Violet

SUPPORT ONLINE

Improving support structures for victims of gender based violence

RESEARCH STUDY ON THE SITUATION OF GENDER-BASED VIOLENCE IN MALTA

Experiences and Effects at the workplace

Research Study Report:

'Victim Support Online Improving Support Structures for Victims of Gender Based Violence GB-VSO'

ENTITY NAME
Commission on Gender Based Violence & Domestic Violence

DATE COMPILED
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Acknowledgement

Disclaimer

Contents

Introduction

This document provides the reader with an overview of the reviewed literature particularly focusing on gender-based violence (GBV) at the workplace. It discusses phenomena pertaining to risk and mediating factors that promote GBV in a number of activity fields, that being spaces related to work. Also, a discussion on research rationale and the methods employed in the data gathering exercise follows. The latter involved the use of surveys that were either mailed out to an extensive list of entities or posted on various social media platforms, as well as the use of interviews. The findings emanating from this research will guide policy makers in view of potential training for workers and employers operating exercising their duties in the Maltese Islands.

Literature Review

Gender Based Violence (GBV) is a phenomenon deeply rooted in gender inequality and to date is still one of the most notable human rights violation across the globe. This type of violence is directed towards a person because of their gender. Both men and women could experience gender-based violence. It is noted that, the majority of victims are women and girls (EIGE, 2019). However, men and women experience different forms of violence at the workplace. Also, the effects GBV exerts on the individual is also unique for men and women (Chappell & Di Martino, 2006). Violence in general and GBV at the workplace constitute a global problem (ILO, 2013).

Research shows that women are excessively impacted by GBV as they are more likely to face assault, bullying and some sort of sexual harassment in the workplace. Nonetheless, most criminal acts related to sexual harassment involving women as victims, are under-reported as women either feel ashamed, either blame themselves, or face disbelief or else fear some form of retaliation (Human Rights Watch, 2019). Likewise, men can also be "targeted because of their sex, forced conscription and sex-selective massacre" (ILO, 2013, p.9). Men could experience some form of discrimination and physical violence by other men at work, which violence may have been fuelled by their sexual orientation. Thus, "gender is an important dynamic in the workplace at large" (Chappell & Di Martino, 2006, p.62), as many occupations are dominated by female workers such as teaching and nursing. Moreover, in a number of countries sexual division of labour and gender stereotypes play an important role in the workplace. Thus, in addition to gender issues, socio-cultural factors have to be accounted for when studying GBV at workplace, even more so since the workplace in European countries represents a "melting pot of cultures".

This being said, with regards to GBV at the workplace, the majority of cases related to sexual harassment (nasty jokes, unwanted physical contact, insinuations, sexual favours) constitute what is referred to in the literature as the dark figure of crime. Such should be explored in view of research claiming that in Malta, 85% of all sex offences taking place within the Maltese islands are unreported (Formosa Pace et al., 2015). Victims may not be aware of procedures in place, or could have had a negative experience when filing a police case and eventually face the courtroom taking the witness stand. Also, the awarded sanctions are not considered to be punitive enough to be worth the lengthy legal process and the related legal hurdles (Formosa Pace, 2016).

According to the International Trade Union Confederation (2016), GBV mirrors the unequal power relations between men and women in society as well at the workplace. GBV can occur within the walls of the workplace or even on the way to and from work. Also, GBV manifests itself in a number of forms. These include i) physical abuse (assault, battery, attempted murder and murder) ii) abuse related to sexual violence such as rape and assault iii) sexual harassment including verbal abuse and sexist language iv) various forms of bullying v) coercion vi) psychological abuse – intimidation and threats vii) financial abuse and viii) stalking (EIGE, 2019). Also, different terms feature in the literature, such as "violence at work" or "workplace violence" wherein it is noted that all appellations refer to similar phenomena, mainly referring to people who fall victims of violence at work or in places related to the workplace (ILO, 2013).

