17a: Perceived helpfulness of the measure “State in the staff handbook – guidelines for prevention of discrimination in the organization, incl. examples of protection covered in anti-discrimination legislation” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	75	76	73	71	75	79	76	73	75	75	76
Not quite / not helpful at all	25	24	27	29	26	21	23	25	24	25	24
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B17b: Perceived helpfulness of the measure “State in the staff handbook – guidelines for prevention of discrimination in the organization, incl. examples of protection covered in anti-discrimination legislation” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace**	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	73	79	66	68	77
Not quite / not helpful at all	26	21	34	32	23
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q13ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .



**Table B18a: Perceived adequacy equal job opportunities for “(New immigrants) New immigrants from Mainland China” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	58	56	51	54	57	57	60	59	64	59	53
Very / quite inadequate	41	42	49	44	42	42	38	41	35	40	45
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B18b: Perceived adequacy equal job opportunities for “(New immigrants) New immigrants from Mainland China” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK**		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	56	59	44	57	57	33	57	57	49
Very / quite inadequate	43	39	52	40	42	67	41	41	45
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B18c: Perceived adequacy equal job opportunities for “(New immigrants) New immigrants from Mainland China” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace**			Whether experienced discrimination / harassment in the workplace	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	56	61	42	54	58
Very / quite inadequate	42	38	58	44	41
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14vi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B19a: Perceived adequacy equal job opportunities for “(Sexual orientation) Homosexual persons” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	56	57	51	56	61	57	51	52	52	56	57
Very / quite inadequate	36	34	49	42	34	32	36	28	28	35	36
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14x]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B19b: Perceived adequacy equal job opportunities for “(Sexual orientation) Homosexual persons” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	57	56	55	58	56	59	56	56	56
Very / quite inadequate	38	33	38	33	36	31	35	35	38
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14x]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B19c: Perceived adequacy equal job opportunities for “(Sexual orientation) Homosexual persons” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	56	56	54	43	59
Very / quite inadequate	36	33	42	39	34
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14x]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05

**Table B20a: Perceived adequacy equal job opportunities for “(Age – Older persons) Middle-aged persons” – analyzed by sub-groups**

(%)	Gender		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	54	53	62	55	53	54	51	61	60	54	53
Very / quite inadequate	45	46	38	45	46	46	48	36	40	46	47
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14viii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B20b: Perceived adequacy equal job opportunities for “(Age – Older persons) Middle-aged persons” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	53	54	53	55	53	46	54	54	56
Very / quite inadequate	47	45	47	45	46	54	46	46	44
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14viii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B20c: Perceived adequacy equal job opportunities for “(Age – Older persons) Middle-aged persons” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	53	54	60	45	55
Very / quite inadequate	46	46	39	55	44
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14viii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B21a: Perceived adequacy equal job opportunities for “(Age – Young adults) Young people with no working experience” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	51	53	45	48	56	58	48	44	50	51	55
Very / quite inadequate	47	46	55	52	43	41	51	49	47	48	44
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B21b: Perceived adequacy equal job opportunities for “(Age – Young adults) Young people with no working experience” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	52	53	51	54	52	41	52	52	54
Very / quite inadequate	48	46	49	46	47	59	47	47	46
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B21c: Perceived adequacy equal job opportunities for “(Age – Young adults) Young people with no working experience” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	53	52	53	46	54
Very / quite inadequate	47	47	47	53	45
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14vii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B22a: Perceived adequacy equal job opportunities for “(Sex) Housewives re-entering the workforce” – analyzed by sub-groups**

(%)	Gender		Age**						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	52	50	49	48	48	49	57	56	57	52	47
Very / quite inadequate	46	49	51	52	50	49	41	38	36	46	51
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14xi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B22b: Perceived adequacy equal job opportunities for “(Sex) Housewives re-entering the workforce” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	48	52	60	51	51	38	51	51	54
Very / quite inadequate	51	46	36	48	47	62	47	47	46
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14xi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B22c: Perceived adequacy equal job opportunities for “(Sex) Housewives re-entering the workforce” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	51	50	65	40	53
Very / quite inadequate	48	48	34	57	45
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14xi]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B23a: Perceived adequacy equal job opportunities for “(Family status) Women with young children” – analyzed by sub-groups**

(%)	Gender**		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	52	46	47	53	43	48	54	48	52	47	52
Very / quite inadequate	47	53	53	47	56	51	44	46	44	52	46
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B23b: Perceived adequacy equal job opportunities for “(Family status) Women with young children” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	48	49	60	48	49	32	49	49	48
Very / quite inadequate	51	49	38	52	49	68	50	50	52
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B23c: Perceived adequacy equal job opportunities for “(Family status) Women with young children” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	49	48	63	38	51
Very / quite inadequate	50	51	34	60	48
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B24a: Perceived adequacy equal job opportunities for “(Marital status) Single parents”**  
**– analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	49	44	44	49	41	44	53	53	50	45	49
Very / quite inadequate	50	54	56	51	59	55	45	38	47	54	50
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B24b: Perceived adequacy equal job opportunities for “(Marital status) Single parents”**  
**– analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16**		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	46	47	50	41	49	33	47	47	68
Very / quite inadequate	53	51	50	58	50	67	52	52	32
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B24c: Perceived adequacy equal job opportunities for “(Marital status) Single parents”**  
**– analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace**			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	48	43	65	37	49
Very / quite inadequate	51	55	34	61	50
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B25a: Perceived adequacy equal job opportunities for “(Pregnancy) Pregnant women”  
– analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	44	44	42	46	45	43	42	40	46	42	47
Very / quite inadequate	52	52	58	53	52	53	51	50	46	55	49
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14ix]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B25b: Perceived adequacy equal job opportunities for “(Pregnancy) Pregnant women”  
– analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	45	42	51	46	43	35	44	44	55
Very / quite inadequate	52	53	48	51	52	65	52	53	38
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14ix]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B25c: Perceived adequacy equal job opportunities for “(Pregnancy) Pregnant women”  
– analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	45	41	50	38	45
Very / quite inadequate	52	54	47	56	51
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14ix]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.



