

**A Study on Knowledge of Sexual Harassment and
Experience of being Sexually Harassed in the
Service Industries: Comparing Recent Female
Mainland Chinese Immigrants with Locally-born Women**

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Executive Summary

Background

1. The Equal Opportunities Commission (EOC) has commissioned our research team to undertake ‘A study on knowledge of sexual harassment and experience of being sexually harassed in the service industries: Comparing recent female Mainland Chinese immigrants with locally-born women’.
2. A research design incorporating a questionnaire survey and focus-group interviews was used to collect both quantitative and qualitative data. Our target population are recent female Mainland Chinese immigrants and locally-born women between the ages of 18-55 who work or have recently worked in the service industries in Hong Kong.
3. A total of 603 questionnaires were completed by 302 recent female Mainland Chinese immigrants and 301 locally-born women between March and June 2017. Seven focus group interviews comprising 36 participants were conducted in September and October 2017, including women from both groups who work in a variety of service industries.

Objectives of the study

4. The study aims:
 - a. To provide a review of local and overseas literatures and studies which investigate experience of sexual harassment encountered by female immigrants in general and female immigrants working in the service industries in particular and their level of knowledge about sexual harassment;
 - b. To delineate the prevalence of sexual harassment encountered by recent female immigrants from the Mainland in the service industries in Hong Kong;
 - c. To identify the forms of sexual harassment experienced by recent female immigrants from the Mainland in the service industries and the characteristics of the harassers and to study their channels of action and reasons of inaction when facing sexual harassment and the impacts of sexual harassment on the victims;
 - d. To gauge the understanding of recent female immigrants from the Mainland about sexual harassment and their views on gender equality;
 - e. To compare and contrast the experiences of and knowledge about sexual harassment and the related views (i.e. (b) to (d)) of recent female immigrants from the Mainland with those of their locally-born counterparts;
 - f. To examine the similarities and differences between recent female immigrants from the Mainland and locally-born women in terms of factors associated with the vulnerability of being sexually harassed in their workplace; and
 - g. To solicit stakeholders’ views on minimizing sexual harassment against recent immigrants from the Mainland working in the service industries and giving

concrete recommendations to enhance the level of knowledge about sexual harassment among this population, to prevent the latter group from being sexually harassed and to promote their inclusion in the mainstream society.

Key findings from the survey

Knowledge of sexual harassment

5. Locally-born women were significantly more able to identify sexual harassment behaviors than recent female Mainland Chinese immigrants. Educational level was found to be a partial mediator on the difference found in knowledge of sexual harassment between recent female Mainland Chinese immigrants and locally-born women.
6. Part-time service workers and those who worked in organizations with no anti-sexual harassment policy were less likely to correctly identify sexual harassment behaviors.

Workplace sexual harassment policy

7. Overall, less than one-fifth of the respondents (17.9%) reported that their employers formulated policies regarding workplace sexual harassment. The figures for recent female Chinese immigrants and locally-born women were 14.2% and 21.6% respectively. The most common channel for them to learn about these policies was through referring to employee manuals themselves.

Workplace sexual harassment experience

8. 12.1% of the survey respondents have been sexually harassed in the service workplace (14.6% of locally-born women and 9.6% of recent female Mainland Chinese immigrants).
9. ‘Relentless humor and jokes about sex or gender in general, ‘Stared at you sexually’ and ‘Verbal harassment’ were the three most frequent forms of harassment respondents faced and no significant difference between the two groups of women was found. However, recent female Mainland Chinese immigrants were significantly more likely to be harassed by ‘Persistent phone calls or letters asking for a personal sexual relationship’ than their locally-born counterparts.
10. For the locally-born women, their harassers were mostly colleagues (44%) and customers (43%), while for recent female Mainland Chinese immigrants, harassers were mostly customers (60.7%).

Factors affecting sexual harassment experience

11. Organizational size and whether or not the respondent is aware of the organization’s sexual harassment policy have significant effects on sexual harassment experience, which suggests that both organizational size and policies play an important role in raising employees’ awareness of sexual harassment and therefore recognizing them as such when it happens to them.

12. Recent female Mainland Chinese immigrants in full-time employment were significantly more vulnerable to workplace harassment than their counterparts who were in part-time employment or unemployed. No significant relationship between industry and workplace sexual harassment was found for either groups.

Responses to workplace sexual harassment

13. Among respondents who have been sexually harassed at work, 45.5% of locally-born women and 24.1% of recent female Mainland Chinese immigrants did not take any action. Only 17.5% and 14.7% of those with no such experiences said they would do nothing if being sexually harassed, with no significant group difference.
14. Further analyses reveal that, respondents who worked in organizations with 10-49 employees were less likely to take actions compared to those employed in larger organizations (i.e. organizations with 100 or more employees). And those with workplace sexual harassment experience were more likely to take actions compared to those who did not have such experience.
15. Surprisingly, the longer the length of residence in Hong Kong, the less likely would recent female Mainland Chinese immigrants take action when facing sexual harassment. But they were significantly more likely than locally-born respondents to denounce harassment when harassers were customers.
16. Overall, both locally-born women and recent female Mainland Chinese immigrants were quite dismissive of official channels of complaint, preferring making complaints to their colleagues and friends.
17. Regarding reasons for not taking any actions towards workplace sexual harassment, more than half of both locally-born women and recent female Mainland Chinese immigrants we surveyed reported that they did not want to worsen the situations or ruin the relationships, and the procedures to make a complaint were too complicated. In addition, nearly one-third of recent female Mainland Chinese immigrants said that they would/did resign after sexual harassment incidents at work.

Key findings from the focus group interviews

Knowledge of sexual harassment

18. Most respondents, regardless of their migrant status, were aware of 'sexual harassment', but most were unable to give a clear definition. Only the younger and better educated respondents were able to define sexual harassment as unwanted sexual attention that makes them feel uncomfortable, including touching, saying sexual things or asking for sexual favors, but hostile environment was rarely mentioned.
19. All respondents agreed that explicit physical behaviors like touching or grabbing in a sexual way are sexual harassment. They were less sure about verbal sexual harassment, even though some younger respondents had actual experiences of it. Most respondents were not aware that workplace sexual harassment is unlawful.
20. Some respondents tended to regard verbal sexual harassment as part of workplace culture or harmless 'jokes', despite feeling uncomfortable when they occur. Also, some

of the respondents perceived verbal and behavioral harassment as something they had to deal with as part of their job, especially when the harassers were clients.

21. Few respondents received relevant training or were aware of their companies' sexual harassment policies. Only one respondent received an online training and another said that her company set up a mailbox for them to make complaints about workplace sexual harassment.

Sexual harassment experience

22. Respondents employed in the catering, tourism and entertainment industries were more likely to have direct interaction with customers or to participate in work-related events outside of the workplace. They reported that it was common for sexual harassment (particularly verbal harassment) to be seen as the norm in these industries. If they failed to tolerate such harassment, they would be considered failing to master the required skills and therefore deemed unsuitable for their positions.

Impact of sexual harassment

23. The experience of being sexually harassed at the workplace had a negative impact on respondents' psychological well-being, work and life. Respondents felt uncomfortable and scared when encountering sexual harassment and those feelings would last for a long time and gradually make them worried about the follow-up contact with the harassers. As a result, respondents would try to cut off all contact with the harasser at workplaces or quit to prevent the reoccurrence of workplace sexual harassment. Besides, respondents (especially the recent female Chinese immigrants) worried workplace sexual harassment would affect their relationship with their family members (especially the husband). Therefore, they were under great pressure to keep it as a secret as well.

Responding to workplace sexual harassment

24. Most respondents who experienced workplace sexual harassment, regardless of their birthplace, did not take actions towards the harassers. Some said they were too frightened or had no idea how to handle such incidents; others would suffer in silence or flee the scene. Respondents with such experiences mostly blamed themselves and felt guilty, were afraid of being stigmatized, or feared that the incident would ruin the relationship and the possible negative impacts on their careers.
25. Those who took no action typically lacked supportive colleagues, supervisors and access to an effective complaint system. Only when the situation worsened would they report to their supervisors. None of them considered approaching the EOC, which they perceived to be a time-consuming process with no certainty in the outcome. Once the decision to take the formal action has been made, most had plans to resign from their jobs.
26. Recent female Mainland Chinese immigrant respondents had a higher work volition than locally-born women, but they still tended to resign after sexual harassment incidents occurred, especially for part-time workers in lower level positions of service work. These workers typically earned low wages and had a high turnover rate, and so finding another similar job was not seen as particularly difficult.

27. Most importantly, they feared for the negative impacts that workplace harassment incidents may have on their relationships with their family, especially their husbands. Consistent with our findings in the survey, recent female Mainland Chinese immigrants were more likely to be traditional in their gender ideology and would not want to be labeled as a ‘trouble maker’ by their husbands, which may further deter them from taking action.

Who should be responsible for sexual harassment?

28. Older respondents (both locally-born and recent Mainland Chinese immigrants) agreed that women should be blamed for sexual harassment if they dress and behave ‘inappropriately’, while younger and more educated respondents placed the responsibility on the harassers. Additionally, unsupportive colleagues and supervisors, ineffective complaint systems, and the lack of education about sexual harassment were used to explain the prevalence of workplace sexual harassment.
29. Older and less educated recent Mainland Chinese migrant women were more likely to participate in community organizations. Community organizations are one of the most importance sources for them to get useful information. However, only one organization was named as having provided information related to workplace sexual harassment.

Recommendations

30. Recommendation 1: More resources need to be made available to organizations, in particular small to medium sized organizations, to increase their willingness and ability to establish anti-sexual harassment policies and adequate training for their staff. The EOC could consider establishing partnerships with Employers’ Organizations and Trade Unions to promote the importance of such policies and training, and to enhance employers’ capacities in this regard.
31. Recommendation 2: Non-Governmental Organizations (NGOs) are an important source of support for recent female Mainland Chinese immigrants. Greater collaboration between the government, the EOC and NGOs could be established to provide sexual harassment education programmes for them.
32. Recommendation 3: As well as educating recent female Mainland Chinese immigrants, their families (especially husbands) should be encouraged to attend these anti-sexual harassment education programmes. A higher level of understanding and knowledge about sexual harassment among a more diverse group of people, including both men and women, would facilitate the creation of a harassment-free society. A culture of “HeForShe” could further be generated in every corner of Hong Kong.
33. Recommendation 4: Public education on workplace sexual harassment is essential in order to change sub-cultures which normalize and justify harassing behaviours. When left unchecked, such cultures perpetuate toxic work environments that encourage the abuse of power and harm workers. Employers need to be reminded to review their anti-sexual harassment policies, provide trainings to their employees regularly as well as develop a comprehensive complaint mechanism to handle sexual harassment cases to serve as a possible defence for employers to liability from sexual harassment done by their employees. Supportive superiors and co-workers are also instrumental in encouraging victims of workplace sexual harassment to take action and public

education must emphasize this point, so that the onus of action lies not only on the victim.

34. Recommendation 5: More effort needs to be given to publicize and streamline procedures for reporting workplace sexual harassment. Respondents do not have a positive impression as to how the EOC and the police can help them with workplace sexual harassment. The government should consider providing more resources for NGOs to offer direct services to help victims navigate official complaints procedures.

1. Background to the research

Sexual harassment is a common problem in the workplace, and is a civil offence under the Sex Discrimination Ordinance (SDO). Sexual harassment refers to unwelcomed sexual attention, behavior or conduct which is offensive, humiliating or intimidating. A sexually hostile work environment is also a form of sexual harassment. Extending the protection against sexual harassment, since December 2014, the Sex Discrimination Ordinance also covers sexual harassment of customers by goods and service providers and vice versa. Our research team has been tasked by the Equal Opportunities Commission to carry out the research entitled **A Study on Knowledge of Sexual Harassment and Experience of being Sexually Harassed in Service Industries: Comparing Recent female Chinese Immigrants with Locally-born Women**. The aims of this study are:

- a. To provide a review of local and overseas literatures and studies which investigate experience of sexual harassment encountered by female immigrants in general and female immigrants working in the service industries in particular and their level of knowledge about sexual harassment;
- b. To delineate the prevalence of sexual harassment encountered by recent female immigrants from the Mainland in the service industries in Hong Kong;
- c. To identify the forms of sexual harassment experienced by recent female immigrants from the Mainland in the service industries and the characteristics of the harassers and to study their channels of action and reasons of inaction when facing sexual harassment and the impacts of sexual harassment on the victims;
- d. To gauge the understanding of recent female immigrants from the Mainland about sexual harassment and their views on gender equality;
- e. To compare and contrast the experiences of and knowledge about sexual harassment and the related views (i.e. (b) to (d)) of recent female immigrants from the Mainland with those of their locally-born counterparts;
- f. To examine the similarities and differences between recent female immigrants from the Mainland and locally-born women in terms of factors associated with the vulnerability of being sexually harassed in their workplace; and
- g. To solicit stakeholders' views on minimizing sexual harassment against recent immigrants from the Mainland working in the service industries and giving concrete recommendations to enhance the level of knowledge about sexual harassment among this population, to prevent the latter group from being sexually harassed and to promote their inclusion in the mainstream society.

The rest of this report is structured as follows. After providing a review of literature on sexual harassment in general and workplace sexual harassment in particular in Section 2, research design, details of fieldwork, measurement of variables used will be illustrated in Section 3. Next, findings from both the questionnaire survey and focus group discussions will be reported. Section 6 gives a summary of the research results and a list of policy recommendations.

2. Literature review

Studies have shown that sexual harassment in the workplace has a negative impact on both victims and their organizations. On an individual level, workplace sexual harassment causes physical and psychological stress on the victims, resulting in higher absenteeism and turnover rates (Elias et al., 2013). In addition, victims are less satisfied with their jobs and tend to have negative attitudes towards their colleagues, supervisors and their organizations (Chamberlain et al., 2008). Because of this, workers' efficiency may decrease, negatively affecting organizational interests and social reputation. A survey on 'Sexual Harassment and Discrimination in Employment - Questionnaire Survey for Workers of Service Industries' was conducted by the Equal Opportunities Commission, the Hong Kong Federation of Trade Unions (HKFTU) and the Hong Kong Confederation of Trade Unions (HKCTU) in 2013-2014 to examine the characteristics of sexual harassment victims and the major forms that such harassment take place. It was found that most workplace harassment comes from colleagues at the same level (39%) and from customers (28%). The main forms of sexual harassment are those involving nonverbal sexual innuendos, verbal/written/electronic information and physical contact (EOC et al., 2014).

Workplace sexual harassment is common and persists in business, education and public service sectors (Maass et al., 2003). Of these, workplace sexual harassment is most serious in the service industries (Folgerø & Fjeldstad, 1995; Liu, Kwan & Chiu, 2014). The service industries are heavily influenced by gender norms and service cultures that emphasize workers' 'emotional labor'. This means that employees are seen to be responsible for managing their emotions in the delivery of services so as to increase customer satisfaction (Adkins, 1995; Hochschild et al., 1983; Shilling et al., 2003; Tyler & Taylor, 1998). Therefore, sayings like 'the customer is always right' and 'it is your job to be friendly' often compel service workers to treat sexual harassment from customers as something that 'comes with the job'. Moreover, when a 'difficult customer' cannot be handled well, the employee will be seen as failing to perform, unable to satisfy customers' needs.

A study on sexual harassment in the local service industry also shows that the situation is serious. In 2011, the Association for the Advancement of Feminism (AAF) conducted a survey on workplace sexual harassment of 203 female service industry workers in Hong Kong (AAF, 2011). The results showed that about 30% of the respondents have been sexually harassed in the workplace, with those in the retail, catering, healthcare and nursing industries being the most vulnerable to sexual harassment from customers and clients. A 2013 survey on Hong Kong women's experiences of violence conducted by the Hong Kong Women's Coalition on Equal Opportunities found that women in the catering industry are most at risk,

with 80% of such respondents reporting that they have been sexually harassed at work (Hong Kong Women's Coalition on Equal Opportunities, 2013). The survey also found that more than 60% of respondents in the service industries (61.4%), education (62.5%), administration and professional sectors (66.7%) reported having experienced workplace sexual harassment. It can be seen that workers engaged in service industries such as retail and catering have long been exposed to the risks of workplace sexual harassment, a situation that demands the public and policy makers' attention.

In addition, much research has shown that immigrants are more likely to be sexually harassed in the workplace than their local counterparts (Bergbom, Vartia-Vaananen, & Kinnunen, 2015; Liu, Kwan, & Chiu, 2014; Murphy et al., 2015; Pan & Yang, 2012). Language barrier, social isolation, work environment and poverty are all highly related to workplace sexual harassment. Immigrants may be excluded from mainstream society because of differences in appearance and accents, and sexual harassment is sometimes used as a means of forcing alien groups to be assimilated into the mainstream culture. Furthermore, outsiders are often seen as likely to deviate or undermine local norms, and may therefore evoke hostility and surveillance from local groups, and sexual harassment is one way of imposing social control on outsiders (Triandis, 1994).

Poverty is also found to be an important reason why some victims tolerate sexual harassment. Research shows that there is a high rate of sexual harassment among low-income women (Murphy et al., 2015). When sexual harassment occurs in the workplace, victims often resort to evasion or accommodation, as they fear that they might lose their jobs if they report the harassment. In addition, the lack of awareness about sexual harassment also prevents them from judging whether an act is sexual harassment and from reporting the harassment for lack of information on how to do so. Their limited social network and adherence to traditional social norms may also explain why these victims of sexual harassment are isolated. Clearly, the interaction of social and economic pressures with social networks, as well as the lack of an alternative support system, amplify the impact of sexual harassment on immigrant women in service industries and therefore very likely increase their vulnerability to sexual harassment.

Similarly, recent female Chinese immigrants are likely to be exposed to higher risks of workplace harassment in Hong Kong's service industries. Due to cultural factors, such as power distance (Luthar & Luthar, 2008), new arrivals may face higher risks of workplace sexual harassment in the service industries than their local counterparts. Although both groups of women are likely to be influenced by traditional Confucian culture and may therefore share common cultural norms, they also differ in many regards, the most obvious being differences in their language and living habits. According to data from the *Thematic*

Report: Persons from the Mainland Having resided in Hong Kong for less than 7 years (Census and Statistics Department, 2018), compared with locally-born women, the education level of recent female Chinese immigrants is generally lower, with less than 20% of them having completed post-secondary education, than the corresponding figure of 30.8% for the whole population. Most recent female Chinese immigrants engaged in low-income and low-skilled jobs, where 36.2% engaged in service and sales jobs and 30% engaged in unskilled jobs. The proportions for the two occupations were significantly higher than that of the whole working population (19.3% and 28.2% respectively). Only 69.8% of recent female Chinese immigrants said that Guangzhou dialect is their everyday language, lower than the 88.9% for the whole population. Economically, their personal income and household income are both below the territory's median (Census and Statistics Department, 2018). In addition, they are more likely to be unfamiliar with sexual harassment legislation in Hong Kong. Therefore, recent female Chinese immigrants engaged in the service industries are likely to be a vulnerable group when it comes to workplace sexual harassment.