The ILO (2004, p.4) defines violence at work as "any action, incident or behaviour that departs from reasonable conduct in which a person is assaulted, threatened, harmed, injured in the course of, or as a direct result of, his or her work". Additionally, the workplace is defined as "all places where workers need to be or to go by reason of their work and which are under the direct or indirect control of their employer" (ILO, 2004, p.6). This definition covers all closed premises as well as open spaces related to travel to and from work. However, such definition excludes the spaces and road travelled from the household to the workplace, that is where no type of work is carried out. It is noted that recent definitions are covering this physical space as a worker might be assaulted by a violent client/service user and/or a colleague/ex-colleague (ILO, 2013). More importantly this definition excludes people who are in engaged in illegal employment such as domestic work conducted mainly by women, who may fall victim of violence and undoubtedly are not in a position to stand up for their violated rights.

In the 1950s researchers were interested to explore gender related differences of males and females, wherein towards the 1980s and 1990s, this empirical research was expanded

to cover gender issues in relation to management and organisational studies (Hameed & Waheed, 2011). Policy makers are concerned on the effect of GBV on workers and their ability to work (ILO, 2013). Also, in view of GBV researchers and policy makers alike, are interested in phenomena related to work-related violence as a catalyst to occupational injuries (ILO, 2013). A number of occupations put workers at an increased risk. These include those who work alone; those who work with the public; those who handle valuables and cash; those who work with people in distress; those who work in an environment which is more "open" to violence (such as schools) and those workers who work with a clientele that is deemed vulnerable such as mental health hospitals (Chappell & Di Martino, 2006; ILO, 2012a). Thus, the workplace as a setting could serve the role of the activity field (Wikström, 2008) providing the opportunity of violence, in a setting that hosts potential perpetrators and potential victims. In this context, the risk of exposure to violence fluctuates from one workspace to another as the activity field is characterised by a number of crime promoters (Ekblom, 2010). Thus, crime promoters are risk and/or mediating factors to crime and violence. Consequently, the workplace as any other social setting hosts a number crime promoters and crime preventers. Crime promoters include precarious jobs, informal jobs, low-paid jobs, workers being stopped or threatened from joining trade unions, gender-segregation, low accountability (management) and working in highly stressful environments such as health and social care. GBV is also more prevalent in a number of high-risk occupations such as the police force, nursing and teaching (ILO, 2013). However, such a scenario does not imply that these are the only places of work that could serve as activity fields for crime and violence (Wikström, 2008). It is noted that to date "there is yet no internationally agreed definition on work-related violence and a common methodology to produce statistics on the topic" (ILO, 2013, p.5).

In addition to the GBV that takes place at work, issues related to domestic violence could extend into the workplace. In other words, the violent partner/spouse could engage into stalking his/her partner at work. Taking into perspective the local scenario, stalking at the workplace by a violent partner should not be underestimated as the incidence of domestic violence has been experiencing an increase over the past years (Formosa, 2019). However, one could argue that such genre of violence is more related to domestic violence rather than work related violence (ILO, 2013).

Furthermore, GBV at the workplace needs to be defined and explored with reference to the genre of workplace and the nature of relationship with the perpetrator. The latter could be classified into 2 categories i) internal relationships – colleagues and supervisors and ii) external – clients, service users, students or strangers (Chappell & Di Martino, 2000; Di Martino et al., 2003; ILO, 2004; Eurofound, 2010). The rationale underlying this dichotomy

of perpetrators mirrors to a great extent the classification of perpetrators forwarded by the ILO (2012a) wherein it differentiates between violence perpetrated by strangers (example armed robbery), violence perpetrated by customers and service users (such as students, patients), violence perpetrated by co-workers and violence perpetrated by supervisors.