**Table B26a: Perceived adequacy equal job opportunities for “(Race) South Asians” – analyzed by sub-groups**

(%)	Gender**		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	40	33	22	33	41	36	36	35	37	40	31
Very / quite inadequate	58	62	78	65	57	59	57	59	56	57	65
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B26b: Perceived adequacy equal job opportunities for “(Race) South Asians” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	35	37	37	39	36	35	37	37	37
Very / quite inadequate	63	57	59	55	61	51	60	60	51
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B26c: Perceived adequacy equal job opportunities for “(Race) South Asians” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace			Whether experienced discrimination / harassment in the workplace	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	35	39	34	33	37
Very / quite inadequate	61	57	67	62	59
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14v]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses, p<0.05.

**Table B27a: Perceived adequacy equal job opportunities for “(Disability) People with physical disabilities” – analyzed by sub-groups**

(%)	Gender**		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	28	21	26	21	25	26	25	29	32	26	21
Very / quite inadequate	70	77	74	78	74	72	72	66	67	72	76
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B27b: Perceived adequacy equal job opportunities for “(Disability) People with physical disabilities” – analyzed by sub-groups**

(%)	Marital status**			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	22	26	42	25	25	26	25	25	31
Very / quite inadequate	77	71	56	73	74	74	73	73	63
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B27c: Perceived adequacy equal job opportunities for “(Disability) People with physical disabilities” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace**			Whether experienced discrimination / harassment in the workplace**	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	23	25	46	19	26
Very / quite inadequate	75	73	53	78	73
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B28a: Perceived adequacy equal job opportunities for “(Disability) People who have ever had mental illness” – analyzed by sub-groups**

(%)	Gender		Age						Education**		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite adequate	21	17	22	17	23	17	19	19	25	21	15
Very / quite inadequate	76	79	78	81	75	80	75	76	71	76	81
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B28b: Perceived adequacy equal job opportunities for “(Disability) People who have ever had mental illness” – analyzed by sub-groups**

(%)	Marital status			Whether have children aged below 16		Length of residence in HK		Sexual orientation	
	Single	Married	Separated / divorced / widowed	Yes	No	< 7 yrs	7 yrs+	Heterosexual	Homosexual / bisexual
Very / quite adequate	18	20	28	20	19	16	19	19	6
Very / quite inadequate	80	76	71	76	78	84	78	78	82
Base (n):	856	1 095	51	468	1 524	19*	1 986	1 969	16*

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B28c: Perceived adequacy equal job opportunities for “(Disability) People who have ever had mental illness” – analyzed by sub-groups**

(%)	Overall extent of anti-discrimination attitude relating to employment / workplace**			Whether experienced discrimination / harassment in the workplace	
	High tendency (score 65 – 100)	Neutral (score 35 – 64)	Low tendency (score 0 – 34)	Yes	No
Very / quite adequate	18	19	34	17	20
Very / quite inadequate	78	78	65	78	78
Base (n):	1 267	679	62	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q14iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B29a: Perceived helpfulness of the practice / measure “Encourage private organizations to offer internship programmes to disabled / ethnic minority students” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	81	84	87	81	77	82	87	92	88	81	83
Not quite / not helpful at all	19	15	13	18	23	17	13	5	8	18	16
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B29b: Perceived helpfulness of the measure “Encourage private organizations to offer internship programmes to disabled / ethnic minority students” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace**	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	79	85	84	88	81
Not quite / not helpful at all	21	14	15	12	18
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15i]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B30a: Perceived helpfulness of the practice / measure “Invite relevant organizations to share their good experience of employing people with disabilities” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	81	85	77	79	80	85	84	88	88	83	81
Not quite / not helpful at all	19	15	23	21	19	15	16	11	11	17	18
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B30b: Perceived helpfulness of the measure “Invite relevant organizations to share their good experience of employing people with disabilities” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	80	85	80	84	82
Not quite / not helpful at all	20	14	20	15	18
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15ii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B31a: Perceived helpfulness of the practice / measure “Tax relief for organizations employing people with disabilities” – analyzed by sub-groups**

(%)	Gender		Age**						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	80	82	71	80	78	81	85	87	84	80	82
Not quite / not helpful at all	20	17	26	20	22	19	15	9	13	19	18
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B31b: Perceived helpfulness of the measure “Tax relief for organizations employing people with disabilities” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace**			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	78	84	80	84	80
Not quite / not helpful at all	22	16	19	15	19
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15iv]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B32a: Perceived helpfulness of the practice / measure “Praise the employers who implemented “family-friendly” policies by giving them awards” – analyzed by sub-groups**

(%)	Gender**		Age						Education		
	Male	Female	15 – 19	20 – 29	30 – 39	40 – 49	50 – 59	60+	Primary or below	Secondary / matriculation	Tertiary or above
Very / quite helpful	74	82	91	76	77	78	79	83	82	79	75
Not quite / not helpful at all	26	18	9	24	23	22	20	16	16	21	24
Base (n):	1 017	991	23*	457	463	509	452	104	102	1 195	709

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15iii]

Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Table B32b: Perceived helpfulness of the measure “Praise the employers who implemented “family-friendly” policies by giving them awards” – analyzed by sub-groups**

(%)	Overall impression about severity of discrimination in the workplace			Whether experienced discrimination / harassment in the workplace	
	Tended to be mild (score 0 – 3)	Tended to be moderate (score 4 – 6)	Tended to be serious (score 7 – 10)	Yes	No
Very / quite helpful	76	80	79	79	78
Not quite / not helpful at all	24	20	21	21	22
Base (n):	835	940	225	361	1 645

Base: All labour force who aged 15+ (N = 3 785 200; n = 2 008) [Ref.: Q15iii]


Note: All “refused” and “don’t know / no comment / hard to say” cases were not shown.

\* Caution: small base

\*\* indicates that there is a significant relationship between the respective sub-group and the responses,  $p < 0.05$ .