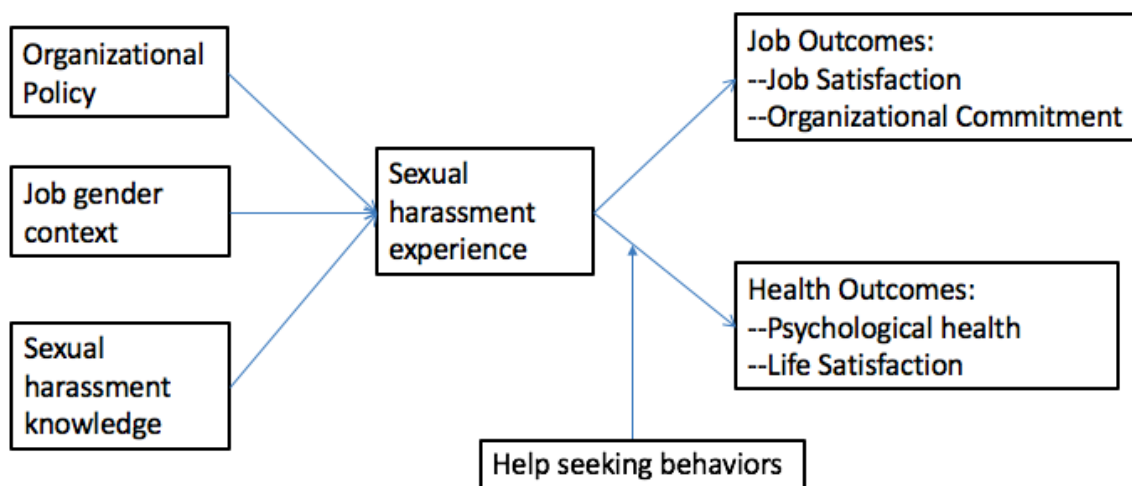
So far, no research has systematically examined the sexual harassment situation of recent female Chinese immigrants in service industries, or explored how workplace characteristics and perceptions of sexual harassment may be related to their experiences of sexual harassment, as well as the consequences of these experiences. Our research aims to fill this gap in our knowledge of workplace sexual harassment in Hong Kong.

3. Methodology

Based on the background and objectives of the study and the literature review, a mixed-methods study is designed to examine the situation of sexual harassment for locally-born women and recent female Chinese immigrants who are employed in Hong Kong’s service industries. A questionnaire survey and focus group interviews were used to address the research questions.

3.1. Research design

Our questionnaire is based on Fitzgerald et al.’s (1997) theoretical framework on sexual harassment, which hypothesized the relationships between knowledge, experience, responses and consequences of sexual harassment as follows:



Organisational policy, job gender context and workers’ knowledge of sexual harassment are seen to shape sexual harassment experience. Organizational policy refers to measures and policies aimed at preventing and handling workplace sexual harassment (e.g. whether policies and training are in place). The sex ratio of co-workers and clients, as well as the gender of one’s supervisors (i.e. job gender contexts) may also affect sexual harassment experience. For example, in a workplace where customers or co-workers are mostly male, female service workers may be more susceptible to harassment. Finally, awareness of what constitutes sexual harassment plays a crucial role in whether or not harassment behaviours can be accurately identified as such and whether or not actions would be taken. Sexual harassment experience, including frequency and types of harassment (e.g. verbal or physical), can affect victims’ job and health outcomes. Help seeking behaviors are conceptualized to have a

moderating effect on the outcomes of being sexually harassed. In addition to the above variables, the questionnaire also measures the knowledge, experience, responses to and effects of workplace sexual harassment. Also measured are a number of attitudinal variables which may bear relevance to respondents' responses to workplace sexual harassment, including gender role attitudes, work volition, job satisfaction, organisational commitment, life satisfaction and social support.

3.2. Measurement of the variables

The variables measured in the questionnaire are derived from the literature, with particular reference to Fitzgerald (1997). Description of the measurements is summarized in Table 1. The questionnaire, the interview schedule of the focus group interviews and consent forms can be found in Appendices 1.1., 1.2., 1.3. and 1.4. respectively.

3.3. Sampling

The target population of this study is locally-born women and recent female Chinese immigrants who have been living in Hong Kong for less than seven years, who are between the ages of 18 and 55 and who work or have recently worked in the service industries in Hong Kong. The target sample size for the survey is 600¹, and 35 is the target number of participants for the seven focus groups. For the focus group interviews, we aim to recruit both locally-born and recent female Chinese immigrants from different backgrounds (e.g. socio-economic status, marital status and educational levels). For the survey, we used convenience sampling combined with stratified sampling to recruit respondents through two channels. Firstly, we invited nine local non-governmental organizations (NGOs) to help identify suitable respondents from their service recipients and members, of which five successfully put us into touch with suitable respondents. Secondly, trained interviewers were tasked to identify suitable respondents through their own social networks. We aimed to match, as far as possible, the sub-sectors in which respondents are employed with the distribution of female workers in those sectors in the general population (Table 2), to ensure representativeness. Nevertheless, this is not always possible given the limited time frame of the study. For the focus group interviews, participants were recruited through NGOs and personal networks, and we aimed to include women from both groups as well as from a range of age-groups, and from a variety of occupations and industries.

¹Based on the findings reported in Fitzgerald et al. (1997), we expect the correlations between sexual harassment experience and other target variables will range from .18 to .45. Adopting the standard alpha level of .05 and statistical power of .95 in social sciences research, the required sample size for obtaining these correlations will be between 58 and 395 (Hulley, Cummings, Browner, Grady & Newman, 2013). As the measure of sexual harassment experience will be translated into Chinese language, some buffer is included to address possible deviation from past findings. Accordingly, a total sample of 600 is proposed.

Table 1. Description of the variables and their measurements

Variables	Sub-variables	Scales	No. of items	Values	Alpha value
Work volition		Work volition (Duffy et al., 2012)	5	5-point Likert: 1 = Strongly disagree, 5 = Strongly agree	.846
Traditional gender role		Gender ideology (Qian et al., 2016)	3	5-point Likert: 1 = Strongly disagree, 5 = Strongly agree	.702
Job gender context	Sex ratio of co-workers	Job gender context (Fitzgerald et al., 1997)	1	1 = More or less the same, 2 = More men than women, 3 = More women than men, 4 = Not applicable, 5 = Difficult to judge	
	Gender of immediate supervisor		1	1 = Male, 2 = Female, 3 = Not applicable, 4 = Difficult to judge	
	Sex ratio of customers		1	1 = More or less the same, 2 = More men than women, 3 = More women than men, 4 = Not applicable, 5 = Difficult to judge	
Knowledge of sexual harassment	--	EOC's 18 specific items	18	1 = Yes, 2 = No, 3 = Do not know	
Experience of sexual harassment	--	EOC's 18 specific items	18	1 = Never, 2 = Less than once a year, 3 = Once a year, 4 = Once a month, 5 = Once a week, 6 = Several times a week, 7 = Every day	
Responses to sexual harassment	--	EOC's 8 specific items	8	1 = Yes, 2 = No, 3 = Do not know	
Reasons for inaction	--	EOC's 10 items	10	1 = Yes, 2 = No, 3 = Do not know	
Job satisfaction	--	Job satisfaction (Brayfield & Rothe, 1951)	5	5-point Likert: 1 = Strongly disagree, 5 = Strongly agree	.695
Organizational commitment	--	Organizational commitment (Meyer & Allen, 1997)	8	5-point Likert: 1 = Strongly disagree, 5 = Strongly agree	.745

Life satisfaction	--	Life satisfaction (Diener et al.,1985)	5	5-point Likert: 1 = Strongly disagree, 5 = Strongly agree	.848
General health	--	GHQ-12	12	1 = Never, 2 = Occasionally, 3 = Sometimes, 4 = Often	.801
Social support	--	Berlin social support scale (Schwarzer & Schulz, 2003) Perceived organizational support (Eisenberger et al., 2002)	15	5-point Likert: 1 = Strongly disagree, 5 = Strongly agree	.896

Table 2. Socio-demographic characteristics of the sample and the target population (%)

	Hong Kong Women (a)	All respondents in the survey	Locally-born respondents in the survey	Recent female Mainland Chinese immigrants (b)	Recent female Mainland Chinese respondents in the survey
Mean age (years) *	-	28.0	26.3	-	34.7
Mean duration in service industries (years)	-	3.4	4.9	-	1.8
Mean duration of staying in Hong Kong (years)	-	15.1	26.1	-	4.1
Employment status					
Full-time employment*	-	51.6	57.8	-	45.4
Part-time employment	-	35.5	34.2	-	36.7
Unemployment*	-	12.9	8.0	-	17.9
Sub total		100.0	100.0		100.0
Service industries					
Import/export, wholesale and retail trades*	19.9	29.2	32.2	24.9	26.2
Transportation, storage, postal courier*	4.1	3.3	5.6	4.3	1.0
Accommodation, food service activities *	8.3	20.6	8.6	24.3	32.4
Information and communications	2.2	1.5	2.1	1.3	1.0
Financial and insurance activities	6.7	9.1	10.6	3.9	7.6
Real estate activities	14.7	2.0	2.7	13.5	1.3
Professional, scientific, technical activities		4.8	6.3		3.3
Administrative, support service activities		5.6	4.3		7.0
Public administration, social, personal Services	18.5	23.9	27.6	13.8	20.2
Sub total	74.4 [#]	100.0	100.0	86.0 [#]	100.0
Occupations					
Managers and administrator*	7.0	4.6	8.0	4.6	1.3
Professionals	6.1	6.5	8.3	3.4	4.6
Associate professionals *	18.2	9.8	13.3	9.9	6.3
Clerks support workers *	19.8	13.9	18.2	6.5	9.6
Service and shop sales workers *	19.3	60.7	50.5	36.2	70.9
Craft and related workers	1.0	0.2	1.0	7.6	0.3
Plant and machine operators and assemblers	0.4	1.8	0.0	1.8	2.7
Elementary occupations *	28.2	2.5	0.7	30.0	4.3
Sub total	100.0	100.0	100.0	100.0	100.0
Fluency in Cantonese					
Very disfluent	-	-	-	-	4.0
Disfluent	-	-	-	-	8.6
Neutral	-	-	-	-	26.8
Fluent	-	-	-	-	34.1
Very fluent	-	-	-	-	26.5
Sub total					100.0

Table 2. Socio-demographic characteristics of the sample and the target population (%) cont'd.

	Hong Kong Women (a)	All respondent in the survey	Locally-born respondents in the survey	Recent female Mainland Chinese immigrants (b)	Recent female Mainland Chinese respondents in the survey
Marital status					
Single *	28.0	54.1	80.1	14.9	28.1
Married *	55.3	37.8	16.2	74.4	59.3
Divorced/ Separated *	6.1	7.4	3.7	8.2	11.3
Widowed *	10.6	0.7	0.0	2.5	1.3
Sub total	100.0	100.0	100.0	100.0	100.0
Average number of children*	-	0.1	0.2	1.2	1.1
Education					
No schooling	7.2	0.0	0.0	1.7	0.0
Primary*	15.5	6.5	0.7	14.2	12.3
Lower secondary *	16.1	21.1	4.0	37.8	38.1
Upper secondary	30.4	22.7	24.8	26.8	20.5
Post-secondary-non-degree *	10.2	9.4	14.3	19.5	4.6
Post-secondary-bachelor *	20.6	30.5	53.2		7.9
Post-secondary-master and above*	-	9.8	3.0		16.6
Sub total	100.0	100.0	100.0	100.0	100.0
Median monthly personal income (HK\$) *	14,000	8,000-9,999	8,000-9,999	10250	8,000-9,999
Median monthly household income (HK\$) *	25,000	20,000-24,999	30,000-39,999	17490	15,000-19,999
Ever felt discriminated against as new immigrants from the Mainland in HK					
Never	-	-	-	-	10.6
Seldom	-	-	-	-	32.9
Sometimes	-	-	-	-	46.5
Often	-	-	-	-	9.3
Always	-	-	-	-	0.7
Sub total	-	-	-	-	100.0
Perceived extent of discrimination against new immigrants from the Mainland in Hong Kong					
Never	-	-	-	-	3.6
Seldom	-	-	-	-	21.2
Sometimes	-	-	-	-	53.3
Often	-	-	-	-	19.9
Always	-	-	-	-	2.0
Sub total	-	-	-	-	100.0

* $p < 0.05$, significant group difference between locally-born respondents and recent female Mainland Chinese respondents;

- Data not available or not applicable

(a) Source: *Women and Men in Hong Kong Key Statistics 2016 Edition*

(b) Source: *Thematic Report: Persons from the Mainland Having resided in Hong Kong for less than 7 years 2016 Edition.*

The data of service industries and occupations include both female and male

#Only the data of service industries are counted and therefore does not add to 100

3.4. Data collection

Data collection for the survey took place between March and June 2017. Respondents completed the questionnaires through individual face-to-face interviews, which were administered by trained interviewers. Some of these took place in NGOs, others in a variety of locations that are convenient for the interviewers and the respondents. The focus group interviews took place between September and November 2017, in two university campuses and an NGO. Respondents to the survey and participants of the focus group interviews were given a supermarket coupon as a token of appreciation. A total of 603 respondents successfully completed the survey, including 302 recent female Chinese immigrants and 301 locally-born women. For the focus group interviews, a total of 36 women from a variety of backgrounds participated in seven focus group discussions (Appendix 1.5.), with three groups each of locally-born women and recent female Chinese immigrant women, and one group for respondents (both locally-born women and recent female Chinese immigrant included) who work in high-end occupations. The number of focus groups and participants allow us to include local-born women and Mainland Chinese immigrants from different age groups, educational levels, job types, marital status and those who have been found to be especially vulnerable to workplace sexual harassment (e.g. those in the catering industries). We did not specifically search for participants who have sexual harassment experiences, although many of them turned out to have either witnessed or themselves experienced such behaviours at work.

3.5. Data analysis

Statistical tests (t-tests and chi-sq. tests) were used to compare findings between recent female Chinese immigrants and locally-born women. Multiple linear regression and logistic regression models were used to examine factors affecting respondents' sexual harassment knowledge, experience, and responses. Unless otherwise stated, only statistically significant findings are reported.

Data from the focus group interviews were transcribed verbatim, and analyzed based on the key themes that have emerged from the survey findings. These discussions focused on respondents' descriptions of workplace characteristics, culture, and the kinds of considerations they make when deciding on how they respond to sexual harassment in actual and hypothetical situations.

4. Survey findings

4.1. Characteristic of the sample

This section is organized based on the following themes, namely socio-demographic characteristics of the respondents, their knowledge of workplace sexual harassment, workplace sexual harassment experience, factors affecting workplace sexual harassment experience, responses to workplace sexual harassment and impact of workplace sexual harassment.

4.1.1. Socio-demographic characteristics of the sample

Table 2 shows the socio-demographic characteristics of the survey sample compared to the general population of women in Hong Kong. As we only target to recruit women between the ages of 18-55, compared to the general female population, our sample is younger, better educated, and has a higher proportion of never married women, but lower personal monthly income.

4.1.2. Workplace characteristics

4.1.2.1. Organizational size

As we can see from Table 3, more than half of recent female Chinese immigrants in the sample were employed in companies with less than 50 people, showing that they are more likely to be employed in small and medium enterprises, while locally-born respondents are more likely to be employed in large-scale companies with organizational size of more than 100 people.

Table 3. Respondents' organizational size (%)

Organizational size	Recent female Chinese		
	All respondents	Locally-born women	immigrants
1-9 people	23.4	17.8	29.1
10-49 people	23.0	18.2	27.8
50-99 people	5.8	6.4	5.2
More than 100 people	47.9	57.6	37.8

4.1.2.2. Workplace sexual harassment policy

Overall, less than one-fifth of the respondents reported that their current (or most recent) workplaces have sexual harassment policies (Table 4). The figure for recent female Chinese immigrants and locally-born women are 14.2% (n=43) and 21.6% (n=65) respectively.

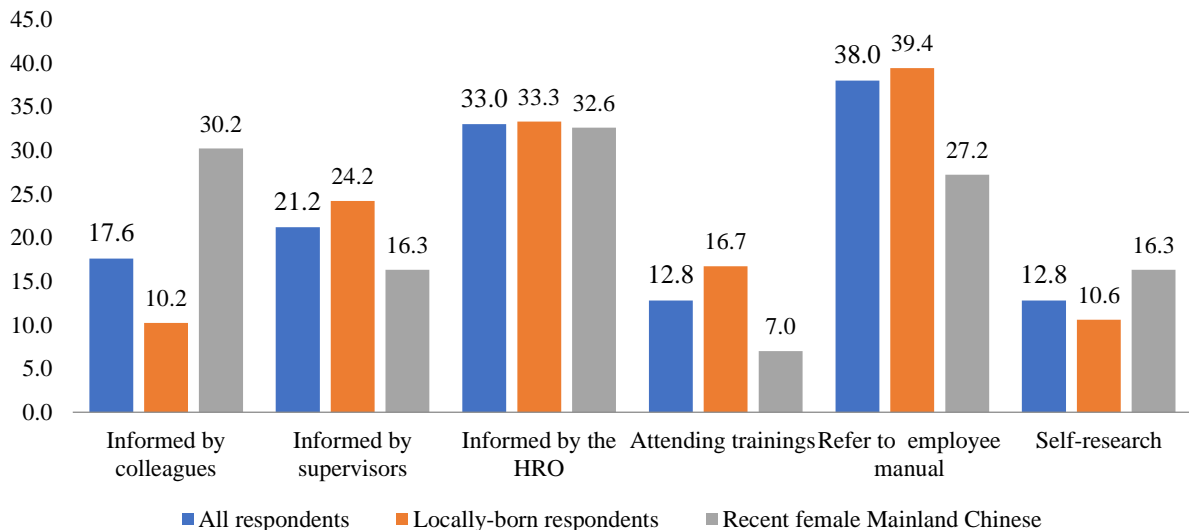
Locally-born women are significantly more likely to say that their employers have such policies ($\chi^2 = 21.76, p < .01$).

Table 4. Sexual harassment policy in respondents' work organizations (%)

	Recent female Chinese		
	All respondents	Locally-born women	immigrants
Have	17.9	21.6	14.2
Do not have	27.5	19.3	35.8
Do not know	54.6	59.1	50.0

The most common way for both groups of respondents to learn of such policies was through consulting the staff handbook or other relevant materials, accounting for 27.2% and 39.4% respectively for recent female Chinese immigrants and locally-born respondents (Figure 1), while the least common channel was through training organized by employers, with only 7.0% of recent female Chinese immigrants and 16.7% of locally-born respondents choosing this answer. The two groups of respondents differed the most in the proportion who said they learned about their employers' sexual harassment policies through their co-workers (30.2% recent female Chinese immigrants and 10.6% of locally-born women, $\chi^2 = 7.87, p < .05$).

Figure 1. Respondents' channels of learning about the sexual harassment policy in their companies (%)



What about the content of these organizational policies? Respondents indicated that such policies included the following: 'A clear statement that sexual harassment will not be tolerated' (76% of locally-born women and 77% of new arrivals from the Mainland); 'Your company provides information on channels of lodging a complaint' (70% of locally born

women and 68% of newly arrived women from the Mainland), ‘Your company states clearly how to deal with sexual harassment’ (62% of locally born women and 47% of newly arrived women from the Mainland), and ‘An assurance that no one will be penalized for coming forward with a complaint’ (62% of locally born women and 50% of new arrivals from the Mainland).

It is clear that many employers have not done enough to make sexual harassment policies clearly available to their employees. Even for organizations with such policies, their coverage are far from comprehensive.

4.1.3. Work and gender attitudes

Work and gender attitudes have both been hypothesized as having possible effects on how women respond to sexual harassment in the workplace. Higher work volition may cause a woman to be more willing to tolerate a hostile working environment than one with lower work volition. Having more traditional gender-role attitudes may also cause a woman to be more tolerant towards sexual harassment, as such attitudes typically do not support women’s participation in the labor market.