Also, GBV effects men and women in different ways. Violence exerts serious short and long-term consequences on physical, sexual and mental health as well as personal and social well-being (WHO, 2019). One might lose or risk losing his/her job when confronting a violent colleague or even more so a violent superior. Furthermore, a person might eventually leave the workplace as s/he succumbs to the violence. Likewise, victims of GBV could frequently be absent from work either on prolonged sick leave or frequently requesting sick leave and/or emergency leave. Undoubtedly, GBV as any other forms of violence could lead to anxiety, feelings of irritability, poor concentration and low productivity at the workplace. Survivors of GBV similar to survivors of other forms of violence are likely to experience post-traumatic stress-disorder (PTSD). This in turn could pave way to other undesirable behaviours and emotions such as depression, misuse of substances, sleep disturbances as well as suicidal thoughts. These factors could bring about a scenario characterised by high labour turnover (Hoel et al., 2001), consequently resulting into loss of skills and knowledge in the workplace. Furthermore, the GBV survivor who eventually succeeds to speak up and take action could face stigma and rejection to make matters worse.

Methodology

The data gathering process was two-fold, which process incorporated quantitative and qualitative research tools. A survey was designed (refer to Appendix 1) to explore phenomena related to GBV at the workplace. Also, the interview schedule pertaining to the survey were used to conduct face-to-face semi-structured interviews with a sample of 10 professionals.   It is noted that this data gathering process was aimed to study GBV phenomena in the various places of work in the Maltese islands which findings will direct the design of training sessions for different employees and employers.

The quantitative survey was held between March and May 2019, targeting over 1500 entities, with reminders constantly sent through emails. Recipients were sourced from private enterprise, unions, public service and public sector. Response rate was very low during the first 2 months and it was only following a decision to publish on social media through the Faculty for Social Wellbeing site, the project partners' sites and the use of the authors' accounts that the required number was achieved. Considering that the topic tackles a sensitive domain

and in turn an expected low response rate, nonetheless with a potential respondent count of over 5000, the resultant 102 responses were low, even if close to the 100 respondent target. It is to be noted that of the 102 responses, in most individual questions responses were around half of the total surveys submitted.

The interviews were held during May 2019.

Findings

Profile of respondents and interviewees

The respondents' roles within the organisations ranged from directorship through operational managerial, human resource management, administrative, technical expertise, analytical and other.

The return was mainly comprised of executive level (58%) split between operational managerial roles (26%), followed by directors (22%), and human resource managers (10%). Technical experts and professions and analysts comprised 26%, whilst administrative staff comprised 12%. Other roles comprised 4%. Most entities are based in Malta with 2 entities operating in Europe mainly Brussels and Copenhagen.

The respondents' presence ranges from solely local focus (36%) to a national focus (42%) and an international focus at 14%. Another 2% stated that they are spread both locally and nationally whilst 6% have a national and international remit. Whilst almost 37% were government based, the private sector comprised of SMEs, Industry, Hotels and Tourism, Retail, Insurance, Marketing and Banking and Finance amounted to 43%. NGOs constituted 10% as well as International Organisations whilst another 14% belonged to other sectors. A further analysis shows that respondents work mainly in coordination, assessment and monitoring, human resources, community services and the hospitality sector.

A total of 10 interviews were carried out with a sample of professionals who hail from different workplaces in the Maltese Islands. These include health (nursing), academia (senior lecturer), mental health services (nursing), drug rehabilitation, social welfare (social work) as well as the private sector (marketing and human resources). It is to be highlighted that purposive sampling was used for recruitment of professionals so as to include employees (self-employed, national agencies, private) who have been exercising their duties for significant number of years in their current position and have had experience as in other sectors over the past two decades locally.

Clientele and target group

Respondents and interviewees were asked to identify their clientele. Whilst respondents mentioned that their target is the general population others (respondents and interviewees) had highly specific focuses such as vulnerable groups, persons with addiction, children, persons encountering social problems, students, businesses, patients, infants and older generations. Interestingly some focused solely on businesses and the hospitality sector.