**Appendix C**  
**- Questionnaire of Telephone Survey -**



	Sup :	Case :
	Edit :	Check :

**Study on Discrimination in the Hong Kong Workplace****Restricted when entered with data**

Tel. code:	<hr/>		
Name of respondent:	<hr/>	Contact tel.:	<hr/>
Interviewer no.:	<hr/>	Date:	<hr/>
Time started:	<hr/>	Time ended:	<hr/>

**Introduction:**

Hello! May I know if this is the residential telephone number \_\_\_\_\_?

Hello! My name is \_\_\_\_\_, an interviewer of Mercado Solutions Associates Ltd. We have been commissioned by the Equal Opportunities Commission to conduct a study on discrimination in the workplace, and would like to conduct an interview with your household. The information you provide will be treated with strict confidence and will be used for aggregate analysis only. Thank you for your co-operation.

**Screening**

- S1. Our target respondents are working and job-seeking persons, including full-time or part-time jobs.  
May I know how many persons are there in your household, who aged 15 or above and are working or finding jobs? I mean those who live here at least 5 nights a week. Please exclude live-in domestic helpers.

Record the no. of person(s): \_\_\_\_\_ **[If more than 1, ask S2; if not, invite this member for interview.]**

- S2. We wish to invite one of them to conduct the interview by a random selection method.  
Among these \_\_\_\_\_ [answer of S1], may I know who has just passed the birthday?  
(If the respondent does not understand: that means... today is the \_\_\_\_ of \_\_\_\_\_, so whose birthday is the last birthday?)

I am the one → **[Read out]** Thank you for your co-operation. **[Start the interview]**

Others → **[Read out]** I would like to conduct the interview with this member. Is he/she here? Can I talk to him/her? **[Repeat the introduction & start the interview]**

**[If the selected respondent is not at home or not available, interviewer should make appointment or call again later]** May I know his/her name? When should I call him/her again?

**[If the respondent refuses to conduct the interview, read out]** Your opinion is very important to the Equal Opportunities Commission. Our interview doesn't take a long time. And don't worry, the information you provide will be treated with strict confidence and will be used for aggregate analysis only.

S3.	a. May I know if you are working on full-time job, part-time job or you are seeking a job?	【單選】	<div data-bbox="1294 248 1489 371"> <div data-bbox="1294 248 1318 327">1 2 3</div> <div data-bbox="1318 248 1489 371"> <div data-bbox="1318 248 1342 327">→ Ask b</div> <div data-bbox="1318 327 1489 371">→ Ask c</div> </div> </div> <div data-bbox="1294 371 1489 595"> <div data-bbox="1294 371 1489 595"> <div data-bbox="1294 371 1318 595">1 2 7</div> <div data-bbox="1318 371 1489 595"> <div data-bbox="1318 371 1342 595">→ Main Questionnaire</div> </div> </div> </div> <div data-bbox="1294 595 1489 952"> <div data-bbox="1294 595 1489 952"> <div data-bbox="1294 595 1318 797">1 2</div> <div data-bbox="1318 595 1489 952"> <div data-bbox="1318 595 1489 797">→ Main Questionnaire</div> <div data-bbox="1318 797 1489 952">→ Back to S1 &amp; select eligible respondent</div> </div> </div> </div>
		Full-time job	
		Part-time job (or temporary / casual work)	
		Seeking a job	
	b. Are you running your own business or being employed?		
		Running own business (employer)	
		Being employed (employee)	
		Refused to answer	
	c. Were you seeking a job in the past 7 days?		
		Yes	
		No	

## Main Questionnaire

Q1. First of all, do you agree with the following statements? **[Read out i - x]****[Probe]** Do you strongly agree, agree, disagree or strongly disagree?

<b>[Read out i - x]</b>	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / no comment / hard to say [Do not read out]
[ ] i. <sup>(S)</sup> Males are generally more suitable than females to perform management or leading roles	4	3	2	1	8
[ ] ii. <sup>(D)</sup> People with disabilities can only pick up junior works	4	3	2	1	8
[ ] iii. <sup>(P)</sup> Normally, women do not pour heart into work after having baby	4	3	2	1	8
[ ] iv. <sup>(R)</sup> South Asians are not suitable to do office work because they have only attained low educational level	4	3	2	1	8
[ ] v. <sup>(M)</sup> Single persons will pay greater efforts on work than married persons	4	3	2	1	8
[ ] vi. <sup>(N)</sup> The working attitude for most of the new immigrants from the Mainland is perfunctory	4	3	2	1	8
[ ] vii. <sup>(AY)</sup> Young people are not patient enough to learn, and thus it will waste company's resources on their training	4	3	2	1	8
[ ] viii. <sup>(F)</sup> Staff who have young children always have leave, which causes inconvenience to the company	4	3	2	1	8
[ ] ix. <sup>(AO)</sup> Middle-aged persons work less efficiently than younger persons	4	3	2	1	8
[ ] x. <sup>(SO)</sup> Homosexual persons should not work as teachers, because they will impose negative impacts on students' morality	4	3	2	1	8

Stereotyping: S – Sex P – Pregnancy M – Marital status D – Disability F – Family status R – Race

AY – Age, Young adults AO – Age, Older persons SO – Sexual Orientation N – New immigrants

Q2. Can you tell me your overall impression about how severe the discrimination in the workplace is?  
If using scores 0 – 10 to indicate, where 0 denotes “no discrimination”; and 10 denotes “very severe discrimination”, which score would you give?