Work volition refers to an individuals’ propensity to work given his or her circumstances. A high score indicates greater limitations to employment choices. Recent female Chinese immigrants scored significantly higher than locally-born women (2.87 and 2.62 respectively, $t(585.35) = -3.785, p < .01$) on work volition. Table 5 shows that compared with 17.9% of locally-born respondents, 44.0% of the recent female Chinese immigrants agreed or strongly agreed that when choosing a job, their main concern is whether it can maintain their livelihood. Recent female Chinese immigrants’ significantly higher work volition suggests that they are more in need of work, and are more willing to accept less favorable work conditions.

Table 5. Respondents' work volition (%)

Locally-born respondents							Recent female Mainland Chinese respondents					
	Strongly disagree		Strongly Agree(A)		Strongly agree(B)	(A)+(B)	Strongly disagree		Strongly Agree(A)		Strongly agree(B)	(A)+(B)
1*	9.0	34.6	32.2	22.3	2.0	24.3	7.6	32.1	19.9	36.1	4.3	40.4
2	14.3	46.5	24.6	14.0	0.7	14.6	11.6	41.7	21.2	23.5	2.0	25.5
3	10.3	32.2	30.2	24.9	2.3	27.2	9.6	27.8	23.2	36.4	3.0	39.4
4	8.6	38.2	30.9	20.3	2.0	22.3	7.3	39.7	24.8	25.8	2.3	28.1
5	11.3	44.2	26.6	15.6	2.3	17.9	10.9	26.2	18.9	35.1	8.9	44.0

- *1= Due to my financial situation, I need to take any job I can find;
- 2= When looking for work, I'll take whatever I can get;
- 3= In order to provide for my family, I often have to take jobs I do not enjoy;
- 4= I don't like my job, but it would be impossible for me to find a new one;
- 5= The only thing that matters to me in choosing a job is making ends meet.

We measured respondents' gender-role attitudes relating to the division of labour in the family. A higher score indicates stronger support of traditional family gender roles (e.g. the husband's career being more important than the wife's). Findings indicate that locally-born respondents are significantly less supportive of traditional family gender roles than their Mainland-born counterparts (average scores are 1.95 and 2.37 for local and recent female Chinese immigrants respectively, $t(556.06) = -7.295, p < .01$). 70% of locally-born women disagreed that 'It is more important that wives help husbands to develop their than pursuing her own career' (45% of recent female Chinese immigrants women disagreed) and 'Husband's responsibility is to make money, wife's duty is to take care of the family' (52% of recent female Chinese immigrants women disagreed), and up to 92% of locally-born women disagreed that 'In times of recession, women employees should be laid off first (82% of recent female Chinese immigrants women disagreed). Greater adherence to traditional gender roles may lead recent female Chinese immigrants to be ready to sacrifice their careers when faced with difficult situations at work.

4.1.4. Occupational and psychological well-being

Occupational and psychological well-being are shaped by a range of individual as well as organizational and contextual factors. Employees who work under stressful or hostile conditions may have poorer occupational and psychological outcomes compared to those free from such conditions.

4.1.4.1. Job satisfaction

Recent female Chinese immigrants are significantly more satisfied with their jobs than locally-born women (Recent female Chinese immigrants = 3.46, locally-born = 3.33; $t(601) = -2.92, p < .01$). 70% of recent female Chinese immigrants said they are passionate about

their work compared to less than 50% of locally-born women who said the same. Compared with 43% of recent female Chinese immigrants who said they enjoy their work, only 33% of locally-born women said so.

4.1.4.2. Organizational commitment

Organizational commitment refers to the extent to which individuals identify with and feel that they are a part of their work organization. The higher the score, the stronger the organizational commitment. We found that locally-born women scored significantly lower than recent female Chinese immigrants women in this regard (mean score = 3.07 and 3.26 for locally-born and recent female Chinese immigrants respectively, $t(600) = -5.04$, $p < .01$).

As can be seen from Table 6, the greatest difference in the two groups lies in their responses to item 1, with 58.0% of recent female Chinese immigrants compared to only 42.3% of locally-born women who 'Agree' or 'Strongly agree' that they were 'Very happy to spend the rest of my career with this organization'.

For recent immigrants, having a job is of particular importance, as it offers them not only economic independence but also ways to integrate into the local community outside of their family and kinship networks. This may explain why recent female Chinese immigrants expressed greater job satisfaction and organizational commitment than locally-born respondents.

Table 6. Respondents' organizational commitment (%)

	Locally-born respondents					Recent female Mainland Chinese respondents				
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1*	0.7	6.6	50.5	39.9	2.3	0.3	3.3	38.3	51.7	6.3
2	0.0	9.3	39.5	46.5	4.7	1.0	10.6	35.5	47.5	5.3
3	12.3	42.5	31.6	13.0	0.7	4.3	28.2	44.5	20.9	2.0
4[R]	1.3	19.6	50.2	27.2	1.7	1.0	20.9	48.8	26.9	2.3
5[R]	5.3	44.9	36.9	11.6	1.3	3.3	56.5	30.2	9.3	0.7
6[R]	4.3	33.6	39.5	19.6	3.0	4.0	43.9	36.5	14.3	1.3
7	6.6	35.2	44.9	12.0	1.3	2.0	17.3	56.5	20.9	3.3
8[R]	2.7	23.6	44.9	25.2	3.7	3.3	29.2	50.8	15.0	1.7

*1= I would be very happy to spend the rest of my career with this organization;

2= I enjoy discussing about my organization with people outside it;

3= I really feel as if this organization's problems are my own;

4= I think that I could easily become as attached to another organization as I am to this one;

5= I do not feel like 'part of the family' at my organization;

6= I do not feel 'emotionally attached' to this organization;

7= This organization has a great deal of personal meaning for me;

8= I do not feel a 'strong' sense of belonging to my organization.

[R] The scores of the item are reversed.

4.1.4.3. Life satisfaction

We did not find statistically significant differences in the two groups of respondents' life satisfaction scores, although recent female Chinese immigrants have a lower mean score of 3.08 than locally-born women's 3.16. Overall life satisfaction is low for our sample, with only 48% of locally-born and 43% of recent female Chinese immigrants reporting that they were 'satisfied' or 'very satisfied' with their lives.

4.1.4.4. General health status

General health status here refers mainly to psychological well-being and is measured on a 4-point scale, with a higher score indicating better psychological health status. Recent female Chinese immigrants felt significantly better than locally-born women ($t(601) = -4.99, p < .01$; mean score of recent female Chinese immigrants = 3.44 and locally-born women = 3.27). Table 7 shows that compared with 82.1% of recent female Chinese immigrants, only 64.8% of locally-born respondents said that they can sometimes or often enjoy daily routine activities. In terms of 'Been able to face up to difficulties encountered' and 'Been able to concentrate on things', there are 17.0% and 13.6% more recent female Chinese immigrants than those born locally who said they could sometimes or often do so.

Table 7. Respondents' general health status (%)

	Locally-born respondents					Recent female Mainland Chinese respondents				
	Never	Occasional-ly	Some-times (A)	Often (B)	(A)+ (B)	Never	Occasional-ly	Some-times (A)	Often (B)	(A)+ (B)
Been able to concentrate on what you are doing	2.3	19.3	48.2	30.2	78.4	0.7	7.3	38.7	53.3	92.0
Lost much sleep over worry[R]	17.3	44.9	29.6	8.3	37.9	12.9	35.8	37.1	14.2	51.3
Felt that you are playing a useful part in things	2.0	34.2	47.8	15.9	63.8	7.3	22.2	37.4	33.1	70.5
Felt constantly under strain[R]	4.3	31.6	45.8	18.3	64.1	6.0	23.3	44.2	26.6	70.8
Felt capable of making decisions about things	6.0	45.5	33.9	14.6	48.5	8.6	45.0	32.1	14.2	46.4
Felt you couldn't overcome your difficulties[R]	5.3	54.5	33.2	7.0	40.2	13.2	45.7	32.8	8.3	41.1
Been able to enjoy your normal day to day activities	2.0	33.2	50.5	14.3	64.8	1.3	16.6	42.4	39.7	82.1
Been able to face up to your problems	0.3	32.6	52.2	15.0	67.1	0.3	15.6	48.0	36.1	84.1
Been feeling unhappy or depressed[R]	7.6	62.5	24.3	5.6	29.9	12.3	59.6	22.5	5.6	28.1
Been losing confidence in yourself[R]	15.0	55.5	24.6	5.0	29.6	28.8	47.4	21.5	2.3	23.8
Been thinking of yourself as a worthless person[R]	38.9	41.2	16.9	3.0	19.9	51.3	32.5	13.6	2.6	16.2
Been feeling reasonably happy, all things	3.0	37.5	51.5	8.0	59.5	2.6	29.5	47.4	20.5	67.9

[R] The scores of the item are reversed.

4.1.5. Social support

Social support refers to the system of assistance and support obtained from one's social networks, with a higher score indicating better social support. The mean scores of both groups of women for the measure as a whole are identical (3.5), but as can be seen from Table 8, the average scores of the two groups of respondents differ when it comes to individual sources of support. Recent female Chinese immigrants have their strongest social support from the family (3.9) while locally-born women indicated that their strongest social support comes from friends (4.0). The biggest difference between the two groups of respondents is the support from friends, with a 0.3 difference in mean scores. Although both

groups scored the lowest in terms of organizational support, recent female Chinese immigrants scored 0.2 points higher than locally-born in this aspect.

With a weaker friendship support network, recent female Chinese immigrants may be disadvantaged if the issues arising are not something that they feel they could seek help from their family. Organizations therefore play a key role in strengthening their social support networks more so than for locally-born women.

Table 8. Mean scores of respondents' social support (score range 1-5)

	All respondents	Locally-born respondents	Recent female Mainland Chinese respondents
Family support	3.9	3.9	3.9
Friend support	3.8	4.0	3.7
Colleagues support	3.3	3.2	3.3
Organizational support	3.0	2.9	3.1

4.2. Knowledge of sexual harassment

4.2.1. Level of knowledge about sexual harassment

Respondents were asked to indicate whether a list of 18 behaviours could be classified as sexual harassment, with a higher score indicating greater ability to correctly identify sexual harassment behaviours². There is a significant difference in the scores of the two groups of respondents ($t(482.72) = 5.958, p < .01$). Locally-born women scored significantly higher than recent female Chinese immigrants (mean scores are 0.91 and 0.81 respectively). Table 9 shows the proportion of respondents who accurately identified sexual harassment behaviours, and the two groups of respondents are similar in the types of behaviours that they are more (or less) able to recognize as sexual harassment. More than 90% of respondents in both groups consider 'secretly taking pictures of you', 'exposing sexual body parts in front of you', 'masturbating in front of you', 'sexually assaulting you' and 'making vulgar or obscene gestures at you' as sexual harassment behaviours. On the other hand, 'persistently trying to date you despite refusals' is least likely to be seen as sexual harassment by both groups. The greatest difference between the two groups of respondents is in 'asking you to dress up sexy', and 'following/ stalking you', with 87.0% and 95.0% of locally-born women who consider these to be sexual harassment, while the respective figures for recent female Chinese immigrant women are lower, at 69.5% and 78.1% respectively (see Table 9).

² For each behavior, if the answer is 'yes', it counts as 1 point. If the answer is 'no' or 'do not know', it scores 0. Therefore, the range of mean score is from 0 to 1.

Table 9. Respondents accurately identified sexual harassment behaviors (%)

Sexual harassment behaviors	All	Recent female	
		Locally-born	Mainland Chinese immigrants
Took a candid/upskirt photo of you	95.9	98.7	93.0
Exposed their sexual body parts to you	95.0	98.7	91.4
Masturbated in front of you	95.9	98.7	93.0
Sexually assaulted you	96.8	98.7	95.0
Sexual propositions or other pressure for sex	89.9	97.7	85.4
Displaying sexual obscene or suggestive photographs or literature	93.2	97.7	88.7
Persistent phone calls or letters asking for a personal sexual relationship	91.7	97.0	86.4
Implied or overt threats for sex	91.5	96.7	83.1
Made vulgar or obscene gestures at you	93.2	95.0	91.4
Followed/stalked you	87.0	95.0	78.1
Verbal harassment	86.6	94.7	82.8
Stared at you sexually	84.9	93.0	76.8
Ask you to dress up sexy	78.3	87.0	69.5
Made sexually explicit non-language noises at you in a sexual way	78.1	83.7	72.5
Purposely blocked your path	82.3	83.7	80.8
Touched or grabbed you in a sexual way	76.6	82.7	70.5
Relentless humor and jokes about sex or gender in general	74.1	80.7	67.5
Repeated attempts to make a date, despite being told 'no' each time	54.8	50.0	59.6

4.2.2. Determinants of the level of knowledge about sexual harassment: Results from multiple linear regression

Biserial correlation test results indicate that birthplace ($r = -.39$, $p < .01$) and educational attainment ($r = -.21$, $p < .01$) are both negatively correlated with knowledge of workplace sexual harassment, i.e. educational level as well as ability to correctly identify workplace sexual harassment behaviours are higher amongst locally-born women than recent female Chinese immigrants. There is also a significant positive correlation between educational attainment and awareness of sexual harassment ($r = .23$, $p < .01$). A mediator model was found to be significant ($r^2 = .09$, $F(2,600) = 29.50$, $p < .01$), with a significant direct effect between birthplace (i.e. born in the Mainland or Hong Kong) and education level ($\beta = -1.09$, $p < .01$), meaning that educational attainment is a partial mediator of respondents' knowledge of sexual harassment behaviors ($\beta = -0.54$, 95% Boot CI = [-0.79, -0.34]). This shows that

education is a strong predictor of whether a respondent can correctly identify which behaviours constitute sexual harassment.

Multiple linear regression is used to examine factors determining the ability to accurately identify sexual harassment behaviours (Table 10). Findings indicate that respondents who work part-time are significantly less likely than those who work full-time to score high on knowledge of sexual harassment. Compared with service and shop sales workers, while associate professionals have more knowledge about sexual harassment, those in elementary occupations are less knowledgeable. Place of birth and sexual harassment policy do not have any significant effect on level of knowledge about sexual harassment.

Table 10. Multiple linear regression on knowledge of sexual harassment (s.e.)

Independent variables	All Respondents	Locally-born	Recent female Chinese immigrant
<i>Duration of working in service industries in Hong Kong</i>	.001 (0.05)	-.066 (0.05)	.165 (0.19)
<i>Age</i>	-.034 (0.031)	.081 (0.060)	-.047 (0.043)
<i>Birthplace</i> (Ref: Born in Hong Kong)			
Born in Mainland China	-.103 (0.91)	-	-
<i>Duration of living in Hong Kong</i>	.035 (0.04)	-.006 (0.05)	-.140 (0.14)
<i>Employment status</i> (Ref: Full-time employment)			
Part-time employment	-.721* (0.49)	.285 (0.40)	-1.448* (0.60)
Unemployment	-.244 (0.49)	.141 (0.60)	-.236 (0.80)
<i>Industry</i> (Dummy variables, 0 = not in such sub-industries)			
Import/export, wholesale and retail trades	.559 (0.35)	.408 (0.40)	.665 (0.58)
Transportation, storage, postal and courier services	-2.187* (0.88)	-1.893 (0.76)	-2.865 (2.58)
Accommodation and food service activities	.181 (0.43)	.212 (0.61)	.427 (0.63)
Information and communications	1.775 (1.13)	.953 (1.05)	2.672 (2.35)
Financial and insurance activities	-.025 (0.52)	-.509 (0.52)	.289 (1.00)
Real estate activities	.063 (1.06)	-.454 (1.03)	.538 (2.11)
Professional, scientific and technical activities	-0.103 (0.73)	.350 (0.69)	-1.033 (1.52)
Administrative and support service activities	-0.873 (0.63)	.259 (0.79)	-2.151 (0.97)
Public administration, community, social, personal services	-.254 (0.39)	.043 (0.41)	-.361 (0.67)

The number inside the brackets is the standard error.

*** p<.001, ** p<. 01, * p < .05

- Data not available or not applicable

Table 10. Multiple linear regression on knowledge of sexual harassment (s.e.) cont'd.

Independent variables	All Respondents	Locally-born	Recent female Chinese immigrant
<i>Occupation</i> (Ref: Service and shop sales)			
Managers and administrators	-.041 (0.79)	.178 (0.71)	-.955 (2.11)
Professionals	.969 (0.71)	.161 (0.71)	1.863(1.41)
Associate professionals	1.272* (0.64)	.219 (0.66)	2.015 (1.26)
Clerks support workers	.726 (0.49)	-.031 (0.51)	1.573 (0.95)
Craft and related workers	-2.187 (3.39)	-	-1.767 (4.14)
Plant and machine operators and assemblers	-.511 (1.13)	.219 (1.68)	-.878 (1.61)
Elementary occupations	-3.033** (1.04)	-1.318 (1.89)	-3.253* (1.40)
<i>Marital status</i> (Ref: Single)			
Married	.306 (0.58)	.312 (0.67)	.563 (1.02)
Divorced/ Separated	-.449 (0.78)	-1.651 (1.12)	-.203 (1.23)
Widowed	-.880 (1.80)	-	-.259 (2.31)
<i>Educational level</i>			
	0.248 (0.16)	.215 (0.19)	.228 (0.29)
<i>Organizational size</i> (Ref: 100 people or more)			
1-9 people	-.292 (0.41)	-.493 (0.49)	-.071 (0.66)
10-49 people	-.824* (0.39)	-.689 (0.45)	-.923 (0.66)
50-99 people	.476 (0.71)	-.595 (0.75)	1.176 (1.28)
<i>The sex ratio of working group</i> (Ref: More women than men)			
More or less the same	.576 (0.35)	-.062 (0.39)	1.276* (0.60)
More men than women	.028 (0.54)	.570 (0.57)	-.929 (0.98)
<i>The gender of immediate supervisor</i> (Ref: Male)			
Female	.007 (0.31)	-.068 (0.35)	.164 (0.52)
<i>The sex ratio of customers/clients</i> (Ref: More or less the same)			
More men than women	-.202 (0.55)	-.108 (0.58)	-.502 (1.05)
More women than men	.633 (0.39)	-.378 (0.43)	1.503* (0.68)
<i>Sexual harassment policy in companies</i> (Ref: Yes)			
No/do not know	-.134 (0.40)	-.044 (0.41)	-.020 (0.72)

The number inside the brackets is the standard error.

*** p<.001, ** p<. 01, * p < .05

- Data not available or not applicable

4.3. Workplace sexual harassment experience

We measured workplace sexual harassment in terms of prevalence, types of sexual harassment behaviours experienced and the identity of the harassers.

4.3.1. Prevalence and common types of sexual harassment

Overall, 12.1% of the survey respondents have been sexually harassed in the service workplace. 14.6% of locally-born women (n=44) and 9.6% of recent female Chinese immigrant women (n=29) in our sample indicated that they have been sexually harassed at the workplace. Locally-born respondents are significantly more likely to have had such experience than their Mainland-born counterparts ($\chi^2 = 3.56, p < .01$). As for the frequency of specific types of sexual harassment behaviours, Table 11 shows that ‘Telling jokes of a sexual or gendered nature’ is the most common, and ‘Sexual assault’ the least. For both groups of respondents, the three most common forms of sexual harassment they have experienced are the same, namely ‘Sexual or gender-based jokes’, ‘Being stared at in a sexual way’, and ‘Being the target of sexual speech that makes you uncomfortable’. Although ‘Sexual assault’ is the least frequent type of sexual harassment, it is still a serious situation as 4.4% of locally-born women said they have experienced this at work.