Active groups within work settings

A number of relevant theme groups were identified. 16% focused solely on gender equality, whilst the rest were spread on lower numbers focused on environmental protection, development control, mental health and fundraising for social activities and community participation. The interviewees mentioned mainly fundraising activities related to activities such as Puttinu.

Knowledge of GBV at the workplace

In terms of respondents' awareness or notification and on whether they were informed on cases of gender-based violence at the workplace, 16% stated that they have experienced such cases. Of these, half pertained to GBV involving "employees and managers", 22% involved cases of managers solely, another 22% included "cases of employees" and 11% represent "cases of employees and clients/service users'. In terms of reporting, half of respondents highlighted that such cases were reported by other employees. Whilst 33% were reported directly by the alleged victim/s and 17% stated that the report occurred through superiors or managers.

All 10 interviewees recalled that they had noticed or had been informed about cases of gender-based violence at the workplace. These cases varied from "cases of employees and managers", "cases of employees" and "cases of employees and clients/service users'. They explained that they were either directly informed or learnt through colleagues of the alleged victim/s. The nature of GBV witnessed or known of, varied from verbal harassment, physical abuse, psychological harassment as well as sexual harassment and sexual abuse.

Accountability procedures

58% of survey respondents stated that accountability procedures are in place. This said, 36% of all respondents stated that there are still gaps in such accountability procedures. These gaps were mainly highlighted as being due to an evident lack in the human resources

units that are responsible to handle such cases either because they did not receive the appropriate training and that the institutional response is not adequate as at times victims are shamed and blamed rather than supported. Others stated that irrespective of the lack of procedures, victims should be supported. It is interesting to note that some respondents stated that there is no information on support procedures and lack awareness on support being offered. Interestingly, one respondent stated that although procedures do not exist counselling and employment support are offered by third parties.

Interviewees explained that accountability procedures are in place whilst highlighting the number of gaps that feature in these procedures. A number of private companies are working towards establishing grievance procedures such is even more felt with the influx of non-Maltese workers. Also, a number of other private entities lack grievance procedures and are totally unaware of phenomena related to GBV at work. With regards of the government sector employees emphasised that an incident report is filed particularly if the case involves a service user/client as the alleged perpetrator. This incident report is compiled as per procedures employed in the state sector but frequently no action is ever taken after the incident report is filed. A number of interesting comments include i) alleged victims having to seek for psychological help and having to pay for such service ii) having to face aggressive clients'/service users the following day iii) lack of clear policies iv) workers suffer in silence v) eventually alleged victims quit the job and leave vi) there are more victims who are unknown to us – dark figure of crime vii) GBV is still a taboo. Also, the work place similar to society at large represents a melting pot of cultures and phenomena related to GBV need to be addressed accordingly.

Support at the workplace

Findings emanating from the online surveys

Respondents split the support systems in three main ways: foresight, formalisation and follow-up. In terms of foresight, their main focus is on the need to increase awareness to staff on what is GBV and the support systems that might be available through readily available information and more effective communication with and between employees even on informal levels. In terms of formalisation, respondents state that this strengthening of support systems should focus on the creation of official guidelines, the creation of a legally binding support officer role, formal sessions for employees and management, having a set of accountability performance indicators for management, the dissemination of information/documentation on GBV, talk and

seminars as well as the creation of self-help groups. In addition, respondents seek the implementation of a robust and confidential reporting system. With regards to follow-up, respondents focused on the need to keep the procedures updated to ensure that staff are continuously supported and that a self-help group could be set-up across entities.

In terms of understanding whether management should offer support to staff, respondents interestingly stated that management should first acknowledge that there are problems that should be investigated. Following which then the management needs to realise that they would have to seek advice. Also, such support should be provided by trained professionals as against burdening further the human resources manager or in some companies the personnel officer. This being said, managers are to take action vis-a-vis a scenario wherein GBV is not tolerated at the workplace. Also, access to psychological support should be offered as well as the provision of time off to alleged victims of GBV. Some respondents mentioned that training should be provided by specialised NGOs. Only 22% of respondents knew of anyone who had received training in GBV at their workplace. Interestingly, whilst 18% state that they had been provided with guidelines or drafts on how to deal with the alleged perpetrators of GBV, only 14% stated that guidelines were provided to help support victims which indicates that there is a less focus on the victim and victims' as against stopping the incidence of GBV.