	No discrimination • • • • • • • • • • Very severe discrimination											Don't know / no comment / hard to say [Do not read out]
Overall impression about severity of discrimination in the workplace	0	1	2	3	4	5	6	7	8	9	10	98

Q3. Now, I'm going to describe some situations about discrimination **in the workplace**. Would you please tell me, have you ever encountered such situations **when seeking a jobs or in the workplace...**

[Read out a – n one by one]	Yes		No	Refused to answer		
	[Probe] Did you encounter when you were seeking a job, in the workplace, or both?					
	When seeking a job	In the workplace				
a. <b>Sex discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>gender</u> )	1	2	9	7		
b. <b>Sexual harassment</b> (It includes verbal harassment on or physical touch in the workplace)	1	2	9	7		
c. <b>Marital status discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>marital status</u> )	1	2	9	7		
d. <b>[Ask females ONLY] Pregnancy discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>pregnancy</u> )	1	2	9	7		
e. <b>Family status discrimination</b> (e.g. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because you have to take care of children or elders)	1	2	9	7		
f. <b>Age discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>age</u> )	1	2	9	7		
g. <b>New immigration status discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>new immigration status</u> )	1	2	9	7		
h. <b>Sexual orientation discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>sexual orientation</u> )	1	2	9	7		
i. <b>Disability discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>disability</u> )	1	2	9	7		
j. <b>Race discrimination</b> (i.e. unfairly treated at work, or not provided with equal opportunities, or even not offered a job or laid off because of your <u>race</u> )	1	2	9	7		
	↓ <b>CHECK : Answered “1” in any item → Ask Q4A</b>	↓ <b>CHECK : Answered “2” in any item → Ask Q4B</b>	↓ <b>CHECK : If answered “9” or “7” in ALL items → Skip to Q13</b>			

	A. encountered when SEEKING A JOB		B. encountered in the WORKPLACE	
Q4.	A. When did such situation(s) happen in the process of seeking a job? <b>[Read out 1 – 5]</b> [allow multiple answers]	<b>[MA]</b>	B. When did such situation(s) happen in the workplace? <b>[Read out 1 – 5]</b> [allow multiple answers]	<b>[MA]</b>
	In the past 12 months	1	In the past 12 months	1
	1 – 2 years ago	2	1 – 2 years ago	2
	3 – 5 years ago	3	3 – 5 years ago	3
	6 – 10 years ago	4	6 – 10 years ago	4
	More than 10 years ago	5	More than 10 years ago	5
	Refused to answer	9	Refused to answer	9
Q5.			<b>[CHECK Q3 : sexual harassment cases skip to Q6; other cases continue]</b>	
			B. Can you tell me more about your case(s), for example... ? <b>[Read out 1 – 5]</b> [allow multiple answers]	<b>[MA]</b>
			Inequity of employment package (e.g. salary, working hours, working environment)	01
			Inequity of work allocation	02
			Inequity of promotion opportunity	03
			Laid off	04
			To be treated unpolitely	05
			Or others? (pls. specify): _____	
			Refused to answer	97
Q6.	A. Which industry was that organization engaged in? [allow multiple answers]		B. Which industry was that organization engaged in? [allow multiple answers]	
	[Record] _____		[Record] _____	
	[Internal coding]	<b>[MA]</b>	[Internal coding]	<b>[MA]</b>
	Government departments	01	Government departments	01
	Manufacturing	02	Manufacturing	02
	Construction	03	Construction	03
	Wholesale, import / export trades	04	Wholesale, import / export trades	04
	Retail	05	Retail	05
	Restaurants & hotels	06	Restaurants & hotels	06
	Transport, storage	07	Transport, storage	07
	Communication	08	Communication	08
	Finance, insurance, real estate & business services	09	Finance, insurance, real estate & business services	09
	Community, social & personal services	10	Community, social & personal services	10
	Agriculture & fishing, mining & quarrying	11	Agriculture & fishing, mining & quarrying	11
	Electricity, gas	12	Electricity, gas	12
	Refused to answer	97	Refused to answer	97
	<b>Continue to next page...</b>			

...continuation of the previous page								
A. when SEEKING A JOB			B. in the WORKPLACE					
Q7.	A. How about the number of employees in that organization? [allow multiple answers]		[MA]	B. How about the number of employees in that organization? [allow multiple answers]		[MA]		
	1 – 9		1	1 – 9		1		
	10 – 49		2	10 – 49		2		
	50 – 99		3	50 – 99		3		
	100 – 299		4	100 – 299		4		
	300 – 499		5	300 – 499		5		
	500 or above		6	500 or above		6		
	Refused to answer		9	Refused to answer		9		
Q8.	A. What position of job were you applying for? [allow multiple answers]			B. What position of job were you working in? [allow multiple answers]				
	[Record]			[Record]				
Q9.	A. How about the position of the person(s) (who discriminated against you) involved? [allow multiple answers]			B. How about the position of the person(s) (who discriminated against you) involved? [allow multiple answers]				
	[Record]			[Record]				
	[Internal coding]		Q8 Self [MA]	Q9 Counter-part [MA]	[Internal coding]		Q8 Self [MA]	Q9 Counter-part [MA]
	Manager & administrator		01	01	Manager & administrator		01	01
	Professional		02	02	Professional		02	02
	Associate professional		03	03	Associate professional		03	03
	Clerk		04	04	Clerk		04	04
	Service worker		05	05	Service worker		05	05
	Shop sales worker		06	06	Shop sales worker		06	06
	Craft & related worker		07	07	Craft & related worker		07	07
	Plant & machine operator and assembler		08	08	Plant & machine operator and assembler		08	08
	Skilled agricultural & fishery worker		09	09	Skilled agricultural & fishery worker		09	09
	Elementary occupations		10	10	Elementary occupations		10	10
Refused to answer		97	97	Refused to answer		97	97	
Continue to next page...								