There are also significant differences between the two groups of respondents in terms of specific types of sexual harassment behaviours. Recent female Chinese immigrants are significantly more likely to have been at the receiving end of ‘Persistent telephone calls, emails or texts, requesting for personal or sexual relationships’ ($t(30.9) = -2.09, p < .05$), and ‘Sexual touching’ ($t(35.05) = -2.04, p < .05$) than locally-born women.

Contrary to our expectations, recent female Chinese immigrants in our sample are less likely to have been sexually harassed at work. However, this may be related to the fact that they are less knowledgeable about what constitutes sexual harassment and therefore may not be as able as their locally-born counterparts to recognize such behaviours when they occur.

Table 11. Experience of sexual harassment at work (%)

Sexual Harassment Behaviours	Recent female Mainland Chinese respondents (n=29)								Locally-born respondents (n=44)							
	Never Experienced	2*	3	4	5	6	7	Have Experienced	Never Experienced	2	3	4	5	6	7	Have Experienced
Relentless humor and jokes about sex or gender in general	21.4	35.7	17.9	3.6	0.0	14.3	7.1	78.6	15.6	31.1	15.6	24.4	6.7	6.7	0.0	84.4
Stared at you sexually	25.0	14.3	25.0	14.3	3.6	7.1	10.7	75.0	35.6	13.3	17.8	17.8	6.7	4.4	4.4	64.4
Verbal harassment	46.4	21.4	14.3	3.6	0.0	7.1	7.1	53.6	42.2	17.8	15.6	11.1	6.7	6.7	0.0	57.8
Masturbated in front of you	50.0	35.7	10.7	3.6	0.0	0.0	0.0	50.0	55.6	20.0	11.1	8.9	4.4	0.0	0.0	44.4
Repeated attempts to make a date, despite being told "no" each time	58.6	20.7	6.9	3.4	6.9	3.4	0.0	41.4	55.6	17.8	11.1	8.9	2.2	4.4	0.0	44.4
Made sexually explicit non-language noises at you in a sexual way	64.3	3.6	7.1	7.1	7.1	3.6	7.1	35.7	68.9	8.9	6.7	8.9	4.4	2.2	0.0	31.1
Asked you to dress up sexy	64.3	17.9	17.9	0.0	0.0	0.0	0.0	35.7	91.1	0.0	4.4	4.4	0.0	0.0	0.0	8.9
Persistent phone calls or letters asking for a personal sexual relationship	64.3	10.7	14.3	3.6	0.0	0.0	7.1	35.7	82.2	11.1	6.7	0.0	0.0	0.0	0.0	17.8
Touched or grabbed in a sexual way	71.4	21.4	3.6	3.6	0.0	0.0	0.0	28.6	93.3	4.4	2.2	0.0	0.0	0.0	0.0	6.7
Made vulgar or obscene gestures at you	71.4	17.9	0.0	3.6	7.1	0.0	0.0	28.6	80.0	8.9	6.7	2.2	2.2	0.0	0.0	20.0
Implied or overt threats for sex	75.0	14.3	7.1	0.0	0.0	3.6	0.0	25.0	84.4	8.9	0.0	4.4	0.0	2.2	0.0	15.6
Displaying sexual obscene or suggestive photographs or literature	75.0	14.3	7.1	0.0	3.6	0.0	0.0	25.0	75.6	4.4	13.3	4.4	0.0	2.2	0.0	24.4
Purposely blocked your path	75.0	10.7	14.3	0.0	0.0	0.0	0.0	25.0	71.1	15.6	4.4	6.7	2.2	0.0	0.0	28.9
Followed/stalked you	75.0	10.7	3.6	3.6	3.6	3.6	0.0	25.0	82.2	6.7	4.4	6.7	0.0	0.0	0.0	17.8
Took candid/upskirt photos of you	82.1	14.3	3.6	0.0	0.0	0.0	0.0	17.9	93.3	2.2	2.2	2.2	0.0	0.0	0.0	6.7
Sexual propositions or other pressure for sex	85.7	10.7	3.6	0.0	0.0	0.0	0.0	14.3	84.4	8.9	0.0	4.4	0.0	2.2	0.0	15.6
Exposed their sexual body parts to you	96.4	3.6	0.0	0.0	0.0	0.0	0.0	3.6	95.6	4.4	0.0	0.0	0.0	0.0	0.0	4.4
Sexually assaulted you	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	95.6	2.2	2.2	0.0	0.0	0.0	0.0	4.4

*2= Less than once a year; 3= Once a year; 4= Once a month; 5= Once a week; 6= Several times a week; 7= Every day

4.3.2. Identity of harassers

Amongst respondents who have experienced workplace sexual harassment, there are significant differences in the identity of the harassers for the two groups of respondents. Locally-born women reported that their harassers were predominantly co-workers (44%), customers/clients (43%), supervisors (11.4%) and much less often subordinates (2.3%), while recent female Chinese immigrants indicated that their harassers were mostly customers/clients (60.7%), followed by co-workers (32%) and supervisors (10.7%).

4.4. Factors affecting sexual harassment experience

Based on the literature, we identified factors that may influence women's sexual harassment experiences. Apart from factors included in the subsections below, knowledge of sexual harassment (described earlier in section 4.2) is also one of the important variables.

4.4.1. Employment status, industry and occupation

We examined whether employment and job situations are related to experience of sexual harassment. We found that recent female Chinese immigrants in full-time employment are significantly more vulnerable to workplace harassment ($\chi^2 = 6.05$, $p < .05$) than their counterparts who are in part-time employment or are unemployed. For locally-born women, no similar significant differences can be found. In terms of industry, there were no significant relationships between industry and workplace sexual harassment experience for any of these two groups. However, for the whole sample, managers and administrators were significantly more susceptible to sexual harassment than those in other occupations ($\chi^2 = 14.16$, $p < .05$). It is somewhat counter-intuitive to find that higher occupational groups like managers and administrators were significantly more susceptible to sexual harassment in the workplace, as one may assume that those in lower positions in the occupational hierarchy may be easy targets of harassment. But our finding shows that this is not necessarily true.

4.4.2. Work gender context

For work gender context, we consider whether proportion of men and women amongst respondents' co-workers, direct supervisors and customers/clients are associated with experience of being sexually harassed. No statistically significant difference between the two groups of respondents can be found (Table 12). In addition, for the sample as a whole, no significant relationship was found between work gender contexts and experiences of sexual harassment.

Table 12. Respondents' work gender context (%)

		All respondents	Locally-born women	Recent female Chinese immigrants
Sex ratio of working group	More or less the same	27.5	27.6	27.5
	More men than women	11.1	13.2	8.9
	More women than men	61.3	59.2	63.6
Sex of immediate supervisor	Male	42.4	41.5	56.7
	Female	57.6	58.5	43.3
Sex ratio of customer/clients	More or less the same	64.1	64.7	63.4
	More men than women	10.7	11.5	9.8
	More women than men	25.2	23.8	26.8

4.4.3. Language barrier

Language barrier has been found to be highly related to workplace sexual harassment (Murphy et al., 2015). Immigrants may be excluded from mainstream society because of differences in language and accents, and sexual harassment can be a means of forcing them to be assimilated into the mainstream culture. As shown in Table 2, only 60.6% of recent female Chinese immigrants in our sample said that they were fluent in Cantonese, compared to 96.4% of locally-born women. However, there is no significant relationship between the level of Cantonese fluency and workplace sexual harassment experience, knowledge about sexual harassment, nor whether action is taken or not when/if sexually harassed in the workplace.

4.4.4. Who are more likely to be sexually harassed? Results from binary logistic regression

Binary logistic regression models were used to examine factors affecting respondents' workplace sexual harassment experience (Table 13). Only two variables have statistically significant effects, namely organizational size and whether or not the respondent is aware of the organization's sexual harassment policy. Respondents employed in organizations with less than ten employees are significantly more likely to have experienced workplace sexual harassment than those employed in large organizations (i.e. 100 employees or above). Respondents who said their organizations do not have sexual harassment policy, or do not know if their organizations have such policy, are much more likely to have experienced workplace sexual harassment than those whose companies have these policies. Knowledge of sexual harassment is negatively related to experience of sexual harassment, although the effect is insignificant. Birthplace of the respondents does not show any significant effect.

These findings suggest that organizational size and policies both play an important role in raising employee's awareness of sexual harassment, which may explain respondents' ability to identify sexual harassment behaviours, and therefore recognize them as such when it happens to them.

Table 13. Logistic regression on ever experienced workplace sexual harassment (s.e.)

	All respondents	Locally-born	Recent female Chinese immigrant
<i>Duration of working in service industries in HK</i>	-.052 (0.05)	-.016 (0.06)	-.286 (0.19)
<i>Age</i>	.003 (0.03)	-.028 (0.07)	.003 (0.04)
<i>Birthplace</i> (Ref: Hong Kong)			
Born in Mainland China	.626 (0.90)	-	-
<i>Duration of living in Hong Kong</i>	.025 (0.04)	.050 (0.06)	-.071 (0.17)
<i>Employment status</i> (Ref: Full-time employment)			
Part-time employment	-.041 (0.34)	-1.509** (0.52)	1.541* (0.72)
Unemployment	.908 (0.67)	-.485 (0.88)	1.913(1.27)
<i>Industry</i> (Dummy variables, 0 = not in such sub-industries)			
Import/export, wholesale and retail trades	-.103 (0.33)	-1.008* (0.50)	1.165 (0.70)
Transportation, storage, postal and courier services	.819 (0.90)	.804 (1.01)	18.517 (22822.73)
Accommodation and food service activities	.297 (0.44)	.794 (0.86)	-.219 (0.63)
Information and communications	19.179 (13165.76)	19.605 (15890.89)	19.437 (20071.72)
Financial and insurance activities	.026 (0.44)	.201 (0.64)	-.034 (0.84)
Real estate activities	-.904 (0.79)	-1.077 (1.24)	-2.612 (2.06)
Professional, scientific and technical activities	-.291 (0.73)	-.782(0.80)	16.886 (10812.78)
Administrative and support service activities	-.268 (0.55)	.306 (0.92)	-.906 (0.82)
Public administration, community, social, personal services	-.051 (0.38)	.537 (0.55)	-.421(0.66)
<i>Occupation</i> (Ref: Service and shop sales)			
Managers and administrators	-.424 (0.64)	-.827 (0.91)	-1.719 (1.38)
Professionals	.544 (0.71)	-.440 (0.99)	1.771 (1.47)
Associate professionals	1.194 (0.75)	-0.240 (0.91)	20.293 (7926.06)
Clerks support workers	.133 (0.47)	-1.107 (0.65)	1.596 (1.02)
Craft and related workers	19.341 (40192.97)	-	18.076 (14549.57)
Plant and machine operators and assemblers	19.701 (11772.25)	22.992 (18661.76)	19.701 (11772.25)
Elementary occupations	19.006 (11100.93)	20.615 (25764.96)	17.716 (12241.03)

The number inside the brackets is the standard error.

*** p<.001, ** p<. 01, * p < .05

- Data not available or not applicable

Table 13. Logistic regression on ever experienced workplace sexual harassment (s.e.) cont'd.

	All respondents	Locally-born	Recent female Chinese immigrant
Marital status (Ref: Single)			
Married	.054 (0.55)	-1.057 (0.83)	1.027 (0.98)
Divorced/Separated	-1.087 (0.68)	-2.889* (1.27)	0.162 (1.13)
Widowed	-1.227 (1.41)	-	-0.359 (2.27)
Educational level	0.092 (0.16)	.255 (0.25)	.228 (0.29)
Organizational size (Ref: 100 or more)			
1-9 people	1.533* (0.63)	1.046 (0.85)	1.763 (1.18)
10-49 people	.164 (0.39)	-.206 (0.53)	.738 (0.73)
50-99 people	.727 (0.79)	.920 (1.21)	.324 (1.22)
Sex ratio of working group (Ref: More women than men)			
More or less the same	-.175 (0.33)	.129 (0.48)	-1.037 (0.61)
More men than women	.078 (0.56)	.271 (0.79)	-1.291 (0.99)
Sex of immediate supervisor (Ref: Male)			
Female	-.188 (0.32)	.098 (0.44)	-.415 (0.57)
Sex ratio of customers/clients (Ref: More or less the same)			
More men than women	-.218 (0.49)	-.051 (0.72)	-.008 (0.88)
More women than men	.286 (0.392)	.143 (0.549)	1.289 (0.759)
Sexual harassment policy in companies (Ref: Yes)			
No/do not know	.712* (0.34)	.956 (0.50)	1.049 (0.63)
Knowledge of sexual harassment	-.057 (0.06)	-.054 (0.10)	-.128 (0.10)

The number inside the brackets is the standard error.

*** p<.001, ** p<. 01, * p < .05

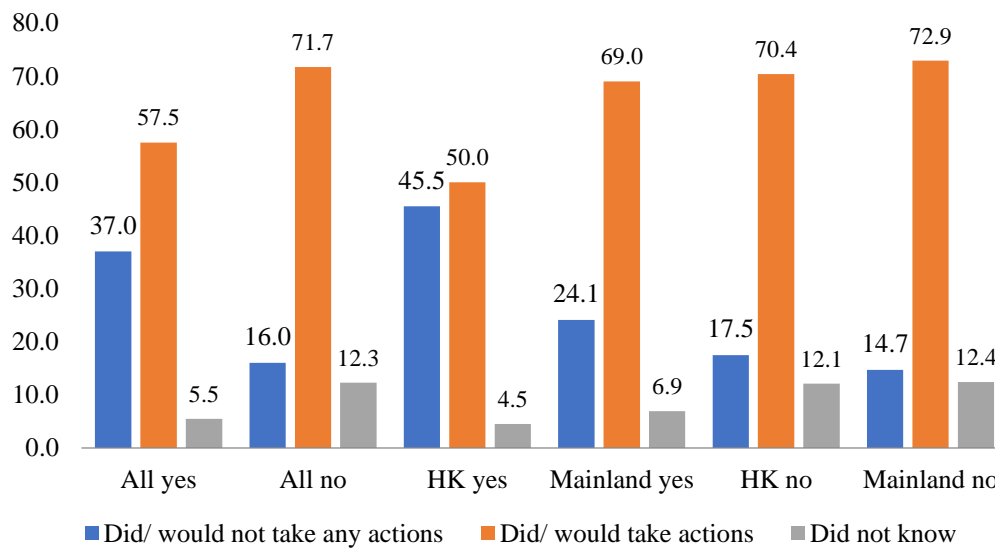
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4.5. Responses to workplace sexual harassment

4.5.1. Action and inaction

Amongst respondents who have experienced workplace sexual harassment, 45.5% of locally-born women and 24.1% of recent female Chinese immigrants said that they have not taken any action in response to such incidents. For those who have not experienced workplace sexual harassment, only 17.5% of locally-born women and 14.7% of recent female Chinese immigrants said they would take no action in a hypothetical situation of sexual harassment (see Figure 2).

Figure 2. Respondents taking actions or not by sexual harassment experience and place of birth (%)



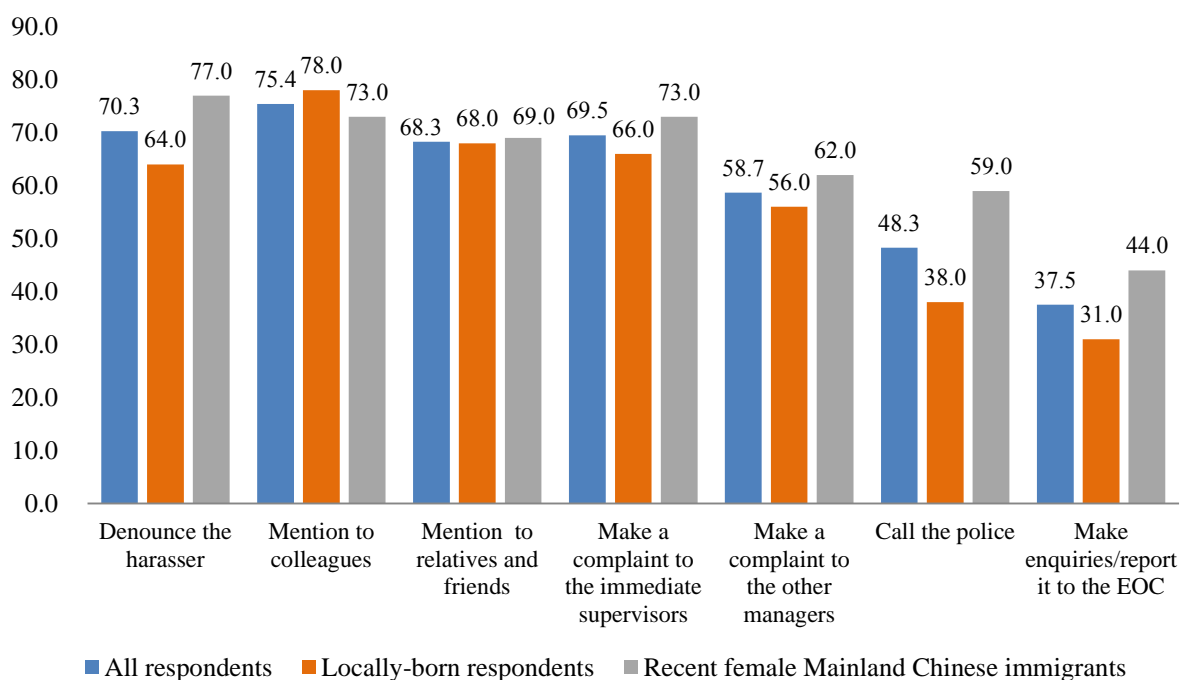
All yes = Have experienced workplace sexual harassment (whole sample);
 All no = Have not experienced workplace sexual harassment (whole sample);
 HK yes = Have experienced workplace sexual harassment (locally-born only);
 Mainland yes = Have experienced workplace sexual harassment (Mainland Chinese immigrants only);
 HK no = Have not experienced workplace sexual harassment (locally-born only);
 Mainland no = Have not experienced workplace sexual harassment (Mainland Chinese immigrants only).

Interestingly, in the case of recent female Chinese immigrants, the longer the length of residence in Hong Kong, the more likely for them to refrain from taking any action to respond to sexual harassment ($p < .05$) (results not shown here). One possible explanation is that the decision to take action may be related to evaluations of the costs of taking action, and that the longer one's residence in Hong Kong, the more likely it is a woman may perceive the costs to be higher. This above interpretation is consistent with the finding that all recent female Chinese immigrants are significantly more likely than locally-born respondents to denounce the harassers ($\chi^2 = 11.09, p < .01$), mention to relatives ($\chi^2 = 7.35, p < .05$), report to the police ($\chi^2 = 26.34, p < .01$) and make a complaint with the Equal Opportunities Commission ($\chi^2 = 17.19, p < .01$).

In general, regardless of place of birth, respondents tend to opt for informal channels of complaint as a response to workplace sexual harassment (Figure 3). Locally-born women tend to turn to co-workers (78.0%) and relatives and friends (68.0%), whereas recent female Chinese immigrants tend to directly reprimand harassers (77.0%) and complain to their colleagues (73.0%). In addition, over 60% of locally-born and recent female Chinese immigrants said they would choose to complain to their immediate supervisors. In contrast,

respondents were least likely to use official complaint channels such as reporting to the police or approaching the Equal Opportunities Commission.