In terms of support to be provided in cases where staff are targeted by clients/service users, once again respondents identified 3 methods. These being foresight, enforcement and follow-up similar to those highlighted earlier. In terms of foresight such include awareness campaigns, information on contacts, procedures to inform and educations clients and staff. With regards to enforcement, respondents were adamant that support should be tackled on diverse levels, internal processes and through the intervention of entities such as the police. Staff needs to be trained on how to protect themselves in cases of physical and psychological violence. In addition, the need of procedures where both staff and client/service user would know what action will be taken in cases of GBV whilst being aware that GBV would not be tolerated. This can also happen through the creation of customer relations manager who will intervene in such an occurrence. In view of follow-up, suggestions include the provision of therapeutic services for professionals, free sessions as provided by NGOs such as the Richmond Foundation and Employee Support Programme in the Public Service.

In view of GBV involving senior member of staff, suggestions include awareness by the higher levels of management who can tackle the senior member of staff, ensuring that HR personnel are unbiased and the introduction of a support service run by an independent third party. Also, reporting should be anonymous and handled confidentially. On a positive note, respondents mentioned the need to create an environment that offers team support and professional supervision. Furthermore, in cases of GBV inflicted by a colleague, responses were similar to those provided for cases involving senior managers, however, with the exception that in this case the emphasis is place on the senior manager to ensure that the abuse does not occur.

Other additional resources include better communication, intervention and continuous professional development. In terms of communication, this can occur through seminars and awareness raising campaigns whether drafted by the company or a third party. In view of interventions, such could come in through the employment of third party advice and support services as well as the creation of accountability procedures. Continuous professional development could turn out to be useful to enhance the team spirit and collegiality, update information on legislative change and ensure an ongoing information campaign. This could lead to the creation of intra-company self-help groups. In summary, companies have voiced out the need to receive some form of help on how to draft procedures, on how to design awareness campaigns and help implement the 3-step approach indicated earlier.

Findings emanating from the interviews

Interestingly, none of the interviewees knew of anyone who has received some form of training in GBV at their workplace. Only two interviewees explained that following a case of GBV a policy was drafted outlining clear guidelines. Support systems do exist in certain workplaces whilst absent in others. In a number of cases interviewees explained that employees find themselves in situations wherein they have to support each other in the best way they could in view of experiencing GBV. Also, management personnel are often quite supportive but not always in a position to implement actions so so to counteract GBV. There are policies that exist solely on paper but are not applied in practice particularly when the aggressor is a service user and the victim would have to face him/her regularly. This often features in settings related to the provision of social, health and mental health services. Employees employed in the public sector pose the question "*why should I seek to open a police case and seek for support on my own*? "w*hy doesn't the department wherein I work take action in my name*?

Two interviewees explained that a nurse who is targeted by a patient would have to face his/her aggressor and such a scenario becomes even more unbearable if a police report is files. Thus, employees should be given the possibility to move to other departments not to face clients/patients being the alleged aggressors.   Such was also agreed upon also by interviewees hailing from the private sector highlighting that if a victim faces his/her aggressor then repeated victimisation is very likely to take place. Furthermore, suspension with pay until the investigation is concluded is to be commended across the board. In cases of defamation, termination of employment and legal suits should follow. It is noted that the interviewees in the state sector explained that they feel alone. Also, most employees facing GBV suffer and sit in silence.