...continuation of the previous page			
A. when SEEKING A JOB		B. in the WORKPLACE	
↓ CHECK Q3		Q10. Is(are) the person(s) involved your superior, colleague of the same rank, subordinate, customer, person(s) with business relations, or other person(s)? [allow multiple answers]	[MA]
Any item in Q3 = 2 → Ask Q4B		Superior	1
All items in Q3 ≠ 2 → Skip to Q11 (CHECK)		Colleague of the same rank	2
		Subordinate	3
		Customer	4
		Person with business relations	5
		Others (pls. specify): _____	
		Refused to answer	9

Q11. [CHECK Q3: Ask those who answered <b>sexual harassment</b> (b = 1/2); <b>otherwise skip to Q12]</b> In which condition(s) did you encounter <u>sexual harassment</u> ? E.g. in office, shop, staff resting area, restaurant, entertainment venue, or other place(s)? [allow multiple answers]	[MA]	
Office	01	
Shop	02	
Staff resting area	03	
Restaurant	04	
Entertainment venue	05	
Others (pls. specify): _____		
Refused to answer	97	

Q12.	a. Did you talk with someone about such experience? <b>[If yes]</b> Are they your friends or relatives, colleague, doctor /psychologist, social worker or other person(s)?	<b>[MA]</b>	
	Friends or relatives / colleague	01	
	Doctor /psychologist	02	
	Social worker	03	
	People in religious party	04	
	Others (pls. specify): _____		
	Refused to answer	97	
	Did not talk with anyone	99	
	b. Did you take any action after such incident(s)? <b>[If yes]</b> What action(s) have you taken?	<b>[MA]</b>	
	Appeal to the organization's person-in-charge	01	<div style="border-left: 1px solid black; padding-left: 5px;"> <b>Skip to Q13</b> </div>
	Lodge a complaint to the EOC	02	
	Take legal action	03	
	Report to the police	04	
	Others (pls. specify): _____		
	Refused to answer	97	<div style="border-left: 1px solid black; padding-left: 5px;"> <b>→ Ask c</b> </div>
	Did not take any action	99	
	c. Why didn't you take any action? [If replied "troublesome" only, probe: why do you think so?]	<b>[MA]</b>	
	Did not think it could help	01	
	Not aware of the complaint channels	02	
	Considered that the procedure of complaint was complicated (e.g. should go through many different steps)	03	
	No spare time and effort to handle	04	
	Did not want to worsen the situation or ruin the relationship	05	
	Afraid of revenge	06	
	It is common in the workplace, will not take it serious	07	
	I have resigned after the incident	08	
	Others (pls. specify): _____		
	Refused to answer	97	



## Study on Discrimination in the Hong Kong Workplace

Do you consider the following measures helpful in avoiding the above mentioned <b>discrimination or harassment in the workplace?</b> <b>[Read out i - vii]</b> <b>[Probe]</b> Do you consider it very helpful, quite helpful, not quite helpful or not helpful at all?						
<b>[Read out i - vii]</b>	Very helpful	Quite helpful	Not quite helpful	Not helpful at all	Don't know / no comment / hard to say [Do not read out]	
[ ] i. State in the employment contract – about the disciplinary action resulting from discriminating or harassing other people in the organization	4	3	2	1	8	
[ ] ii. State in the staff handbook – about the internal guidelines for prevention of discrimination in the organization, incl. examples of protection covered in anti-discrimination legislation	4	3	2	1	8	
[ ] iii. An assurance to the staff – that is, if a staff has lodged a complaint, all information will be kept confidential, and the staff will not be treated punitively	4	3	2	1	8	
[ ] iv. Post on the notice board – about the ways and channels of making complaints, incl. the contact information of the responsible persons	4	3	2	1	8	
[ ] v. Provide training relating to discrimination ordinances for staff of the management level and human resources	4	3	2	1	8	
[ ] vi. Set out the compliance for services industries – that separate private changing room should be provided for staff	4	3	2	1	8	
[ ] vii. The government should enhance the publicity and public education about discrimination or harassment in the workplace	4	3	2	1	8	
viii. Apart from the above mentioned, do you have any other suggestions?						
<hr/>						

Do you think the following persons have received adequate equality of job opportunities in Hong Kong? <b>[Read out i - xi]</b> Q14. <b>[Probe]</b> Do you think it is very adequate, quite adequate, quite inadequate or very inadequate?					
<b>[Read out i - xi]</b>	Very adequate	Quite adequate	Quite inadequate	Very inadequate	Don't know / no comment / hard to say [Do not read out]
[ ] i. (F) Women with young children	4	3	2	1	8
[ ] ii. (M) Single parents	4	3	2	1	8
[ ] iii. (D) People with physical disabilities	4	3	2	1	8
[ ] iv. (D) People who have ever had mental illness	4	3	2	1	8
[ ] v. (R) South Asians	4	3	2	1	8
[ ] vi. (N) New immigrants from Mainland China	4	3	2	1	8
[ ] vii. (AO) Young people with no working experience	4	3	2	1	8
[ ] viii. (AO) Middle-aged persons	4	3	2	1	8
[ ] ix. (P) Pregnant women	4	3	2	1	8
[ ] x. (SO) Homosexual persons	4	3	2	1	8
[ ] xi. (S) Housewives re-entering the workforce	4	3	2	1	8

## Study on Discrimination in the Hong Kong Workplace

<p>For promoting the equality of job opportunities for disadvantaged people, do you consider the following practices or measures helpful? <b>[Read out i - iv]</b></p> <p><b>[Probe]</b> Do you consider it very helpful, quite helpful, not quite helpful or not helpful at all?</p>						
<b>[Read out i - iv]</b>	Very helpful	Quite helpful	Not quite helpful	Not helpful at all	Don't know / no comment / hard to say [Do not read out]	
[ ] i. Promotions for private organizations – about offering internship programmes to students with disabilities or ethnic minority who are studying in tertiary institutions	4	3	2	1	8	
[ ] ii. Invite the organizations with relevant experience to share the merits of employing people with disabilities, and it is also a good chance for the organizations to promote their corporate image	4	3	2	1	8	
[ ] iii. Praise the employers who have implemented “family-friendly” policies by giving awards to them, e.g. those who provide paternal leave for all employees, allow staff of certain job nature to work at home, etc.	4	3	2	1	8	
[ ] iv. Tax relief provided by the government to private organizations as incentives in order to encourage the employment of people with disabilities	4	3	2	1	8	
<p>v. Apart from the above mentioned, do you have any other suggestions?</p> <p>_____</p>						