Figure 3. Actions that respondents have taken/would take in response to sexual harassment at work (%)



For respondents who have experienced workplace sexual harassment, recent female Chinese immigrants are significantly more likely to directly reprimand the harasser than locally-born women ($\chi^2 = 7.59, p < .05$), to complain to management personnel ($\chi^2 = 7.14, p < .05$) and report to the police ($\chi^2 = 6.09, p < .05$). For respondents who have not experienced sexual harassment at work, recent female Chinese immigrants are also more likely than locally-born women to say that they would directly reprimand the harassers ($\chi^2 = 8.92, p < .05$), complain to relatives and friends ($\chi^2 = 6.11, p < .05$), report to police ($\chi^2 = 20.17, p < .01$) and complain/make enquiry to the Equal Opportunities Commission ($\chi^2 = 10.58, p < .01$). Recent female Chinese immigrants' stronger inclination than locally-born women to directly reprimand harassers, especially when the harassers are their customers or clients, or to make complaints more generally, will be further discussed in the section on findings from the focus group interviews.

In general, respondents who said they would respond by complaining to colleagues and complaining to relatives and friends are significantly more knowledgeable (i.e. able to correctly identify) about sexual harassment behaviours. Conversely, respondents who said they would respond by reporting to the police are significantly less knowledgeable in this regard ($p < .05$). Locally-born (but not recent female Chinese immigrants) respondents who

said they would complain to colleagues ($p < .05$) scored higher in their knowledge of sexual harassment than respondents who opted for other responses.

Our respondents are obviously quite dismissive of official channels of complain, and being knowledgeable about which behaviours constitute sexual harassment does not necessarily mean that respondents will choose to report to the police or seek help from the Equal Opportunities Commission.

4.5.2. Factors determining whether action is taken in response to sexual harassment

Multiple logistic regression models were used to examine the role of various factors affecting whether respondents take action in response to workplace sexual harassment or not. The findings (Table 14) showed that respondents who were unemployed at the time of the survey are significantly less likely than those in full-time employment to say that they would take action in response to workplace sexual harassment.

Those who work in organizations with 10-49 employees are much less likely to say they would take actions compared to those employed in large organizations with 100 or more employees. Another significant result is that those being sexually harassed in the workplace are much more likely to take action compared to those who do not have such experiences. Findings on specific responses to workplace sexual harassment are summarized in Appendix 1.6.

Table 14. Logistic regression on affecting factors and responses to workplace sexual harassment (s.e.)

	All respondents	Locally-born women	Recent female Chinese immigrant
<i>Duration of working in service industries in Hong Kong</i>	-0.04 (0.04)	-0.07 (0.05)	.016 (0.14)
<i>Age</i>	-0.01 (0.03)	-0.01 (0.06)	-0.03 (0.03)
<i>Birthplace (Ref: Hong Kong)</i>		-	-
Mainland China	0.26 (0.77)	-	-
<i>Duration of living in Hong Kong</i>	-0.02 (0.03)	.012 (0.05)	-0.07 (0.10)
<i>Employment status (Ref: Full-time employment)</i>			
Part-time employment	-0.49 (0.31)	-0.09 (0.47)	-0.63 (0.51)
Unemployment	-0.84* (0.41)	-0.59 (0.65)	-0.86 (0.64)
<i>Industry (Dummy variables, 0 = not in such sub-industries)</i>			
Import/export, wholesale and retail trades	0.10 (0.30)	-0.19 (0.45)	.404 (0.46)
Transportation, storage, postal, courier services	1.88 (0.99)	1.403 (1.04)	18.387 (21922.32)
Accommodation and food service activities	-0.40 (0.35)	-0.33 (0.66)	-0.37 (0.46)
Information and communications	0.41 (1.12)	-0.58 (1.17)	20.529 (22502.47)
Financial and insurance activities	-0.43 (0.43)	-0.37 (0.57)	-0.83 (0.80)
Real estate activities	-0.19 (0.90)	-0.19 (1.30)	-0.61 (1.40)
Professional, scientific and technical activities	0.39 (0.74)	.789 (0.93)	-1.19 (1.54)
Administrative and support service activities	-0.67 (0.50)	.920 (1.18)	-1.51 (0.69)
Public administration, community, Social, personal services	0.35 (0.34)	-0.05 (0.47)	1.029 (0.59)
<i>Occupation (Ref: Service and shop sales)</i>			
Managers and administrators	0.01 (0.64)	-0.38 (0.76)	20.420 (17918.33)
Professionals	-0.03 (0.67)	-0.06 (0.82)	.369 (1.59)
Associate professionals	-0.15 (0.60)	-0.40 (0.76)	.658 (1.43)
Clerks, support workers	-0.16 (0.43)	.183 (0.62)	-0.59 (0.76)
Craft and related workers	18.33 (0.92)	-	17.638 (40192.97)
Plant and machine operators and assemblers	-0.37 (1.28)	-0.96 (1.66)	.390 (1.32)
Elementary occupations	-0.61 (0.78)	-0.44 (1.67)	-0.70 (1.00)

The number inside the brackets is the standard error.

*** p<.001, ** p<. 01, * p < .05

- Data not available or not applicable

The reference group is those respondents who did/would not take any actions toward workplace sexual harassment.

Table 14. Logistic regression on affecting factors and responses to workplace sexual harassment (s.e.) cont'd.

	All respondents	Locally-born women	Recent female Chinese immigrant
Marital status (Ref: Single)			
Married	-0.37 (0.48)	-0.13 (0.72)	-0.74 (0.86)
Divorced/ Separated	-0.12 (0.66)	-1.36 (1.20)	.471 (1.07)
Widowed	0.16 (1.35)	-	.364 (1.59)
Educational level			
	-0.14 (0.14)	-0.20 (0.22)	-0.19 (0.23)
Organizational size (Ref: 100 people and above)			
1-9 people	-0.34 (0.36)	-0.44 (0.55)	-0.48 (0.56)
10-49 people	-0.97 ** (0.31)	-0.99 * (0.46)	-1.18 (0.53)
50-99 people	0.31 (0.69)	.208 (0.91)	-0.03 (1.21)
Sex ratio of working group (Ref: More women than men)			
More or less the same	0.20 (0.31)	.167 (0.47)	.413 (0.50)
More men than women	-0.04 (0.45)	-0.19 (0.67)	.127 (0.78)
Sex of immediate supervisor (Ref: Male)			
Female	-0.01 (0.27)	-0.38 (0.41)	.513 (0.42)
The sex ratio of customers/clients (Ref: More or less the same)			
More men than women	-0.21 (0.45)	-0.12 (0.63)	.155 (0.80)
More women than men	-0.29 (0.33)	-0.18 (0.48)	-0.06 (0.56)
Sexual harassment policy in companies (Ref: Yes)			
No/do not know	-0.41 (0.36)	-0.27 (0.50)	-0.46 (0.61)
Work volition			
	-0.16 (0.17)	.102 (0.25)	-0.58 (0.29)
Knowledge of sexual harassment			
	0.05 (0.03)	.062 (0.07)	.050 (0.05)
Experience of being sexually harassed			
	1.51*** (0.26)	1.783*** (0.44)	1.804 (0.66)
Social support			
	-0.33 (0.39)	.492 (0.41)	-1.19 (0.42)

The number inside the brackets is the standard error.

*** p<.001, ** p<. 01, * p < .05

- Data not available or not applicable

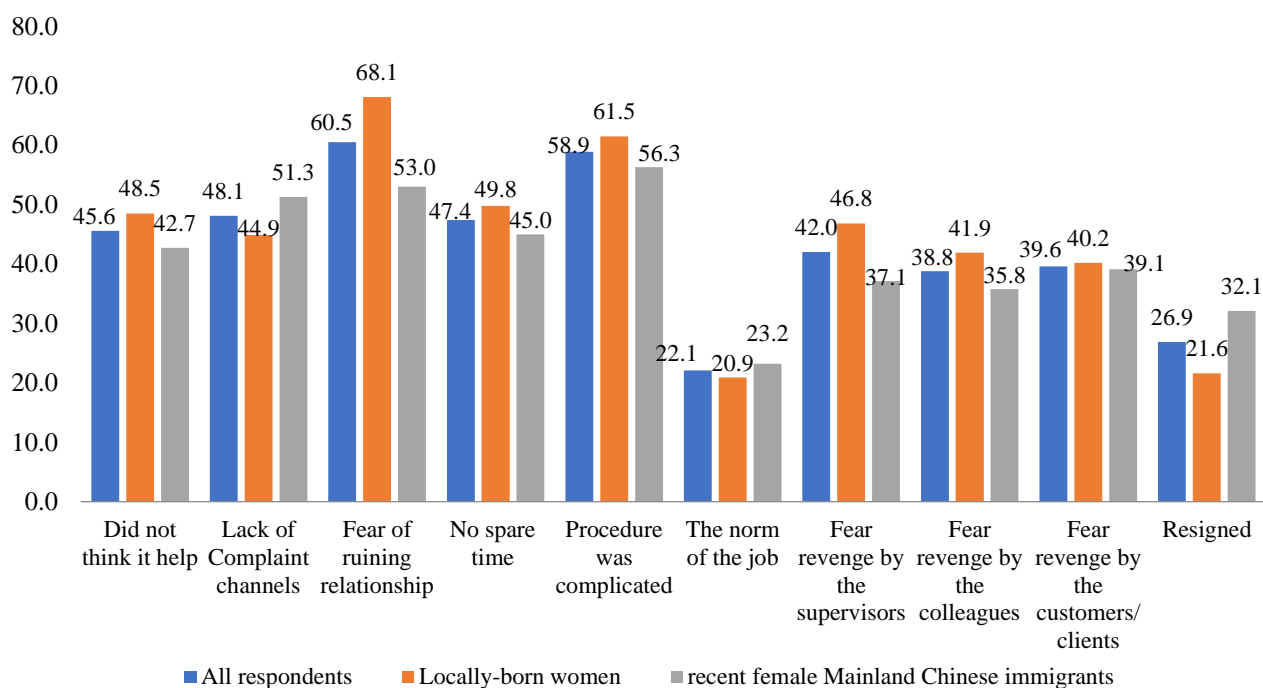
The reference group is those respondents who did/would not take any actions toward workplace sexual harassment.

4.5.3. Reasons for not taking action

Amongst respondents who said they have not or would not take any action in response to workplace sexual harassment, more than two-fifth of them indicated that this was because they did not know how to make a complaint and did not think doing so would be of any help (see Figure 4). In addition, a majority of them chose not to respond because of the complicated complaints procedure, and for fear of worsening the situation or the relationship. Fear of retribution from superiors, co-workers and customers/clients, or fear of being

ostracized are also common reasons. Compared with 21.6% of locally-born women, 32.1% of new arrivals from the Mainland said they would choose to resign after being subjected to workplace sexual harassment.

Figure 4. Respondents' reasons for not responding to sexual harassment (%)



When examining the reasons for not taking any action within the sample, we found that the two groups of women differed significantly in whether they think taking action would be of help ($x^2 = 6.12, p < .05$), whether they are clear about ways to complain ($x^2 = 15.12, p < .01$), whether they fear that taking action would worsen the situation or the relationship ($x^2 = 18.41, p < .01$), whether they fear retaliation by superiors ($x^2 = 11.28, p < .01$), co-workers ($x^2 = 12.93, p < .01$), and whether they would choose to resign from the job ($x^2 = 14.78, p < .01$).

Compared with locally-born respondents, significantly more recent female Chinese immigrants said that they would choose not to respond because they are not aware of the complaint channels, and may therefore choose to deal with the situation by resigning from the job instead. Local women, in contrast, are significantly more likely to think that taking action is of little use, and are more concerned about the negative consequences of taking action.

For recent female Chinese immigrants who said that they chose not to take action because they do not know the channels of complaint, and those who said sexual harassment is common in the workplace and they are used to it, both groups also scored significantly lower in their knowledge of sexual harassment ($p < .05$). Such differences, however, are not found amongst locally-born women. This suggests that recent female Chinese immigrants could benefit from receiving more information about sexual harassment definitions and policies.

4.6. Impact of workplace sexual harassment

Linear regression was used to examine the relationship between respondents' workplace sexual harassment experience and their job (including job satisfaction and organizational commitment) and health outcomes (including life satisfaction and general health). However, no statistically significant findings can be found when the analysis is conducted on the whole sample, nor when separately conducted on the sub-samples of locally-born respondents and recent female Chinese immigrant respondents.

Nevertheless, it is important to note that these findings are not indications that sexual harassment experiences do not have an effect on job satisfaction, organizational commitment, life satisfaction or general health. Both these variables are complex matters susceptible to a large number of factors. For impacts of workplace sexual harassment experiences to be detected a much larger sample of respondents with sexual harassment experiences would be needed.

5. Focus group interviews findings

Findings from the focus group interviews are presented based on the following themes, namely respondents' knowledge, experience, responses of workplace sexual harassment, and who should be responsible for sexual harassment behaviours.

5.1. Knowledge of sexual harassment

5.1.1. Sources of knowledge about workplace sexual harassment

Most respondents said that they have heard of or have seen the phrase 'workplace sexual harassment', such as in television programs which portray sexual harassment situations. Some respondents recalled having read about non-physical forms of sexual harassment. As one younger local respondent said:

I've seen newspapers quoting some online topic, but it was in a mocking way, saying that a female colleague was wearing a short skirt, and kept thinking that others were staring at her. (20s, local, administrative staff, bachelor's degree)

Several older local respondents said they have only heard of workplace sexual harassment in more recent years, and it is only after having seen discussions about the topic that they now realize they experienced sexual harassment in the past:

I didn't think much of it in the past, say when a male colleague said something, we didn't know it was sexual harassment, just felt embarrassed. We didn't talk about these things before, but now, more people talk about it, and there is more discussion on TV, so we now know this is sexual harassment. (50s, local, administrator, upper secondary)

One recent female Chinese immigrant said that sexual harassment has occurred in the restaurant where she worked, and it was after her manager and colleagues informed her of the incident, that she came to learn about what workplace sexual harassment is. Another female respondent from the Mainland also said that she has heard of the term through colleagues.

5.1.2. Organization's sexual harassment training and policies

Sexual harassment is more likely to occur if there is a lack of institutional arrangements and monitoring mechanism to protect workers. In line with our survey findings, most respondents said that their organizations did not provide any sexual harassment training at all, nor clearly inform them of the organisation's sexual harassment policies. Amongst our respondents, only

one said that she has received half an hour's on-line training, but this training was to be completed in her own time instead of during work hours. Because of this arrangement, she felt that it is not very meaningful:

It is a video, 30 minutes long, you can do your own thing and let it play... I really don't know what happened in that 30 minutes. (20s, local, human resources, bachelor's degree)

In addition, a respondent who has worked in a foreign-owned enterprise said that there is a voicemail message box in her company for employees to call in case of any work-related issues, and that the receiver of the call is not an employee of the organisation. Although this respondent has never tried using it, and it is not specifically for sexual harassment complaints, she felt that it is 'better than nothing'.

5.1.3. What counts as workplace sexual harassment?

Although respondents have mostly heard of the term 'workplace sexual harassment', when asked what they consider to be workplace sexual harassment, they were unable to give concrete descriptions, and tended to qualify their answers with phrases like 'I'm not quite sure', 'probably is', 'should be' which indicate their uncertainty. It is only some of the younger and highly educated respondents, both local and Mainland-born, who could give a clearer definition:

In the workplace, whether it is a boss or colleague, if they use pressure, rewards or punishment to ask you to do something related to sex, to give them advantages. Say if your boss said to you, come to the hotel with me and I will promote you. If not, I'll fire you. (20s, local, tourism, master's degree)

When that person, of the opposite sex, physically or verbally did something to make me feel uncomfortable, violated my comfort zone, I would feel I have been sexually harassed. Or if I have already said no to the action, he continues, then I feel this is an even more serious kind of sexual harassment. (20s, Mainland, financial advisor, master's degree).

Respondents were more certain that physical behaviours count as sexual harassment, such as brushing one's hand over their back or putting one's hand over their thighs.

Touching definitely counts [as sexual harassment], but whether 口花花 [teasing, sex jokes] counts, I'm not so sure. (30s, Mainland, catering, lower secondary)

In addition, older locally-born respondents often categorize more obvious forms of sexual harassment (e.g. physical touching) as indecent assault. To them, sexual harassment is vaguer and less serious. For example, if verbal harassment developed further into sexual requests, they were able to say ‘then this is really an indecent assault’.

Where is the boundary between verbal sexual harassment and harmless jokes? Respondents often refer to ‘levels of acceptability’ in their discussions on this matter:

But everyone has a different angle, some people have a lower bottom line, and think that it is only when it reaches a certain point that something is sexual harassment. But some others many have a higher standard, even if it is a light touching, they might consider it to be sexual harassment. Everyone has a different view. (20s, local, tourism, master’s degree)

Because of this, most respondents do not seriously consider verbal harassment such as teasing as sexual harassment. Also, when verbal harassment is something that happens frequently at work (e.g. in restaurants), something that they have to face everyday, respondents tend not to consider it as sexual harassment and would ‘just let him say whatever’ instead:

Say foul language, I don’t think it counts. If it is not too out of order or too explicit, and he may not be saying it to you, you just regard him as a foul-mouthed guy, just pretend not to hear it, then it’s fine. (40s, Mainland, catering, lower secondary)

When the harasser is a customer or client, because of the professional relationship, respondents facing such a situation tend to rationalize the harasser’s behavior as something that they need to deal with as part of their job duties. This respondent below, for instance, attributes a client’s harassing behaviours to his mental health:

He tried to kiss me when he saw me, not ‘really kissing’, just like [making the sound] ‘mua’. You will notice that he is intentionally flirting with me, from his looks, his expression. But because he is a service user and you are a counsellor, you will not define it as sexual harassment... I will see this as part of the job, something that I have to deal with. (30s, local, consultant, master’s degree)

Sometimes cultural differences are also referred to when Mainland respondents talked about the blurred boundaries of sexual harassment. The following recent female Chinese immigrants was not sure if the behavior of her male colleague was normative in Hong Kong:

We were on a work trip, and one of the guys, after dinner he said he liked talking to me and wanted to chat some more... we chatted till 11pm, he said he'd go back to his room to get some juice. Then he whatsapped me and asked if I want to go to his room to have some noodles. I was shocked – go to your room to eat noodles? After we returned to Hong Kong he kept asking me out, texting me saying he liked me... but he is married... I don't know if this is a normal form of socializing or a sexual harassment. (20s, Mainland, research supervisor, master's degree)

Locally-born respondents also tend to attribute the other party's harassing behaviours to cultural differences when the other parties are not from the same culture:

Depends on who is doing what. I think that brushing your back, putting arms around your shoulder, depends on the ethnicity. Sometimes people accept foreigners doing this but not Chinese. Sometimes I go with clients to the Mainland, and they do the same things (brushing back, arms around shoulders), but I see the girls very much accept (foreigners doing) these, for me I only accept a light hug or a peck on the cheeks, these are normal social etiquette. (50s, local, purchasing, bachelor's degree)

A sexually hostile work environment is a form of sexual harassment, but few respondents mentioned this. Their focus is mostly on direct sexual harassment behaviours that target an individual. Also, few respondents are aware that workplace sexual harassment is a civil offence.

Although many respondents have heard of the term workplace sexual harassment, they are not sure about its technical definition. While they can clearly identify unwelcomed physical contact of a sexual nature as sexual harassment, they are less certain about non-physical forms of unwelcomed behaviors. When 'milder' forms of sexual harassment occur, respondents would doubt their own judgements, or attribute these behaviors to cultural or individual differences. This is not surprising as sexual harassment training and policies are almost non-existent in the organisations that our respondents have been employed in.