Also, an interviewee recalled how at times the employee is subject to GBV inflicted from the service user as well as senior staff. One interviewee mentioned the need of "*a Zero tolerance policy that is really zero tolerance in practice is an asset. It is useless having a zero tolerance policy on paper*". Interviewees explained that the management has to act on the behalf of alleged victim/s. Also, supervisors are there to mentor not to provide any sort of therapy to alleged victims, they are neither trained nor a position to do so. Furthermore, one of the interviewees also explained that s/he had to lead an investigation in an alleged case of GBV at the workplace highlighting that the situation was very delicate. In summary, such cases generate a lot of tension and uncertainty about how to go about the case.

Interestingly, most interviewees outlined that support should be outsourced roping in trained professionals who are not directly involved in the organisation. A similar scenario was identified by the respondents in the survey. This would help to reach out known victims and those sitting in silence as they are afraid to report their superiors. More importantly, it is clear that the availability of psychological and psychiatric support is very much needed. One interviewee highlighted that in certain sectors due to case overload, employees face burn out thus if faced by GBV they could easily break down emotionally and would not be in a position to lead a "normal life" let alone work.

Also, interviewees working in the private sector highlighted that recruitment of staff constitutes a problem today, thus if GBV is not tackled, alleged victims would eventually leave. Directors are legally liable, so management is legally bound to offer support even if outsourced wherein the alleged victim would seek for help. However, with regards to SMEs in Malta most of these are family run business. This phenomenon

renders the scenario even more complex in view of identifying and tackling GBV at the workplace.

All interviewees queried about what constitutes GBV, thus indicating that despite their relatively long career phenomena related to GBV are yet unclear to them. Thus, more awareness campaigns are needed about what is GBV. These campaigns need to address different social strata as there are cultural issues of what is "ok", "what is accepted and what's not", phenomena that tend to be culture bound, class bound. One needs to be aware that the workplace represents melting pot of cultures. Also, boundaries need to be clear even more so since we live a media saturated society particularly since we use social media daily and regularly. Such campaigns should be designed once we have a clear vision of our targets. This should be followed by clear guidelines (known to everyone) and services should be in place. Its pointless organising awareness campaigns without having a clear strategy embracing awareness, prevention and action. Another recommendation is that related to the need for training as part of professional development at the workplace. The latter is needed since the incidence of GBV could be sector specific. Thus, one cannot apply a one size fits all.

Conclusion

Findings from this study points towards the need to carry out a study on a larger scale so as to study the magnitude of GBV. Also, phenomena related to GBV are still unclear particularly with regards to which behaviours that constitute GBV. The need for training of staff was also noted and such has to be provided in various ways that cover from awareness, to the design of policy guidelines as well as awareness campaigns at the workplace. Participants in the survey and interviewees outlined the need for zero tolerance but more importantly to have effective accountability procedures in place, wherein when GBV is flagged third party professionals and specialised NGOs are roped in to mitigate in such cases. The need for specialised training as part of professional development of staff is evident and such has to be designed to meet the needs of the workplace as some settings promote GBV more than others as a number of risk and mediating factors to violence prevail. In view of this, one has to be aware that the workplace represents a melting pot of cultures and phenomena related to tolerance and violence are also culture specific.

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Appendix 1: Survey Questionnaire

Research on the situation of GBV in Malta, experiences and effects at the workplace

Invitation to participate in a survey - 3 minute survey

Deadline: 28th May 2019

Information sheet for participants

This survey aims to understand the incidence and prevalence of gender based violence (GBV) at the place of work. The participants for this research include a wide range of workers/employees/employers that exercise their duties in a number of local entities/organisations in the Maltese Islands. Such is being carried out as an integral aspect of the EU project titled 'Victim Support Online-Improving Support Structures for Victims of Gender Based Violence — GB-VSO'. This project aims to increase the knowledge regarding gender-based violence in Malta, specifically through a national research on the situation of GBV in Malta and in particular, how this is experienced and effects the workplace.