## Background Information

X1. Record the gender:		<b>[SA]</b>	
	Male	1	
	Female	2	

**[Read out]** Finally, for conducting statistical analysis, would you tell me...

X2.	Your age? <b>[Read out 1 – 7]</b>			
<b>[SA]</b>				
	15 – 19	1	40 – 49	5
	20 – 24	2	50 – 59	6
	25 – 29	3	60 or above	7
	30 – 39	4	Refused to answer [Do not read out]	9

X3.	Your highest educational attainment is... ? <b>[Read out 1 – 6]</b>	<b>[SA]</b>	
	Primary or below	1	
	Junior secondary (Form 1 to 3)	2	
	Senior secondary (Form 4 to 5, HKDSE Form 6)	3	
	Matriculation (HKALE Form 6 to 7 / technical college)	4	
	Tertiary or degree (non-degree / associate degree / degree)	5	
	Master / doctor degree	6	
	Refused to answer [Do not read out]	9	

X4.	Your marital status is... ? <b>[Read out 1 – 3]</b>	<b>[SA]</b>	
	Single	1	
	Married or cohabited	2	
	Divorced / separated / widowed	3	
	Refused to answer [Do not read out]	9	

X5.	Do you have children aged below 16? <b>[If yes]</b> How many?		Child(ren)
	No children aged below 16	00	
	Refused to answer	97	

X6.	What is your ethnicity?	<b>[SA]</b>	
	Chinese	01	
	Indian	02	
	Pakistani	03	
	Nepalese	04	
	Mixed	96	
	Others (pls. specify): _____		
	Refused to answer	97	

## Study on Discrimination in the Hong Kong Workplace

X7.	How many years have you been living in Hong Kong? <b>[Read out 1 – 5]</b>	<b>[SA]</b>	
	Less than 1 year	1	
	1 – 3 years	2	
	4 – 6 years	3	
	7 – 9 years	4	
	10 years or above	5	
	Refused to answer [Do not read out]	9	

X8. **[CHECK S3a]**  
**[S3a = 1 / 2 (full-time / part-time), ask]** Your current occupation is... ?  
**[S3a = 3 (seeking a job) → X8 = 12]**

[Record] \_\_\_\_\_

[Internal coding] <b>[SA]</b>			
Manager & administrator	01	Plant & machine operator and assembler	08
Professional	02	Elementary occupations	09
Associate professional	03		
Clerk	04		
Service worker & shop sales worker	05	Unemployed	12
Skilled agricultural & fishery worker	06		
Craft & related worker	07	Refused to answer	97

X9. Would you tell me your average monthly personal income? **[Read out]**

<b>[SA]</b>			
No income	00		
With income of less than \$5,000	01	\$25,000 - \$29,999	06
\$5,000 - \$9,999	02	\$30,000 - \$34,999	07
\$10,000 - \$14,999	03	\$35,000 - \$39,999	08
\$15,000 - \$19,999	04	\$40,000 or above	09
\$20,000 - \$24,999	05	Refused to answer [Do not read out]	97

<p>X10. Finally, to enable us to differentiate the types and amount of discrimination experienced by people of different sexual orientations, I would like to ask you one personal question, but only if you feel comfortable in answering. And let me again emphasize that all data are kept confidential and anonymous.</p> <p>So, would you tell me whether your sexual orientation is (1) heterosexual, (2) homosexual, or (3) bisexual? (You can just tell me the number.)</p> <p><b>[Interviewers note: If the respondent refuses to answer or has bad feeling, no need to probe, and reply softly: "it's OK, never mind."]</b></p> <p>heterosexual</p> <p>homosexual</p> <p>bisexual</p> <p>Don't know/ no comment / hard to say [Do not read out]</p> <p>Refused to answer [Do not read out]</p>	<b>[SA]</b>	
	1	
	2	
	3	
	8	
	9	

~ **Thank you for your co-operation!** ~

**[Read out]** Another staff of our company may contact you later to re-confirm the interview that I have done or to clarify some of the questions. He/she will only ask a few questions and it will not take a long time. Thank you for your cooperation.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Appendix D**

**- Discussion Guidelines of Qualitative Survey -**

## Study on Discrimination in the Hong Kong Workplace In-depth Interview Discussion Guidelines – Employees

Total Estimated Time: 45 – 60 minutes

Tasks	Aims
<p><b>Warm up</b></p> <ul style="list-style-type: none"> <li>➤ To introduce research company, moderator and purposes of the study</li> <li>➤ Individual opinion wanted, no pressure and hard feeling</li> <li>➤ To explain the setting of one-way mirror, audio-recording and emphasize confidentiality</li> <li>➤ Interviewee's self-introduction (name, age, occupation, family status, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Moderator will explain the purpose and usefulness of the study, i.e. to seek better understanding of different discrimination / harassment cases in the workplace. Findings will be useful for the Government / relevant stakeholders to review and formulate corresponding policy for addressing discrimination / harassment in the workplace.</li> <li>- Establish the rapport</li> </ul>
<p><b>Encounters of being discriminated / harassed in the workplace</b></p> <p>Background information</p> <ul style="list-style-type: none"> <li>➤ Will you tell me about your work? Probe <ul style="list-style-type: none"> <li>✧ Industry</li> <li>✧ Years of working</li> <li>✧ No. of companies having worked with</li> <li>✧ Nature of work</li> <li>✧ Need to deal with internal and/or external clients</li> <li>✧ Other important background information provided by the interviewee</li> </ul> </li> </ul> <p>Details of the incident</p> <ul style="list-style-type: none"> <li>➤ As we understand, there was an “unhappy” incident (avoid using the term discrimination / harassment at the beginning of the interview so as to minimize stress to the interviewee) happened in your workplace before.</li> <li>➤ First of all, let us start with some background information about that company? <ul style="list-style-type: none"> <li>✧ What type of company was it?</li> <li>✧ Number of employees in that company?</li> <li>✧ What was your position at that time?</li> <li>✧ Who was / were the senior(s) / supervisor(s) that you should directly report to?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- To explore in details about the interviewee's experiences of being discriminated / harassed</li> </ul>