5.2. Sexual harassment experience

Sexual harassment in the workplace is common amongst our respondents. They were able to describe their own experiences as well as those that they have heard or seen. Similar to the findings of the survey, harassment behaviours include verbal, non-verbal, and physical forms, and the main harassers are customers/clients, co-workers and superiors.

5.2.1. Customers/clients and co-workers as harassers

Amongst our respondents, those who work in catering, tourism and finance industries are more likely to be sexually harassed by customers/clients.

They also more often need to work outside of a designated workplace (e.g. an office or a store) and need to attend events after official work hours. Respondents employed in the catering industry are typically recent female Chinese immigrants in their 30s-40s, with relatively lower educational attainment. They said that verbal sexual harassment is extremely common. Sex jokes and foul language can be heard at work all the time, and sometimes customers will keep on asking for their telephone numbers, calling them for dates or even directly asking for sexual favours:

[Customers] always said those [sex jokes], everyday, saying them to you. One even asked to go to my place in the evening. (30s, Recent female Chinese immigrant, restaurant, lower secondary)

He got my number, and continuously called me, asked me when is my day off, when I will go to Mainland to have seafood with him... I said please don't, I am married I have a kid. He said, your work in the restaurant is so hard, why don't you to be my mistress instead. (30s, Mainland, catering, primary)

Respondents believe that verbal sexual harassment could escalate to physical harassment. Customers/clients would often start with verbal flirting, to test the boundaries, and if they did not explicitly refuse, the customers would think that further (physical) harassment is acceptable:

I tried to ignore his words, then later, when I helped to serve the dishes, I was wearing a skirt, and he reached out and touched my thigh. (40s, Mainland, restaurant, lower secondary)

Respondents in tourism and finance industries said because of work reasons they often have to work outdoors, meet with clients individually or participate in social events. These greatly increased the chances of being sexually harassed by customers or clients:

We have many different suppliers... on a work trip, there was a drinking event, the booze in the Mainland has very high alcohol content. One time me and my sales manager, a middle-aged woman, went to Fujian to a drinking event. An agent from another company brought over a bottle, forced my manager to drink it. After that I saw him

brushing her back with his hand. (30s, local, tourism, post-secondary-non-degree)

My boss asked me to accompany a well-known painter to walk around and then attend an event at night. He walked very close to me. When we crossed the road, he reached out and held my hand ... then in the hired car, he suddenly leaned close to me. I was wearing a skirt, and he put his hand on my thigh... he didn't keep touching, just touched and then moved away. (20s, Mainland, finance industry, master's degree)

Respondents also described experiences of being sexually harassed by their colleagues. Because of the co-worker relationship, respondents are more likely to doubt their suspicions about such behaviours when they occurred:

He is my colleague and actually my good friend too. He didn't harass me at work. One night, he called me, and I felt he was having some emotional issues. Then it became a bit strange, he started to talk about his experience, his fantasies, finally, the most revolting part, his fantasies about me... (20s, local, tourism, master's degree)

I shared an office with him... At that moment I felt really scared. He was behind me, asking where you were going today... then sometimes he would speak very softly and lean really close. I was frightened; I feared that he would suddenly kiss me. Normally you will look at someone when you talk to them, but he was leaning so close, too close. (30s, local, researcher, master's degree)

Sometimes harassers will often treat female colleagues as a group in their harassing behaviours, through which power is exercised to achieve social status:

When I first joined the company, he [an older colleague] was very rude to us younger girls, nine out of ten phrases out of his mouth is about the female genitals, it is very harsh on the ears... I give an example, say I wear a sweater, with some decoration on the front, he would point at my chest and say, there is lots of hair here... he is like that to all the younger girls, he is more scared of the men. (20s, Mainland, entertainment industry, master's degree)

5.2.2. Superiors as harassers

Respondents said that superiors will sometimes use ‘care for workers’ as an excuse to engage in verbal or physical sexual harassment behaviours. For example, this respondent has taken sick leave because of a gynecological health issue, and upon return to work:

[the boss] called me to his room, put his arms around my shoulders, and said ‘girl, don’t mess around so much’... he likes to shake your hand, and after shaking your hand, he would brush your back with his hands. The whole company knows. (30s, local, tourism, post-secondary sub-degree)

When she said ‘please don’t do that’, he would say ‘I’m the same age as your dad, you think I don’t know about your stuff?’

Superiors would also engage in harassing behaviours in the name of coaching a worker:

A senior manager gave me some ideas, they were all about sex. None of those can actually be used. I don’t know if he was joking or really trying to brainstorm with me. He would talk to us about a lot of sex scenes, I feel really uncomfortable. He kept talking about sex. I can’t discuss that with him. He felt that he was giving me good ideas, [asked me] don’t be so conservative. (20s, local, entertaining industry, bachelor)

From our respondents’ accounts, it appears that superiors have many opportunities to harass subordinates if they are determined to do so, and the power differential makes it even harder for victims to respond.

5.2.3. Subordinates as harassers

The above descriptions involve workplace harassment from customers/clients, colleagues and superiors. But contrapower sexual harassment is also commonly found, where those in a lower hierarchical position sexually harasses those with more power in the organisation (Benson, 1984). Research has found that women in higher positions of power are often subjected to sexual harassment just as if not more often than those in lower positions (e.g., De Coster, Estes, & Mueller, 1999; Mueller, De Coster, & Estes, 2001). Indeed, our survey found that respondents in management and administrative occupations are more likely to have experienced workplace sexual harassment. In our focus group interviews a teacher and a counsellor were being sexually harassed by a male student and a male client respectively.

5.3. Impact of workplace sexual harassment

Victims of workplace sexual harassment were found to suffer from emotional and physical stress, higher rates of turnover (Elias et al., 2013), and diminished satisfaction toward their work, coworkers, supervisors, and the organization in general (Chamberlain et al., 2008).

Even though our analysis of the survey data found no statistically significant relationship between respondents' workplace sexual harassment experience and their job and health outcomes, respondents in our focus group interviews expressed that their experience of being sexually harassed clearly had negative impacts on their psychological well-being, as well as their work and personal lives.

When asked to recall the feelings about being sexually harassed at workplaces, respondents' emotions ranged from discomfort to fear. Even after the incidents, feelings of unease would last for a long time:

I really felt uncomfortable somewhat at that moment even though I had no idea how to deal with it... it's not right... and these feelings lasted for a long time. (30s, local, counsellor, master's degree)

How miserable I was. It's annoying. He kept harassing me by calling and texting... To be honest, I was under lots of pressure. (30s, Mainland, catering, primary)

They were also worried about the subsequent contact with the harassers at the workplace:

I am so scared that I will meet him again at my workplace. I don't know when I will meet him at the public place. (30s, local, counsellor, master's degree)

For those who have the means to do so, they would try to cut off all contact with the harassers to prevent further harassment, even if this is at the expense of their careers:

I didn't talk to him afterwards. I cut off all contact with him. All the messages from him have been blocked. (20s, Mainland, researcher, master's degree)

I want to avoid him. I wouldn't choose him as my long-term client. It would be best if I don't need to see him any more. (30s, local, counsellor, master's degree)

Besides, respondents (especially recent female Chinese immigrants) worried that workplace sexual harassment would affect their relationship with their family members, especially their husbands:

I am afraid that my husband will notice [my having been sexually harassed at workplaces]... I worry that if the harasser calls me when my husband is by my side, I wouldn't be able to explain it clearly. (30s, Mainland, catering, primary)

Consistent with our survey findings, recent female Chinese immigrants tend to accept a traditional family division of labour. If their husbands found out about their sexual harassment experiences, they worry that they might be blamed for having attracted such attention because of their own conduct. As such, they were under enormous pressure.

5.4. Responding to workplace sexual harassment

5.4.1. Tolerating, avoidance and quitting

Our survey findings indicate that amongst respondents who have experienced sexual harassment in the workplace, 45.5% of locally-born and 24.1% of recent female Chinese immigrants said they did not take any action in response. Whereas for those who have never experienced sexual harassment at work, only 17.5% and 14.7% of locally-born and recent female Chinese immigrants said they would not take action respectively. This suggests that whether a woman has experienced workplace sexual harassment has an important effect on the kind of action she would take. However, we find that regardless of whether respondents in our focus group interviews have been sexually harassed at work, they all tend not to take any action. More commonly they would choose to avoid the person in question or to tolerate in silence:

He always talks a lot of trash, it is not too frightening to me. We feel uncomfortable seeing him, we will avoid him... (50s, local, currently unemployed, upper secondary)

Verbal sexual harassment and sexual staring are mostly dealt with by avoidance, as described by this respondent:

You know we value harmony, rarely would you scream and confront him if he just touched you. It is very rare. Especially for us women, we tend to put up with it. If it is not too out of order, never mind. If it is too out of order, then I will quit the job. (30s, Mainland, catering, primary)

Respondents would rationalize the decision to tolerate the harassing behaviours instead of taking active action in response, because they did not feel secure enough to take action, or because the costs may be too high:

I think I would not be so brave (to take action in response)... I will tolerate, because you feel it is sexual harassment, but others feel your standard is too high... Even if you say it out loud, he may not be reprimanded, and instead you may have a bad reputation. The [complaint] mechanism is not transparent and I don't feel secure. (20s, Mainland, assistant research supervisor, master's degree)

I will choose to tolerate, because he is not a long term client, usually it is one tour, a few days, then he will go back. So I just need to put up with it for a few days. If it is really intolerable, I would choose to leave the job. (20s, Mainland, creative industry, master's degree)

In fact, even when faced with more serious physical sexual harassment, and respondents obviously felt uncomfortable, they did not feel that they could do much to state their position:

I don't really dare to say it... sometimes he is too close, like we are touching as we walk. I tried to walk slower, but he will keep staying close to me... I felt so embarrassed. (30s, local, research supervisor, master's degree)

My instinctive response was to push back, but his arm was already around my shoulder, do I ask him to back off? He is the most senior person in the company... I saw him brush the sales manager's back, she was touched, but there was nothing I could say. If you say anything, they will try to force you to drink and get you drunk. Then who would take her back to the hotel? So you can't say anything. (30s, local, tourism, post-secondary sub-degree)

Cutting off all contact with the harasser or, in the worst case scenario, quitting the job altogether, was also mentioned by respondents as a means of responding to workplace sexual harassment. Many respondents felt that these are effective ways to deal with the problem. But of course, these may mean that valuable career opportunities may be sacrificed.

5.4.2. Direct reprimand

As for respondents who have taken action in response to workplace sexual harassment, direct reprimand is most frequently mentioned. They feel that it is only through directly expressing

their dissatisfaction with the harasser's behavior that they could stop the situation from escalating into something more serious:

Usually we just ignore him, but if it is too much I will scold him. He is old, and you cannot say very much...when there is sexual harassment, many people will accuse the women instead and say that they are wrong, so this, really needs to women to hit back. (20s, Mainland, entertainment industry, master's degree).

But there are also those who feel that reprimanding will give the harasser the satisfaction of having aroused anger or a reaction, so it might be better to not respond at all.

Those men, they like it, they have more courage to say more. The important thing is yourself. If you find yourself in these situations, ignore. After a few times there will be no more. (30s, Mainland, catering, lower secondary).

5.4.3. Why do victims not take action?

For certain occupations and industries, there is a strong occupational culture that workplace sexual harassment (especially verbal harassment) comes with the job. Because of this, respondents who cannot tolerate such behaviours would be regarded as incompetent.

Our company has all sorts of people, some are very educated, some are not... people have very different yardsticks about sexual harassment. Some female entertainers, they have very different yardsticks. Maybe if they are willing to do certain things, they will get more opportunities. This definitely comes with the entertainment industry. (20s, Mainland, entertainment industry, master's degree)

This industry doesn't have time for the very well-behaved, very conservative types. They will think that you are not suitable for this industry... Everyone thinks that it is not okay to talk about sex, in my company it is not a problem, they will think you are too conservative and cannot work in creative jobs. (20s, local, entertaining industry, bachelor's degree)

Some workplaces condone sexual harassment through discourses of industry sub-cultures, creativity and open-mindedness, making it extremely difficult for victims at the receiving end of such unwanted behaviours to take any action.

It is common for respondents to be concerned about how they may be perceived in the organisation if they take action against sexual harassment. Some may blame themselves for the behaviours rather than hold the harassers accountable.

I really worry being labelled as a trouble maker, and so I will blame myself, did I do something wrong? Am I too open, and so this happens? I would worry why this happened to me and not to others? (20s, local, tourism industry, master's degree).

It is embarrassing to confront the harasser. He may not have intended to do whatever, and even if he did, after you confronted him, the relationship will be embarrassing, I don't know what he would say [about me]... some male colleagues are very bad, they would say, are you suffering from paranoia? You think everyone wants to take advantage of you? (30s, local, research supervisor, master's degree).

Respondents were concerned about how the work relationship might be affected if they take action, as they might well still need to work together. If the harasser is in a position of greater power, respondents are even less likely to think of taking action as an option.

Respondents also said that they felt ill-equipped to deal with sexual harassment, as this is not something that they have been taught whilst they were growing up:

I often think, why would a girl not know how to respond, very passive, dumbfounded... because since we were young, no one taught us how to deal with these things, and it is not something you expect would happen, then of course you would be dumbfounded when it happens. It is very natural. (30s, local, consultant, master's degree)

Even amongst our highly educated respondents, they have never come across teaching or training about sexual harassment, in university or at their workplaces. For the less educated respondents, tolerating and quitting the job seem to be the only feasible options. Our survey indeed found that only 14.2% of recent female Chinese immigrants and 21.6% of locally-born respondents said their work organization has sexual harassment policies. Some respondents are aware that there is a need for well-established procedures and policies for handling sexual harassment. However, the more 'grass-root' workers are dismissive of official complaints. They think that approaching the Equal Opportunities Commission or the police is costly in terms of time, effort and money. Opting for official channels brings no guarantee of results, and would in fact bring serious impact on their lives and their work:

It takes a long time, you can see from TV, a court case takes two to three years. (40s, Mainland, cleaning industry, lower secondary)

It's very difficult, no evidence, no time. In Hong Kong, you need evidence. If you have no evidence, who can help you? (30s, Mainland, retail industry, lower secondary)

Stainback, Ratliff & Roscigno (2011) pointed out that support from colleagues and superiors is one of the most important factors determining whether victims of sexual harassment will take action. There is also evidence from our respondents that this applies to their situations. Having a reliable boss who would take such matters seriously, is of great importance:

Whatever happens on the floor, don't push it. You must tell your boss what's going on. My boss now is a woman, so when something happens, she will understand. She will take care of it immediately. (50s, local, retail industry, bachelor degree).

After that [sexual harassment incident] ... [the manager] said this type of thing cannot happen again. Something that is definitely forbidden, everyone must follow the rules, not mess around. Nothing like that happened afterwards. (40s, Mainland, catering, lower secondary)

Mainland respondents are evidently more likely to say that they would quit their jobs as a response to intolerable sexual harassment. For highly educated recent female Chinese immigrants, they also think that it would not be difficult for them to find another job:

There is a last resort, I can give myself two to three months to find another job. If I really could not find one, I can go back to the Mainland. (20s, Mainland, research assistant, master's degree)

For recent female Chinese immigrants with lower educational level, their jobs are doubtlessly important to them. Income from the job allows them to have a say in the family and they can use it to provide for their children's additional expenses such as activity classes. This is in line with our survey findings, which found that recent female Chinese immigrants have higher job volition. Nevertheless, they also tend to opt for quitting a job if sexual harassment becomes an issue:

It's easy [to find work in restaurants], shortage of labour. Banquets, they want casual workers. They do not hire full-time workers. After all you do one day's work and get one day's pay. (40s, Mainland, catering, lower secondary)

Those in the right social networks can contact a 'head person' who will give them information about jobs and arrange for interviews:

Usually, they have much information [about jobs], the restaurants will contact them, and they will contact us. (30s, Mainland, catering, primary)

For women in industries with a high turnover and interchangeability of organizations is high, they do not think that they have much to lose if they quit a job because of sexual harassment.

But the more important reason to opt for quitting is because they worry that if their family members (especially the husband) found out about sexual harassment at their workplace, their relationship would be affected. Consistent with our survey findings, recent female Chinese immigrants tend to accept a traditional family division of labour. If their husbands found out about their sexual harassment experiences, they worry that they will be seen as a 'trouble-maker', giving husbands an excuse to urge them to stay home instead of engaging in paid work.

If you tell your husband, he would think you are messing around, and would forbid you from working outside, ask you to stay home and do the cooking. (40s, Mainland, catering, secondary school)

5.5. Who should be responsible for sexual harassment?

5.5.1. The harasser, or the harassed?

When respondents are asked this question, there is an apparent disparity between how younger and older respondents think of the issue, regardless of place of birth. For older respondents, they tend to think that the women subject to sexual harassment should take responsibility. This is because the women in question must have done something to have given the harasser the idea or the opportunity to do so. References are made to 'proper' versus 'improper' behaviours:

I think women should first act appropriately, if you have done nothing, others will not harass you for no reason. If you behave properly, the chances of being harassed will decrease. (50s, local, insurance industry, upper secondary)

The most important, is yourself. Don't take that first step. Don't do that kind of thing, and don't say it, if he says something, you reply Don't respond... the most important thing is your own words, actions, behaviours. (40s, Mainland, cleaner, lower secondary)

When probed, older respondents said that 'improper' behaviours include wearing revealing clothes like tops with a low neckline or a skirt that is too short. They believe that revealing

clothing sends out a wrong message to men. Women therefore need to ‘protect themselves’, by sending out a correct message that ‘we are decent women’.

In contrast, younger respondents are consistent in rejecting personal dress and behaviours as an excuse for sexual harassment:

Some people are very attractive to the opposite sex... you cannot apply this to everyone. Even if I like to show off my charm, I like wearing low-neckline clothes, this doesn't mean you can sexually harass me. (30s, local, research supervisor, master's degree)

You cannot control what a person wears, if she likes to wear clothes with low neck-lines you cannot control it... If you say that she wears little and so you harass her, think the girl did nothing wrong, the way she dresses, she has the freedom to wear what she wants. (20s, local, administrative support, bachelor's degree)

5.5.2. Responsibility of the employer

Respondents have some consensus that when sexual harassment occurs, the employer definitely has to be held responsible, although the respondents who voiced such views are mostly locally-born women. They believe that organisations should provide channels for complaint:

When something like that happens, like a secret channel to make a complaint, a closed-door investigation, with these channels to handle, these are ways to allow the victim to deal with the situation, rather than keeping it all silent. (20s, local, entertainment industry, bachelor's degree)

I think HR [human resources] department or management needs to institutionalize the thing, company orientation needs to include it, or the company's HR needs to state its position, what kind of support the company offers, and this goes back to the company management and HR department, whether they have such kinds of awareness. (30s, local, consultant, master's degree)

Apart from official company policies, some respondents also feel that co-workers also have an important role to play. When co-workers are ill-informed about sexual harassment, and fail to offer support and understanding, secondary victimization could easily occur, causing more harm to the victims:

Colleagues who see but not speak out are responsible also. It may cause the victim to feel that it is their problem. Is your skirt too short? This may cause extra harm to the victims. Or they may not feel they could voice out. (20s, local, tourism industry, master's degree)

I think there are some things that policy cannot achieve ... when you go to complain, are you a trouble maker or you are trying to protect yourself? Or colleagues will discuss what have you done to deserve this? (20s, local, analyst, bachelor's degree)

5.5.3. Society's responsibility?

Respondents are of the view that at the end of the day, the harm of workplace sexual harassment can be attributable to societal norms and culture, where the general attitude towards sexual harassment is heavily influenced by a culture of victim-blaming:

Newspapers like to say, teenagers staying out late, and so on and so forth... I think, so what? The societal culture is to blame the victims. Most people will think is it my fault? Bystanders who encourage bullying and encourage harassment should all be responsible... The whole society's norms and values still think that the victim is responsible (20s, local, entertainment industry, bachelor's degree).