The project also aims to enhance cross-sectoral collaboration in developing responses to GBV in Malta, through the set-up of a steering committee and through dissemination of the research findings. GBV-SO also aims to provide a comprehensive online, confidential and anonymous support system for victims of GBV, which empowers victims to speak out and report their situation. Another aim of the project is to increase the capacity of managers and HR managers to tackle GBV in the workplace through the development and implementation of a comprehensive training programme. Eventually this project also aims to increase awareness and understanding of GBV and how to tackle it among the general public and particularly in the workplace.

It is highlighted that participation in this survey research is voluntary and the information gathered and presented as findings does not render the participants identifiable in any way. This research component is co-ordinated by Prof Saviour Formosa and Dr Janice Formosa Pace. Should participants request further information kindly contact via email [saviour.formosa@um.edu.mt or janice.formosa-pace@um.edu.mt].

Regards

Prof Saviour Formosa PhD
Dr Janice Formosa Pace PhD

I. General information

1. Name and e-mail address (**optional**)

_____

2. Name and address of organisation (**optional**)

_____

3. What is your role (title) in your organisation?

_____

4. Country/Countries in which you are working:

_____

5. At what level are you working:

   [   ] **Local**   [   ] **National** [   ] **International**

6. Type of organisation you are working for (tick only 1 box)

[   ] **International Organisation**
[   ] **Governmental**
[   ] **International NGO**
[   ] **National NGO**
[   ] **Faith-based Organisation**
[   ] **Community-Based Organisation**
[   ] **SMEs**
[   ] **Industry**
[   ] **Hotels & tourism sector**
[   ] **Retail**
[   ] **Insurance**
[   ] **Marketing**
[   ] **Banking and Finance**
[   ] **Other,** *please specify* in Question 6a

6a.   Insert text if Other was chosen in Question 6

_____

_____

_____

7. Sector you are working in (you can tick 1 or more boxes)

Sector

[   ] Coordination
[   ] Assessment and Monitoring
[   ] Protection
[   ] Human Resources
[   ] Water and Sanitation
[   ] Food security and nutrition
[   ] Shelter & site planning & non-food items
[   ] Health & Community Services
[   ] Education
[   ] Information, Education & Communication
[   ] Business – marketing
[   ] Business – retail
[   ] Business – customer care
[   ] Tourism
[   ] Restaurants & food outlets
[   ] Insurance; brokers
[   ] Banking
[   ] Other, please specify in Question 7a

7a.   Insert text if Other was chosen in Question 7

_____

_____

_____

_____

8. What kind of population is the target for your service/intervention?

_____

_____

_____

_____

II. Gender-based Violence (GBV)

Gender based violence is a phenomenon deeply rooted in gender inequality and to date is still one of the most notable human rights violations across the globe. This type of violence is directed towards a person because of their gender. Both men and women could experience gender-based violence.

9. Which relevant theme groups or working groups are active in your work setting?

[   ] **None**
[   ] **Gender Theme Group**
[   ] **Environmental Protection**
[   ] **Gender equality**
[   ] **Fundraising** (example Puttinu)
[   ] **Other,** *please specify in Question 9a*

9a. Insert text if Other was chosen in Question 9

_____

_____

_____

_____

10. Have you ever noticed and/or been informed on cases of gender based violence at your work place?

[   ] **Yes**   [   ] **No**

If YES proceed to Question 11. If NO proceed to Question 14

11. Please specify (**you can tick 1 or more boxes**)

Cases of employees and managers ☐

Cases of managers ☐

Cases of employees ☐

Cases of employees and clients/service users ☐

12. Through which mode were you informed:

Directly ☐

Through superiors/managers ☐

Other employees ☐

Counsellors or advisors ☐

Other: Please specify in Question 13 ☐

13. Describe if Other was chosen in Question 12

_____

_____

_____

_____

14. Are there procedures that support reporting cases of GBV at the work place?

Accountability: The expectation of account giving in this case responsibility for reporting GBV

   i.   Accountability procedures are in place   [   ] **Yes**   [   ] **No**
  ii.   There are gaps in accountability procedures   [   ] **Yes**   [   ] **No**