Tasks	Aims
<p>➤ Now, will you briefly tell me what happened at that time?</p> <p>➤ Can you give details of the case, e.g.</p> <ul style="list-style-type: none"> <li>✧ Who was /were the person(s) involved in that case? (staff in the company? Or customer(s)? Or person(s) with working relations?)</li> <li>✧ When did the case first start?</li> <li>✧ How did you feel at that time?</li> <li>✧ Did you personally see this case as discrimination / harassment at that time? (or obtained supporting views from other persons later?)</li> </ul> <p>Reaction / action taken</p> <p>➤ What was your reaction when the incident first happened?</p> <p>➤ Did you take any immediate action about it (e.g., you argued with the person(s) involved, reported to your seniors / supervisors / management board, or any others)? Or you just kept silent?</p> <p>➤ [If keeping silent at that time] What were your concerns?</p> <p>➤ Did you tell someone close to you (e.g. family members, friends, colleagues, etc.) about it? Why or why not?</p> <p>➤ [If yes] What were the reactions of your family members, friends and colleagues? Did you get any support from them?</p> <p>➤ Did you seek some professional support, such as social workers, psychologists, religious / community groups, etc? Why or why not?</p> <p>➤ [If yes] What feedback did you get from those professionals / groups?</p> <p>Repeated occurrence?</p> <p>➤ Did the incident occur just once or many times?</p> <p>➤ [If the incident happened more than once] What were other incidents that you felt being discriminated or harassed?</p> <p>➤ What time interval was it between the first incident and recurrent ones?</p> <p>➤ How was your reaction when the discrimination / harassment happened again?</p> <p>➤ Did you handle the incident differently? If so, how did you handle the case?</p>	

Tasks	Aims
<p><b>Appeal to company's management board</b></p> <ul style="list-style-type: none"> <li>➤ Did you make an appeal to your company's management board about the case? Why or why not?</li> <li>➤ What kind of the support did you expect to get from the company's management when you decided to report the case?</li> <li>➤ What was the reaction of your company's management board / supervisor about the incident?</li> <li>➤ Did they take any action? What was the action?</li> <li>➤ Did they give you a formal / informal explanation about the action(s) they would take / had been taken? And how long did they do so since you had reported the case?</li> <li>➤ What did you think about their reaction / action taken? Did you think their reaction / action helpful? Why did you think so?</li> <li>➤ As far as you know, are there any written guidelines or company policy protecting employees from being discriminated / harassed?</li> <li>➤ What do you expect the company to do in order to avoid similar cases happen again? E.g. <ul style="list-style-type: none"> <li>✧ Improvement in physical working environment?</li> <li>✧ Provision of briefing sessions / talks / seminars against discrimination / harassment for employees?</li> <li>✧ Others?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- To explore the company's standing about the discrimination / harassment cases and whether appropriate action has been taken to prevent the occurrence of the incidents</li> </ul>
<p><b>Lodge a complaint to government department / commission</b></p> <ul style="list-style-type: none"> <li>➤ Do you know you can lodge a complaint to the government department / commission?</li> <li>➤ Do you know which department / commission is responsible for it?</li> <li>➤ Have you lodged a complaint? Why or why not?</li> <li>➤ What kind of support do you expect to get from the government department / commission?</li> <li>➤ What do you expect the government department / commission to do in order to protect / safeguard public from discrimination / harassment in the workplace?</li> </ul>	<ul style="list-style-type: none"> <li>- To find out whether the interviewee is aware of the channel for lodging a complaint and if they have any concern of lodging a complaint to the Government / EOC</li> </ul>
<p><b>Change in attitudes after the discrimination / harassment</b></p> <ul style="list-style-type: none"> <li>➤ Do you think the incident of discrimination / harassment you have encountered is commonly happening in Hong Kong?</li> </ul>	<ul style="list-style-type: none"> <li>- To explore the impacts of discrimination / harassment on the interviewee</li> </ul>

<b>Tasks</b>	<b>Aims</b>
<ul style="list-style-type: none"><li>➤ After the incident, what changes did it make on your living?</li><li>➤ Did it affect your<ul style="list-style-type: none"><li>✧ family life?</li><li>✧ social life?</li><li>✧ your career?</li><li>✧ your personality, such as trust and confidence in others?</li><li>✧ other areas?</li></ul></li><li>➤ If yes, in what ways?</li></ul>	
<p><b>Wrap up</b></p> <ul style="list-style-type: none"><li>➤ Any further comments / suggestions made by the interviewee on the issue?</li><li>➤ Any additional questions from the interview observer(s) / the interviewee?</li></ul>	<ul style="list-style-type: none"><li>- To re-iterate that confidentiality is kept and only aggregated data will be released to the public</li></ul>

## Study on Discrimination in the Hong Kong Workplace

### Focus Group / In-depth Interview Discussion Guidelines – Employers

Total Estimated Time: 90 minutes

Tasks	Aims
<p><b>Warm up (10 min.)</b></p> <ul style="list-style-type: none"> <li>➤ Introduction of the research company, moderator and purposes of the study</li> <li>➤ Individual opinion wanted, no pressure and hard feeling</li> <li>➤ Explain the arrangements of one-way mirror, audio- / video-recording and emphasize confidentiality and anonymity</li> <li>➤ Each respondent briefly introduces himself / herself (company business nature, company size, number of work locations, nature of work (indoor or outdoor works), etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Moderator will explain the purpose and usefulness of the study, i.e. to seek better understanding of different discrimination / harassment cases in the workplace. Findings will be useful for the Government / relevant stakeholders to review and formulate corresponding policy for addressing discrimination / harassment in the workplace.</li> <li>- To establish the rapport</li> </ul>
<p><b>Discrimination in the workplace – understanding and awareness (15 min.)</b></p> <ul style="list-style-type: none"> <li>➤ When talking about discrimination in the workplace, what do you think the most common types of discrimination happening in the companies in Hong Kong?</li> <li>➤ Are you aware of the legislation against discrimination in the workplace? (e.g. Sex Discrimination Ordinance, Disability Discrimination Ordinance, Family Status Discrimination Ordinance, and Race Discrimination Ordinance)</li> <li>➤ Have you observed any other types of discrimination which have not yet been legislated against but commonly occur in the workplace?</li> <li>➤ [probe if not mentioned: “age discrimination”, “new immigration status discrimination (especially those from the Mainland)” and “sexual orientation discrimination”]</li> <li>➤ What do you think the negative impacts of the occurrence of discrimination in the workplace? (e.g. low morale, brain drain problem, poor corporate image, possibility of having legal responsibilities, etc.)</li> <li>➤ From which channels do you obtain the knowledge relating to discrimination in the workplace?</li> <li>➤ Have the HR personnel in your company ever attended seminars / courses relating to discrimination in the workplace? If not, will there be such arrangements in the coming 12 months?</li> </ul>	<ul style="list-style-type: none"> <li>- To have an overview of how employers perceive discrimination and any related negative impacts in the workplace in Hong Kong.</li> </ul>