Many respondents are aware that education has an important role to play in changing the existing victim-blaming culture when it comes to sexual harassment:

After all, locally-born women think this is a shameful thing and they try not to let people know. But I think if you don't voice out, it would get worse. How to let women accept? You need to educate them. (50s, local, retail, bachelor's degree)

I think education is not just for women, but for men too. You need to teach girls how to protect themselves, like me, I've studied for so many years, I didn't know what sexual harassment is. (30s, local, research supervisor, master's degree)

6. Conclusion and recommendations

More than one in ten of our survey respondents reported having experienced workplace sexual harassment, a figure that is likely to be an under-estimation, because of the small proportion of employers who have developed workplace sexual harassment policy and/or provided training to their workers. This means that even when workers encounter sexual harassment at work and feel intimidated or are harmed, they may not be able to identify them and respond to them accordingly. Indeed, it is common that our respondents choose to tolerate or to evade such behaviours when they occur. Often, harassing behaviours are justified as ‘harmless’ or part of ‘work culture’, silencing those affected from taking action. In addition, fear of stigmatization, repercussions and effects on relationships and careers further prevent them from voicing out.

Although recent female Chinese immigrants in our sample are less likely to have been sexually harassed at work, they are also less knowledgeable about what constitutes sexual harassment. Moreover, their educational level – found to be a partial mediator that explains differences in knowledge of sexual harassment – is also lower, which further explains their being less knowledgeable about sexual harassment. However, recent female Chinese immigrants are also more likely to directly reprimand harassers who are customers than locally-born women – but this is mostly because they are prepared to quit their relatively low-level jobs, which they see as easily replaceable. At the same time, recent immigrant women tend to hold more traditional gender role beliefs, which prevents them from seeking help from their families.

Overall, both locally-born women and recent female Mainland Chinese immigrants are quite dismissive of official channels of complaint, such as reporting to EOC or to the police, which they perceived to be a time-consuming process with no certainty in the outcome. Even though recent immigrants have weaker social networks, they are receptive to NGOs which provide direct services and information.

In conclusion, although the coverage of the SDO has been enhanced to extend the protection of service providers from being sexually harassed by customers since December 2014, many of our respondents in the service sector are not aware of their legal rights. Education is an important mediator of sexual harassment knowledge, but even amongst highly educated respondents many were not sure if workplace sexual harassment is unlawful. The low proportion of respondents who said that their work organizations have sexual harassment policies, is alarming. It is apparent that most employers have not established sexual harassment policies nor provided adequate training to their employees. It is of paramount

importance that these are in place as their availability can greatly enhance awareness of sexual harassment, which will also increase the likelihood for victims to take action.

Recommendation 1

More resources need to be made available to organizations, in particular small to medium sized organizations, to increase their willingness and ability to establish anti-sexual harassment policies and adequate training for their staff. The EOC could consider establishing partnerships with Employers' Organizations and Trade Unions to promote the importance of such policies and training, and to enhance employers' capacities in this regard.

Recent female Mainland Chinese immigrants were less able to correctly identify sexual harassment behaviours, mostly because of their lower educational levels. This is likely to explain their lower levels of sexual harassment experiences reported. Recent female Mainland Chinese immigrants in our sample have greater work volition and are generally more enthusiastic about work than their locally-born counterparts. However, they are also more traditional in their gender roles and therefore less likely to turn to their families for help when workplace sexual harassment occurs. These immigrant women express great concern about being labeled as 'trouble makers' by their husbands. Although they have weaker social support networks than local women, they are more willing to turn to community organizations for help.

Recommendation 2

Non-Governmental Organizations (NGOs) are an important source of support for recent female Mainland Chinese immigrants. Greater collaboration between the government, the EOC and NGOs could be established to provide sexual harassment education programmes for them.

Recommendation 3

As well as educating recent female Mainland Chinese immigrants, their families (especially husbands) should be encouraged to attend these anti-sexual harassment education programme. A higher level of understanding and knowledge about sexual harassment among a more diverse group of people, including both men and women, would facilitate the creation of a harassment-free society. A culture of 'HeForShe' could further be generated in every corner of Hong Kong.

There is no statistically significant correlation between sub-industries in the service sector and likelihood of sexual harassment experiences, and somewhat counterintuitively, managers and administrators were more susceptible to sexual harassment than those in other (lower)

occupational groups. This shows that workplace sexual harassment can occur in a wide range of settings and all levels of the organizational hierarchy. Verbal and non-verbal forms of sexual harassment, particularly sex jokes and sexual stares, are extremely common in workplaces, particularly in catering, tourism and finance industries. Recent female Mainland Chinese immigrants were more likely to be harassed by their customers than are locally-born women.

Recommendation 4

Public education on workplace sexual harassment is essential in order to change sub-cultures which normalize and justify harassing behaviours. When left unchecked, such cultures perpetuate toxic work environments that encourage the abuse of power and harm workers. Employers need to be reminded to review their anti-sexual harassment policies, provide trainings to their employees regularly as well as develop a comprehensive complaint mechanism to handle sexual harassment cases to serve as a possible defence for employers to liability from sexual harassment done by their employees. Supportive superiors and co-workers are also instrumental in encouraging victims of workplace sexual harassment to take action and public education must emphasize this point, so that the onus of action lies not only on the victim.

Our finding that a significant proportion of respondents who have been sexually harassed at work took no action is extremely worrying. However, recent female Mainland Chinese immigrants were more likely to take action than locally-born women. This may be due to the fact that their tenure in their jobs is typically shorter (as none of them have lived in Hong Kong for more than seven years), they may think that the costs of taking action are lower. More significantly, many of them consider quitting their job as a response to sexual harassment at work, again likely to do with the fact that their investment in any particular work organization is lower. Those in lower level occupations believe that changing jobs is easy and the costs of doing so are relatively low. In general, our respondents have real concerns about the negative consequences of taking action, and many doubt the usefulness of reporting sexual harassment through official channels.

Recommendation 5

More effort needs to be given to publicize and streamline procedures for reporting workplace sexual harassment. Respondents do not have a positive impression as to how the EOC and the police can help them with workplace sexual harassment. The government should consider providing more resources for NGOs to offer direct services to help victims navigate official complaints procedures.

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Appendices

Appendix 1.1. Survey questionnaire

A study on knowledge of sexual harassment and experience of being sexually harassed in the service industries: Comparing recent female Mainland Chinese immigrants with locally-born women

Greetings! Thank you very much for your participation.

I am **, a statistician from **. Commissioned by the Equal Opportunities Commission, we are currently conducting a research on females' personal sexual harassment experience in service industries, which targets at 18-55-year-old female in Hong Kong. To participate in this research, you are requested to fill in a questionnaire, which consists 11 parts, taking approximately 25 minutes.

Your participation in this research is totally voluntary, and you are under no obligation to take part in this research. You are free to refuse filling in questionnaires, or withdraw at any point. Such decision will not lead to any negative consequence. All data collected in this study will be kept confidential and used for research purposes only. All personal information will not be disclosed.

There is no model answer to any of these questions in the questionnaire. There are also no right or wrong answers. Please answer the questions by referring to your own experience and feelings.

Thank you very much for your participation again. Your participation is essential to this study.

Starting time : _____ Interviewer : _____

A. Your Background

A1 How long have you been working in service industries in Hong Kong?

A total of _____ years _____ months _____ days

A2 Your age

_____ years old

A3 Your birthplace ?			
1	Hong Kong	2	Mainland China(please specify your province__)
3	Other places (please specify ____)		
A4 How long have you been living in Hong Kong? _____years _____ months			

If the answer is less than 7 years, then turn to A5; if the answer is 7 years or more, then turn to A6.

A5 Which of the following ways do you receive a Hong Kong Special Administrative Region (HKSAR) entry visa?			
1	One-way permit	2	Student visa
3	Working visa	4	Others, please specify_____

A6 How is/ was your working condition? Please answer based on the situation within 7 days before the statistics.			
1	Full-time work	2	Part-time work
3	Unemployed		

A7 Please specify the name of your current or recent job.

A8 Which of the following service industries do/ did your current/recent job belong to?			
1	Import/ export, wholesale and retail trades	2	Transportation, storage, postal and courier services
3	Accommodation and food service activities	4	Information and communications

5	Financing and insurance activities	6	Real estate activities
7	Professional, scientific and technical activities	8	Administrative and support service activities
9	Public administration, community, social and personal services		

A9 What is/was your occupation?

1	Managers and administrators	2	Professionals
3	Associate professionals	4	Clerical support workers
5	Service workers and shop sales workers	6	Craft and related workers
7	Plant and machine operators and assemblers	8	Elementary occupations

A10 What is your current marital status?

1	Single	2	Married
3	Divorced/ Separated	4	Widowed
5	Others, please specify		

If the answer is Single, Divorced/ Separated, or Widowed, then continue A13; if not, then continuing A11 and A12.

A11 Are you living with your spouse (or cohabitation partner)?

1	Yes	2	No
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A12 What is/ was your spouse (or cohabitation partner) working condition?

1	Full-time work	2	Part-time work
3	Unemployed		

A13 Do you have any children who are in the following age groups?			
		Yes(please specify the numbers)	No
1	0-6 years old		
2	7-16 years old		
3	17 years old or older		

A14 How many people do you live with in one unit? _____
--

A15 What is the highest level of formal education that you have completed?			
1	No schooling	2	Pre-primary
3	Primary	4	Lower secondary
5	Upper secondary ³	6	Post-secondary-non-degree ⁴
7	Post-secondary-bachelor	8	Post-secondary-master and above

A16 Please indicate your fluency in the following languages.							
		Very disfluent	Disfluent	Neutral	Fluent	Very fluent	Not applicable

³ Persons with educational attainment at upper secondary level refer to those with Secondary 4-7(old academic structure)/ Secondary 4-6(new academic structure) education or equivalent level, Yi Jin Diploma (formerly Project Yi Jin) or craft level.

⁴ Persons with educational attainment at post-secondary non-degree refer to those with Certificate, Diploma, Higher Certificate, Higher Diploma, Professional Diploma, Associate Degree, Pre-Associate Degree, Endorsement Certificate, Associateship and other sbu-degree education or equivalent level.

1	Putonghua	1	2	3	4	5	6
2	Cantonese	1	2	3	4	5	6
3	English	1	2	3	4	5	6
4	Other Chinese dialects	1	2	3	4	5	6
5	Others, specify	1	2	3	4	5	6

A17 Which of the following language is/was most commonly used during your work?

1	Putonghua	2	Cantonese
3	English	4	Other Chinese dialects
5	Others, please specify		

A18 How many workers do the company you work for have in Hong Kong?

1	1-9 people	2	10-49 people
3	50-99 people	4	100 people and above
5	Do not know		

A19 Do/ Did you need to work outdoors?

1	Yes	2	No
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A20 What is your monthly employment earnings last month?

1	HK\$ 0-2,000	2	HK\$ 2,001-\$3,999
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3	HK\$ 4,000-\$5,999	4	HK\$ 6,000-\$7,999
5	HK\$ 8,000-\$9,999	6	HK\$ 10,000-\$14,999
7	HK\$ 15,000-\$19,999	8	HK\$ 20,000-\$24,999
9	HK\$ 25,000-\$29,999	10	HK\$ 30,000-\$39,999
11	HK\$ 40,000-\$59,999	12	>=\$60,000

A21 What is your monthly household income last month?

1	HK\$ 0-2,000	2	HK\$ 2,001-\$3,999
3	HK\$ 4,000-\$5,999	4	HK\$ 6,000-\$7,999
5	HK\$ 8,000-\$9,999	6	HK\$ 10,000-\$14,999
7	HK\$ 15,000-\$19,999	8	HK\$ 20,000-\$24,999
9	HK\$ 25,000-\$29,999	10	HK\$ 30,000-\$39,999
11	HK\$ 40,000-\$59,999	12	HK\$ 60,000-\$79,999
13	HK\$ 80,000-\$99,999	14	>=\$100,000

A22 Please indicate your agreement on following sentences based on your current/ recent job.

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Due to my financial situation, I need to take any job I can find.	1	2	3	4	5

2	When looking for jobs, I'll take whatever I can get.	1	2	3	4	5
3	In order to provide for my family, I often have to take jobs I do not enjoy.	1	2	3	4	5
4	I don't like my job, but it would be impossible for me to find a new one.	1	2	3	4	5
5	The only thing that matters to me in choosing a job is making ends meet.	1	2	3	4	5

A23 Please indicate your agreement on following sentences about gender roles.

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Wife should help her husband to develop his career rather than pursuing her own career.	1	2	3	4	5
2	Husband's responsibility is to make money, and wife's duty is to take care of the family.	1	2	3	4	5
3	In the case of family responsibilities shared by men, they should do more than now.	1	2	3	4	5

4	Female employees should be dismissed in the economic downturn.	1	2	3	4	5
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B. Work context

Please answer the following questions according to your current (or recent) job.

B1 What is the sex ratio of your working group?

1	More or less the same	2	More men than women
3	More women than men	4	Not applicable
5	Difficult to judge		

B2 What is the gender of your immediate supervisor?

1	Male	2	Female
3	Not applicable	4	Difficult to judge

B3 What is the sex ratio of your customers?

1	More or less the same	2	More men than women
3	More women than men	4	Not applicable
5	Difficult to judge		

C. Other discrimination

If the respondent has lived in Hong Kong for less than 7 years, then continue C1 and C2; If not, continue C2.

C1 Do you feel that you would be discriminated against in Hong Kong as a new immigrant from Mainland China?

1	Never	2	Seldom
3	Sometimes	4	Often
5	Always		

C2 Please indicate the extent of discrimination generally faced by new immigrants from Mainland China because of their migrant status.

1	Never	2	Seldom
3	Sometimes	4	Often
5	Always		

D. Knowledge of sexual harassment

D1 Which of the following behaviors do you consider being sexual harassment?

		Yes	No	Do not know
1	Repeated attempts to make a date, despite being told “no” each time	1	2	3
2	Relentless humor and jokes about sex or gender in general	1	2	3
3	Sexual propositions or other pressure for sex	1	2	3

4	Implied or overt threats for sex	1	2	3
5	Persistent phone calls or letters asking for a personal sexual relationship	1	2	3
6	Displaying sexual obscene or suggestive photographs or literature	1	2	3
7	Stared at you sexually	1	2	3
8	Made sexually explicit non-language noises at you in a sexual way	1	2	3
9	Verbal harassment	1	2	3
10	Made vulgar or obscene gestures at you	1	2	3
11	Purposely blocked your path	1	2	3
12	Asked you to dress up sexy	1	2	3
13	Followed/stalked you	1	2	3
14	Took a candid/upskirt photo of you	1	2	3
15	Exposed their sexual body parts to you	1	2	3
16	Masturbated in front of you	1	2	3
17	Touched or grabbed you in a sexual way	1	2	3
18	Sexually assaulted you	1	2	3

D2 Is there any sexual harassment policy in the company you work for?

1	Yes	2	No
3	Do not know		

If the respondent answered yes, continue D3 and D4; if the answer is no or do not know, then turn to E1.

D3 Which of the following ways are/were you aware of the sexual harassment policy in the company you work for? (Multiple choice)

1	Informed by colleagues	2	Informed by supervisors
3	Informed by the Human Resources Department in company	4	Attending trainings organized by the company
5	Refer to the organization's employee manual	6	Self-research
7	Others (please specify___)		

D4 Are/ Were the following principals included in the sexual harassment policy of the company you work for?

		Yes	No	Do not know
1	A clear statement that sexual harassment will not be tolerated	1	2	3
2	Your company provides information on channels of lodging a complaint	1	2	3
3	Your company states clearly how to deal with sexual harassment	1	2	3

4	An assurance that no one will be penalized for coming forward with a complaint	1	2	3
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E. Behavioral experience of sexual harassment

Please answer the following questions based on the sexual harassment behaviors listed in D1.

E1 Have you ever been subjected to sexual harassment during your work?

1	Yes	2	No
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If the respondent has answered yes, continue Question D2; if the answer is no, then go to E1.

E2 Harasser/s is/was/are/were your (more than 1 answer is allowed)

1	Colleagues	2	Supervisors
3	Subordinates	4	Customers
5	Others (please specify___)		

E3 How often do/did you experience the following sexual harassment behaviors during your work?

		Never	Less than once a year	Once a year	Once a month	Once a week	Several times a week	Every day
1	Repeated attempts to make a date, despite being told "no" each time	1	2	3	4	5	6	7

2	Relentless humor and jokes about sex or gender in general	1	2	3	4	5	6	7
3	Sexual propositions or other pressure for sex	1	2	3	4	5	6	7
4	Implied or overt threats for sex	1	2	3	4	5	6	7
5	Persistent phone calls or letters asking for a personal sexual relationship	1	2	3	4	5	6	7
6	Displaying sexual obscene or suggestive photographs or literature	1	2	3	4	5	6	7
7	Stared at you sexually	1	2	3	4	5	6	7
8	Made sexually explicit non-language noises at you in a sexual way	1	2	3	4	5	6	7
9	Verbal harassment	1	2	3	4	5	6	7
10	Made vulgar or obscene gestures at you	1	2	3	4	5	6	7
11	Purposely blocked your path	1	2	3	4	5	6	7
12	Asked you to dress up sexy		2	3	4	5	6	7
13	Followed/stalked you	1	2	3	4	5	6	7
14	Took a candid/upskirt photo of you	1	2	3	4	5	6	7

15	Exposed their sexual body parts to you	1	2	3	4	5	6	7
16	Masturbated in front of you	1	2	3	4	5	6	7
17	Touched or grabbed you in a sexual way	1	2	3	4	5	6	7
18	Sexually assaulted you	1	2	3	4	5	6	7

F. Response to sexual harassment

F1 Please recall or imagine how you responded/ would normally respond when being sexually harassed and then indicate your behaviors.

		Yes	No	Do not know
1	Do not take any actions.	1	2	3
2	Denounce the harasser directly	1	2	3
3	Mention the incidents to colleagues	1	2	3
4	Mention the incidents to relatives and friends	1	2	3
5	Make a complaint to the immediate supervisors	1	2	3
6	Make a complaint to the other managers	1	2	3
7	Call the polices	1	2	3
8	Make enquiries/report it to the EOC	1	2	3
9	Others, please specify	1	2	3

If the respondent reported that she took specific responses to sexual harassment, continue F2 and F3; if not, continue F3.

F2 If you took actions to the above sexual harassment, how was the question going on? Does it make a difference on your work or life?

Please specify

F3 Which of the followings were/ would be your reasons for not taking any action when you were/ would be sexually harassed?