15. If accountability gaps exist, what are these gaps and how should they be addressed?

_____

_____

_____

_____

16. In cases of GBV, are alleged victim or victims supported at the work place?

   i.   Support procedures are in place   [   ] **Yes**   [   ] **No**
  ii.   There are gaps in support procedures   [   ] **Yes**   [   ] **No**

17. If support gaps exist, what are these gaps and how should they be addressed?

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18. How could GBV support systems be strengthened?

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19. Should management staff offer support? If so, please explain the type of effective support they can offer.

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20. Do you know of anyone at the work place who has received some type of training in GBV?

     [   ] **Yes**   [   ] **No**

21. As an organisation have you ever been provided or drafted with guidelines on how to support victims of GBV.

    [   ] **Yes**   [   ] **No**

22. As an organisation have you ever been provided with guidelines or drafted on how to handle alleged perpetrators of GBV.

    [   ] **Yes**   [   ] **No**

23. How could staff be better supported when faced with GBV by clients and/or service users?

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24. How could staff be better supported when faced with GBV by a senior member of staff?

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25. How could staff be better supported when faced with GBV by a colleague?

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26. What additional resources may be required for awareness raising at the workplace?

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27. Any comments you would like to add are very welcome

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Thank You

Appendix 2: Survey Points for Action

Recommendations – accountability and support services

- To bring to a national level that this is a REAL phenomenon as the rate of reply is indicative of either lack of awareness, awareness exists but the phenomenon is perceived as inexistent or rare, that entities do not wish to discuss or accept that instances may be/are present in their entities and that they may not know how to tackle the phenomenon and are overcome by circumstances.

- Training employers and employees on what constitutes GBV.

- The provision of a robust and confidential reporting system.

- Continuous professional development – this has to be work specific as each work place as an activity field hosts a number of crime preventers and crime promoters which are unique to the setting. Thus, one cannot apply the one size fits all.

- One has to take into consideration businesses that are family run wherein family and domestic issues could extend to the workplace; such phenomena are more likely to be hidden.

- Consider outsourcing professional support (psychologists, psychotherapists, psychiatrists and legal aid) to be provided to employees as alleged victims of GBV. HR may not necessarily be trained, could be biased and/or overloaded with work. Support has to be provided to all and in all circumstances.

- Provide support in writing official guidelines – most participants have no idea on what should be done when faced with GBV and how victim/s should be supported. This can be defined in the following phase:

  o Introduce the phenomenon to the entities as a concept;

  o Meet with directors to give an overview of terminology and the reality of phenomena related to GBV;

  o Discuss with HR on best way to tackle issues;

  o Draft the strategy for the sector/enterprise;

  o Enable the HR to continue enhancing the strategy as it fits their enterprise/domain:

    - This document could be sent also to project leader and when project finishes to the entity partaking to the project continuity. This will ensure that the national guidance document will be updated to reflect the realties on the ground, in this way the entities will also own the document and hence this will make reporting easier to occur and also enables victims to reach out;

  o Draft the final guidance document;

  o Draft an action plan by domain;

  o Ensure that the entities set these guidance as part of their modus operandi;

  o Enable an action plan that guides the steps that need to be taken:

- To raise awareness;

- To enable a reporting mechanism for victim/s;

- To enable a reporting mechanism for significant others;

- To enable a series of sanctions within the entity;

- To enable reporting to law enforcement agencies;

o To draft an annual report to the Commission for Domestic Violence of reported cases, action taken and closed cases; and

o To present the document to the Parliament Social Affairs Committee.

Recommendations for research

- Conducting research on a large scale so as to establish the magnitude of GBV.

- Conducting research which is work specific so as to guide policy.

- Conducting research that focuses on gender and cultural specific issues.

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