Tasks	Aims
<p><b>Policy / guidelines against discrimination (15 min.)</b></p> <ul style="list-style-type: none"> <li>➤ Are there any written policy / guidelines against discrimination in your company?</li> <li>➤ <b>If yes,</b></li> </ul> <p>Can you briefly elaborate the major content of the policy / guidelines?</p> <p>How long has this policy / guidelines been set up?</p> <p>Have there been any difficulties encountered in setting up the company policy / guidelines against discrimination?</p> <p>Is the management board involved in setting up / implementing the policy / guidelines?</p> <p>Have the employees been fully informed of such policy / guidelines?</p> <p>Who are responsible for maintaining / updating this policy / guidelines?</p> <p>How often will the policy / guidelines be reviewed?</p> <ul style="list-style-type: none"> <li>➤ <b>If no,</b></li> </ul> <p>Why does your company not set up the policy / guidelines?</p> <p>Are there any difficulties anticipated for setting up the company policy / guidelines against discrimination?</p> <ul style="list-style-type: none"> <li>➤ Are there any designated employees who are responsible to handle complaint cases of discrimination?</li> </ul> <p>[If yes] What are the titles / roles of the employees in the company?</p> <p>[If no] Who will handle such complaint cases if they have happened?</p> <ul style="list-style-type: none"> <li>➤ Can you briefly describe the usual procedure of handling the complaint cases?</li> </ul>	<ul style="list-style-type: none"> <li>- To explore whether there is policy / guidelines against discrimination adopted by the employers in their companies</li> </ul>
<p><b>Incidents of discrimination / sexual harassment (15 min.)</b></p> <ul style="list-style-type: none"> <li>➤ Have your employees ever complained about being discriminated / sexually harassed? Give a brief account of the types of discrimination.</li> <li>➤ How were these complaint cases handled? Informal or formal investigation? Was the third-party mediation required?</li> <li>➤ Are the employees involved in the complaint cases of discrimination / sexual harassment still working in your company?</li> </ul>	<ul style="list-style-type: none"> <li>- To explore what types of discrimination occur in the workplace and how employers handle the complaint cases</li> </ul>

Tasks	Aims
<ul style="list-style-type: none"> <li>➤ Are there any measures taken by your company to prevent such incidents of discrimination / harassment to happen again?</li> </ul>	
<p><b>Overview of discrimination / sexual harassment in the workplace of Hong Kong (15 min.)</b></p> <ul style="list-style-type: none"> <li>➤ Do you consider discrimination / sexual harassment serious in the workplace of Hong Kong? Why or why not?</li> <li>➤ Which types of discrimination are more serious in the workplace?</li> <li>➤ What do you think the Government should do to prevent the occurrence of discrimination in the workplace?</li> <li>➤ As an employer, what do you think you should do to prevent the occurrence of discrimination in your company?</li> </ul> <p>Improvement on physical working environment?</p> <p>Train up and educate employees by means of briefing sessions / talks / seminars against discrimination?</p> <p>Any others?</p>	<ul style="list-style-type: none"> <li>- To solicit views on possible ways taken by the Governments and employers to redress discrimination and sexual harassment</li> </ul>
<p><b>Reactions towards different initiatives (15 min.)</b></p> <ul style="list-style-type: none"> <li>➤ Does your company employ persons with disabilities or people of different races (e.g. South Asians)?</li> <li>➤ In order to promote inclusion and equality of the disadvantaged people in employment, here are several initiatives that we would like to seek your views:</li> </ul> <p><b>Initiative 1</b></p> <ul style="list-style-type: none"> <li>➤ Companies offer internship programmes to students with disabilities or of different races, who are studying in tertiary institutions.</li> </ul> <p><b>Initiative 2</b></p> <ul style="list-style-type: none"> <li>➤ An award scheme is set up to encourage employers in building up an inclusive and family-friendly workplace environment. Awardees are invited to share their successful experiences and merits of such practices.</li> </ul> <p><b>Initiative 3</b></p> <ul style="list-style-type: none"> <li>➤ The Government provides measures of profits tax relief to SMEs and social enterprises as incentives in order to encourage the employment of disadvantaged people such as persons with disabilities.</li> </ul> <p><b>For each initiative, ask:</b></p> <ul style="list-style-type: none"> <li>➤ What do you think of such initiative? Is it feasible? What advantages / benefits will it bring to the company?</li> <li>➤ Is it workable in your company?</li> </ul>	<ul style="list-style-type: none"> <li>- To solicit views on some initiatives whether they are workable incentives for employers to hire disadvantaged people in the company</li> </ul>

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**Study on Discrimination in the Hong Kong Workplace**

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Tasks	Aims
<p>If yes, would your company take such initiative and implement it in future planning? Why or why not?</p> <p>If no, how will the initiative be modified?</p> <p>➤ Are there other initiatives that the Government could do to promote equality of the disadvantaged people in employment? Any suggestions?</p>	
<p><b>Wrap up (5 min.)</b></p> <p>➤ Any further comments / suggestions made on the issue?</p> <p>➤ Any additional questions from the observer(s) / the respondents?</p>	<p>- To re-iterate that confidentiality is kept and only aggregated data will be released to the public</p>