		Yes	No	Do not know
1	Do not think it could help	1	2	3
2	Not aware of the complaint channels	1	2	3
3	Do not want to worsen the situation or ruin the relationship	1	2	3
4	No spare time or energy to take action	1	2	3
5	Consider that the procedure of complaint is complicated	1	2	3
6	Take it as the norm of the job	1	2	3
7	Afraid of being revenged by the supervisors	1	2	3
8	Afraid of being revenged by the colleagues	1	2	3
9	Afraid of being revenged by the customers	1	2	3
10	I resign after the incident	1	2	3

G. Job satisfaction

G1 Please indicate the degree to which you agree or disagree with each statement based on your feelings of your current or recent job.

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	I feel fairly satisfied with my job	1	2	3	4	5
2	Most days I am/was enthusiastic about my work	1	2	3	4	5
3	Each day at work seems like it will never end	1	2	3	4	5
4	I find real enjoyment in my work	1	2	3	4	5
5	I consider my job to be rather unpleasant	1	2	3	4	5

H. Occupational commitment

H1 Please indicate the degree to which you agree or disagree with each statement based on your current feelings of your job.

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	I would be very happy to spend the rest of my career with this	1	2	3	4	5

	organization.					
2	I enjoy discussing about my organization with people outside it.	1	2	3	4	5
3	I really feel as if this organization's problems are my own.	1	2	3	4	5
4	I think that I could easily become as attached to another organization as I am to this one.	1	2	3	4	5
5	I do not feel like 'part of the family' at my organization.	1	2	3	4	5
6	I do not feel 'emotionally attached' to this organization.	1	2	3	4	5
7	This organization has a great deal of personal meaning for me.	1	2	3	4	5
8	I do not feel a 'strong' sense of belonging to my organization.	1	2	3	4	5

I. Life satisfaction

H1 Please indicate the degree to which you agree or disagree with the following statements based on the feelings of your life.

		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	In most ways my life is close to my ideal					
2	The conditions of my life are excellent					
3	I am satisfied with my life					
4	So far I have gotten the important things I want in life					
5	If I could live my life over, I would change almost nothing					

J. General health

J1 Based on your feelings of your health in the last month, please indicate the degree to which you agree or disagree with the following statements

		Never	Occasionally	Sometimes	Often
1	Been able to concentrate on what you are doing				
2	Lost much sleep over worry				

3	Felt that you are playing a useful part in things				
4	Felt capable of making decisions about things				
5	Felt constantly under strain				
6	Felt you couldn't overcome your difficulties				
7	Been able to enjoy your normal day to day activities				
8	Been able to face up to your problems				
9	Been feeling unhappy or depressed				
10	Been losing confidence in yourself				
11	Been thinking of yourself as a worthless person				
12	Been feeling reasonably happy, all things				

K.Social support

K1 Please indicate the degree to which you agree or disagree with the following statements.

		Strongly	Disagree	Neutral	Agree	Strongly agree
--	--	----------	----------	---------	-------	----------------

		disagree				
1	Whenever I am not feeling well, my families show me that they are fond of me.	1	2	3	4	5
2	Whenever I am not feeling well, my friends show me that they are fond of me.	1	2	3	4	5
3	Whenever I am not feeling well, my colleagues show me that they are fond of me.	1	2	3	4	5
4	Whenever I am sad, my families cheer me up.	1	2	3	4	5
5	Whenever I am sad, my friends cheer me up.	1	2	3	4	5
6	Whenever I am sad, my colleagues cheer me up.	1	2	3	4	5
7	I know my families upon whom I can always rely.	1	2	3	4	5
8	I know my friends upon whom I can always rely.	1	2	3	4	5
9	I know my colleagues upon whom I can always rely.	1	2	3	4	5

10	My families offer me help when I need it.	1	2	3	4	5
11	My friends offer me help when I need it.	1	2	3	4	5
12	My colleagues offer me help when I need it.	1	2	3	4	5
13	The organization values my contribution to its well-being.	1	2	3	4	5
14	The organization strongly considers my goals and values.	1	2	3	4	5
15	The organization really cares about my well-being.	1	2	3	4	5

Contact number. :

Date :

End of the interview, and thank you so much for your cooperation.

Appendix 1.2. Discussion guide for focus group interviews

Part 1 Your knowledge of workplace sexual harassment

Q1: Have you ever heard of “workplace sexual harassment”? In what occasion?

Q2: What do you think about “workplace sexual harassment”? What is your understanding about this concept?

Q3: Do you know that workplace sexual harassment is unlawful under the Sex Discrimination Ordinance?

Part 2 Your knowledge of policies about workplace sexual harassment in your company

Q1: If you get injured at work, how would you deal with that? And who will you report the injury to? (Colleagues? Supervisors? Human Resources Department?) How does it work?

Q2: Have you ever received any training about “workplace sexual harassment” in your company? (If the answer is “no”, please turn to Q2.1; if “yes”, please turn to Q2.2)

Q2.1: Have you ever heard of that your company has formulated policies related to workplace sexual harassment? Through which way(s)? And what contents are included in the policies?

Q2.2: Who is/ are in charge of these trainings? What specific contents are included in these trainings? And how long does the training on workplace sexual harassment take? What do you think about the training that your company provides? Do you think that these trainings could give you any protection? What do you think about the attitude of your company towards workplace sexual harassment?

Q3: Do you think you are capable of dealing with the workplace sexual harassment given the training that your company provides? Why? (If the answer is “yes”, please turn to Q3.1; if “no”, please turn to Q3.2)

Q3.1: Please describe how you would deal with workplace sexual harassment given the training provided by your company.

Q3.2: Please describe how you would deal with workplace sexual harassment given the training provided by your company. Which part(s) of the current policies do you think should be strengthened?

Part 3 Your experience about workplace sexual harassment

Q1: Do you think that workplace sexual harassment is a serious problem for female workers? In your company or industry, is workplace sexual harassment prevalent? Why?

Q2: Do you think that recent female Chinese immigrants are more prone to be sexually harassed at workplace? Why?

Q3: Have you ever heard of or witnessed the occurrence of workplace sexual harassment?

Q3.1: Please describe the incident that you have heard of or witnessed. (such as the identity of the harasser(s) and the victim(s); in what occasions; how did the perpetrator (s) harass the victims)

Q3.2: Did the victim(s) take any actions to respond to workplace sexual harassment? Or how did the victim(s) respond to the sexual harassment?

Q3.3: What was the result of the incident?

Q3.4: After that incident, how was the relationship between the harassers and the victims? Was there any more contact between them afterwards? How did it affect their jobs?

Q3.5: How did you feel about when you heard of or witnessed that workplace sexual harassment? How did it affect your job?

Q4: Have you ever been sexually harassed in the workplace?

Q4.1: Please describe the incident that you experienced. (such as the identity of the harasser(s) and the victim(s); in what occasions; how did the perpetrator (s) harass you)

Q4.2: Did you take any action when you were sexually harassed? Why?

Q4.3: How did you deal with this workplace sexual harassment? Did you seek any help, advice or support? And how did you respond to sexual harassment?

Q4.4: What did you think about the actions that you took to handle sexual harassment? Was it/ were they effective? And how did the harassers respond to your actions?

Q4.5: After that incident, how was the relationship between the harassers and you? Was there any more contact between you and the harassers afterwards? How did it affect your jobs?

Q5: Who did/ would you tell if you were/ are sexually harassed at your workplace? Why? (families, friends, colleagues, supervisors or Human Resources Department)

Q5.1: Did/ would you get any help from your families, friends, colleagues, or supervisors, etc.? How?

Q6: Have you reported/ would you report the incident to your company according to the policies about workplace sexual harassment that your company has formulated? Why?

Q6.1: What did/ do you think about the attitude of your company in handling workplace sexual harassment? Were/ are you satisfied with their treatment? Why?

Q6.2: Have you ever tried to follow the guidelines/ policies provided by your company to handle sexual harassment? What was/ is the effect? Which part(s) of the current policies do you think should be strengthened?

Part 4 Impact of workplace sexual harassment

Q1: How did the experience of being sexually harassed at workplace affect your job?

Q1.1: Still stayed in your job? Or quit? What was your working status?

Q1.2: How was the relationship between your colleagues, supervisors and you afterwards?

Q1.3: Was there any more contact between the harasser and you afterwards? How was the relationship between you two afterwards? How did it affect your job?

Q2: How did the experience of being sexually harassed at workplace affect your life?

Q2.1: What was your health condition (both physical and mental) after being sexually harassed at workplace?

Q2.2: How was the relationship between your family, friends and you after the incident happened?

Q3: Did you become very sensitive to workplace sexual harassment? Or were you always worried about being sexually harassed at the workplace?

Q4: How would you respond to workplace sexual harassment if it happens to you or others again?

Part 5: Your attitudes towards workplace sexual harassment

Q1: What do you think if women have been sexually harassed at workplace? Who should be responsible for it? Why?

Q2: Who should be blamed for workplace sexual harassment? What caused her to be sexually harassed in your views?

Q3: Do you think it will have any negative effects on victims? Why?

Part 6: Role of your company or government to prevent workplace sexual harassment

Q1: What should your company do to prevent workplace sexual harassment? What should they provide?

Q2: What should government do to prevent workplace sexual harassment? What should they provide?

Supplementary questions for recent female Chinese immigrants

Sources of your work and effect of your income

Q1: How did you find your current job?

Q2: Do you think it is hard for you, as a recent female Chinese immigrant, to obtain a job in Hong Kong? Why?

Q3: Is your income from your current job important to the finance of your entire household? How would it affect the overall income of your family or your life if you lose your job?

Your knowledge about and attitudes towards workplace sexual harassment

Q4: What do you think about workplace sexual harassment? How would you react when you know someone being sexual harassed? How would the victims be sexually harassed?

Q5: Do you think that recent female Chinese immigrants are more prone to be sexually harassed at workplace? Why?

Social support

Q6: Would you tell your family, friends, colleagues or supervisors, etc., if you are sexually harassed? Who will you seek help from?

Q7: Have you participated in any community organizations? What activities do you usually attend? Have they ever provided any training about workplace sexual harassment?

Q8: Would you seek help from any community organizations when you are sexually harassed at workplace? Why?

Supplementary questions for women working in high-end occupations

Impact of your working environment

Q1: In your current position, what is the sex of your predecessor? Are you the first female in your position in your company?

Q2: What is the sex ratio of the staff at or above your occupational rank? What is the sex ratio of the management staff in your company?

Q3: How many subordinates are under your supervision? What is the sex ratio?

Q4: Do you need to travel or attend work-related activities frequently? Who will you be accompanied?

Q5: What do you think about the culture of your company? Emphasizing competition or cooperation? What help could you receive from your subordinates or supervisors when you are in trouble? Why?

Your knowledge about and attitudes towards workplace sexual harassment

Q6: Do you think that women working in high-end occupations are more prone to sexual harassment? Why?

Q7: Were you sexually harassed at workplace before you have become a supervisor or a management staff? Please describe the detailed experience.

Q8: Have you ever been sexually harassed at workplace since you have been a supervisor or a management staff? Please describe the detailed experience. How did your previous experience affect your responses to sexual harassment? What is the difference in handling sexual harassment after you have become a supervisor or a management staff?

Q9: Have you ever received any report of sexual harassment from your subordinates? Or have you ever witnessed these incidents? How did you respond to that? Why? And what happened after that?

Appendix 1.3. Consent form for questionnaire survey

嶺南大學

社會學及社會政策系

參與研究同意書

【研究論題】服務業的性騷擾情況：內地新來港婦女及本地出生婦女受性騷擾的經歷與對性騷擾認識之比較研究

您現在被邀請參加一項受平等機會委員會委託，由嶺南大學社會學及社會政策學系的研究人員所舉行的研究。請先細閱下列事項：

研究目標

是次研究的目的是檢視內地新來港婦女及本地出生婦女在從事服務業期間遭受性騷擾的經歷及其對性騷擾的認識情況，探討其受性騷擾的高危因素及對應的解決方法。

研究程序

您將被安排與研究人員以一對一問答的形式填寫一份有關您在從事服務業期間遭受性騷擾的經歷及您對其認識程度的問卷。完成此問卷約需時 25 分鐘，需留下個人聯絡電話以作核對使用。

參與研究的奉獻

是項研究不會對您構成任何風險。如果在測試過程中您感到身體或精神不適、疲憊、飢餓等，請通知研究人員暫停問卷填寫以稍作休息。

參與研究的利益

完成是次研究後，您將獲得價值港幣\$50 元的超市禮券作為答謝。您提供的數據亦會幫助我們瞭解內地新來港婦女及本地出生婦女在從事服務業期間遭受性騷擾的經歷及其對性騷擾的認識情況。

隱私保護

您在研究中填寫的任何個人資料將會絕對保密，所收集的資料及問卷的分析結果，絕對不會用作任何研究以外的用途。我們不會在任何刊物發表您的姓名及其他個人資料。我們亦不會公報或向任何人士／機構透露您在問卷中的表現。

參與及退出的權利

您參加這項研究屬於自願性質。在研究過程中您有權拒絕回答某些問題，亦有權隨時中斷或退出是項研究。

如對是項研究有任何問題，您可立即向在場研究員提出。

本人已閱讀及明白以上的資料，並願意參與此項之問卷調查。

參與者簽署： _____ 日期： _____ 年 _____ 月 _____ 日

研究人員簽署： _____ 日期： _____ 年 _____ 月 _____ 日

Appendix 1.4. Consent form for focus group interviews

嶺南大學

社會學及社會政策系

參與研究同意書

【研究論題】服務業的性騷擾情況：內地新來港婦女及本地出生婦女受性騷擾的經歷與對性騷擾認識之比較研究

您現在被邀請參加一項嶺南大學社會學及社會政策學系的研究人員所舉行的研究。請先細閱下列事項：

研究目標

是次研究的目的是檢視內地新來港婦女及本地出生婦女在從事服務業期間遭受性騷擾的經歷及其對性騷擾的認識情況，探討其受性騷擾的高危因素及對應解決方法。

研究程序

您將被安排到以 5 人為一組的焦點小組中進行集體訪談，訪談內容涉及您在從事服務行業期間遭受性騷擾的經歷。完成此訪談約需時 90 分鐘。

參與研究的奉獻

是項研究不會對您構成任何風險。如果在測試過程中您感到身體或精神不適、疲憊、飢餓等，請通知研究人員暫停問卷填寫以稍作休息。

參與研究的利益

完成是次研究後，您將獲得價值港幣\$200 元的超市禮券作為答謝。您提供的數據亦會幫助我們瞭解內地新來港婦女及本地出生婦女在從事服務業期間遭受性騷擾的經歷及其對性騷擾的認識情況。

隱私保護

訪談過程中可能涉及錄音，您有權利檢視及刪除涉及您部分的錄音。任何個人資料將會絕對保密，所收集的資料及訪談的分析結果，亦不會用作任何研究以外的用途。我們不會在任何刊物發表您的姓名及其他個人資料，亦不會公報或向任何人士／機構透露您在訪談中的表現。

參與及退出的權利

您參加這項研究屬於自願性質。在研究過程中您有權拒絕回答某些問題，亦有權隨時中斷或退出是項研究。

如對是項研究有任何問題，您可立即向在場研究員提出。

本人已閱讀及明白以上的資料，並願意參與此項之問卷調查。

參與者簽署： _____ 日期： _____ 年 _____ 月 _____ 日

研究人員簽署： _____ 日期： _____ 年 _____ 月 _____ 日

Appendix 1.5. Socio-demographic information of informants in focus group interviews

Demographic information of informants				
New immigrant women	Age	Industry/ occupation	Educational level	Marriage status
1	30s	Catering/ waitress	Lower secondary	Married
2	40s	Retail trades/ Sales	Lower secondary	Married
3	Late 30s	Retail trades/ Sales	Lower secondary	Married
4	Late 30s	Catering	Lower secondary	Married
5	30s	Retail trades/ Sales	Lower secondary	Married
6	Late 20s	Retail trades/ Sales	Lower secondary	Married
7	Late 20s	Retail trades/ Sales	Lower secondary	Married
8	30s	Catering	Primary	Married
9	Late 30s	Retail trades/ Sales	Primary	Married
10	30s	Catering	Lower secondary	Married
11	30s	Catering	Lower secondary	Married
12	40s	Catering	Post-secondary-master	Married
13	20s	Research assistant	Post-secondary-master	Single
14	20s	Research officer	Post-secondary-master	Single
15	20s	Financial advisor	Post-secondary-master	Single
16	20s	Event planner	Post-secondary-master	Single
17	20s	Performer	Post-secondary-master	Single
Locally-born women				
1	20s	Tour guide	Post-secondary-master	Single

2	20s	Admin assistant	Post-secondary-bachelor	Single
3	20s	Admin staff	Bachelor	Single
4	20s	Research writer	F5	Single
5	Late 20s	Chemical analyst	F5	Single
6	50s	Financial industry	F5	Married
7	50s	administrator	F5	Married
8	50s	Financial advisor	F5	Married
9	20s	HR	Post-secondary-bachelor	Single
10	20s	Project assistant	Post-secondary-bachelor	Single
11	50S	Merchandising	Post-secondary-bachelor	Married
12	50s	Catering	F5	Married
13	30s	Social worker	Post-secondary-bachelor	Single
14	30s	Research associate	Post-secondary-master	Single
15	30s	Travel agent	Post-secondary-non-degree	Single
16	50s	Financial agent	F5	Married
17	30s	Tutor	Ph.D	Single
18	30s	Research officer	Master	Single
19	40s	Tutor	Ph.D	Married

Appendix 1.6. Findings of logistic regression on responses to workplace sexual harassment

‘Directly reprimand’

Respondents who have sexual harassment experiences are significantly more likely to directly reprimand the harassers, after having controlled for other factors.

‘Complain to colleague’

Respondents who work part-time are much more likely to opt for complaining to their colleagues than those who are full-time employees. Those who are married are much less likely than never married respondents to choose this response. Knowledge of sexual harassment is negatively related to likelihood of complaining to colleagues, as is sexual harassment experience.

‘Complaint to friends and relatives’

The longer a respondents’ length of residence in Hong Kong, regardless of place of birth, the more likely it is that they will choose to complain to friends and relatives. Mainland-born women are also significantly more likely to opt for this response than local-born women. When a respondents’ clientele consists of more women than men, they are less likely to complain to friends and relatives. Those with sexual harassment experiences are also more likely to opt for this response.

‘Complaint to immediate supervisor’

Again, respondents whose clientele consists of more women than men are less likely to choose this response. Respondents whose work organizations do not have sexual harassment policies, or if they are not sure if such policies exist, are more likely than those who are aware that such policies exist to choose to complain to their immediate supervisors. Sexual harassment experience, however, makes it less likely that they will complain to their supervisors.

‘Complaint to other management personnel’

Married respondents are less likely than those never married to opt for this response. Those whose clientele consists of more men than women are more likely to opt for this response also. Respondents whose organisations do not have sexual harassment policies in place or respondents do not know if such policies exist, are more likely than those who know that there are such policies to choose to complain to other management personnel. Those who have experienced workplace sexual harassment are less likely to choose this response though.

‘Report to the police’

Respondents born in the Mainland are significantly less likely than local-born women to choose this response. Those who work in organisations with less than ten employees are also less likely to take this action compared to those who work in large organisations with 100+ employees. Those who work with a clientele that consists of more men than women are less likely to take this action also, compared with respondents whose clients/customers are gender-balanced. Respondents who have actual sexual harassment experiences are significantly much less likely to opt for this response.

‘Complain to or enquire with the Equal Opportunities Commission’

Respondents who are unemployed are less likely than those who are in full-time employment to choose this option. Those whose companies do not have sexual harassment policies in place, or respondents are not aware if they are in place, are more likely than those who have or are aware sexual harassment policies in place to make a complaint to or enquire with the EOC.