



**ASSOCIATION FOR EMANCIPATION, SOLIDARITY AND EQUALITY  
OF WOMEN OF RM**

**VIOLENCE OVER WOMEN AT THE WORKPLACE  
(PSYCHOLOGICAL HARASSMENT AND SEXUAL HARASSMENT)**

---

This report is published with the support of the **CNV Internationaal**



---

SKOPJE, APRIL, 2011

**CONTENT**

<b>Introduction.....</b>	<b>6</b>
<b>1. Methodological background of the research.....</b>	<b>7</b>
1.1. Subject of research.....	7
1.2. Selection of the research sample .....	7
1.3 Manner of selection.....	8
1.4. Limitations for the sampling.....	9
1.5. Sample size.....	9
<b>2. Focus groups.....</b>	<b>12</b>
 <b>PART I</b> <b>PSYCHOLOGICAL HARASSMENT (MOBBING)</b>	
<b>Introduction.....</b>	<b>14</b>
<b>Findings from the research on psychological harassment.....</b>	<b>16</b>
<b>1. Incidence and types of psychological harassment.....</b>	<b>17</b>
1.1. Discrediting the personal standing/reputation.....	18
1.2. Hindering the communication.....	19
1.3. Compromising the expertise/professional view and opinion .....	20
1.4. Inflicting harm to health.....	21
1.5. Terminating the contacts with colleagues .....	22
<b>2. Frequency of psychological harassment (Mobbing) .....</b>	<b>24</b>
<b>3. Last incident .....</b>	<b>25</b>
3.1. Incidence of certain types/subtypes of psychological harassment .....	25
3.2. Time when the last incident happened .....	27
3.3. Profile of the perpetrator (harasser) of psychological harassment.....	27
<b>4. Reaction of the victim of psychological harassment .....</b>	<b>31</b>
4.1. Personal reaction / intervention.....	32

4.2. Informal reaction .....	32
4.3. Formal reaction .....	33
<b>5. Consequences from psychological harassment .....</b>	<b>35</b>
5.1. Consequences over the victim's health and private life .....	35
5.2. Consequences on the professional career.....	37
<b>6. The influence of certain professional characteristics and the organizational culture over the incidence of certain types of psychological harassment.....</b>	<b>38</b>
6.1. Professional characteristics .....	38
6.2. Organizational culture .....	38
<b>7. Findings concerning the opinion of the psychological harassment victims on the incidence of psychological harassment.....</b>	<b>41</b>
<b>8. Psychological harassment reported by respondents who are not victims of psychological harassment .....</b>	<b>42</b>
<b>9. The respondents' attitude towards psychological harassment .....</b>	<b>44</b>
9.1. Attitudes of the respondents.....	44
9.2. Attitudes of the participants in the focus groups.....	45

## **PART II**

### **SEXUAL HARASSMENT**

<b>Introduction.....</b>	<b>48</b>
<b>Findings from the research on sexual harassment.....</b>	<b>52</b>
<b>1. Prevalence and types of sexual harassment.....</b>	<b>52</b>
1.1. Verbal sexual harassment .....	52
1.2. Non-verbal sexual harassment .....	53
1.3. Physical forms of sexual harassment .....	55
1.4. Sexual harassment Quid pro quo - „favor for favor“.....	56
<b>2. Frequency of sexual harassment .....</b>	<b>58</b>

<b>3. Last incident .....</b>	<b>59</b>
3.1. Frequency of certain types/subtypes of sexual harassment.....	59
3.2. Time when the last incident happened .....	60
3.3. Profile of the perpetrator (harasser) of sexual harassment.....	61
<b>4. Reaction of the victim of sexual harassment.....</b>	<b>63</b>
4.1. Personal reaction/intervention.....	64
4.2. Informal reaction.....	65
4.3. Formal reaction.....	65
<b>5. Consequences from sexual harassment.....</b>	<b>67</b>
5.1. Consequences over the victim's health and private life.....	67
5.2. Consequences on the professional career.....	69
<b>6. Impact of professional characteristics and organizational culture over the incidence of certain types of psychological harassment.....</b>	<b>71</b>
6.1. Professional characteristics.....	71
6.2. Organizational culture within the organization/company.....	72
<b>7. Attitudes of the victims regarding the prevalence of psychological harassment.....</b>	<b>75</b>
<b>8. Sexual harassment reported by respondents who are not victims of sexual harassment.....</b>	<b>77</b>
<b>9. General attitudes of the respondents regarding the psychological harassment.....</b>	<b>79</b>
9.1. Attitudes of the respondents.....	79
9.2. Attitudes of the participants in the focus groups.....	81

**PART III**

**CONCLUSIONS AND RECOMMENDATIONS**

**1. Mobbing..... 84**

1.1. Regulations in the law..... 84

1.2. Prevention..... 85

1.3. Data about frequency of this phenomenon..... 85

1.4. Institutional action..... 86

  

**2. Sexual harassment..... 87**

2.1. Policy and regulations in the law..... 87

2.2. Prevention..... 88

2.3. Protection of victims..... 89

2.4. Data about frequency of this phenomenon..... 90

2.5. Institutional action ..... 90

## **INTRODUCTION**

Gender based research about psychological harassment and sexual harassment is an important step towards improving the gender equality, especially with regard to the provision of equal opportunities and non-discrimination of women at the workplace. Moreover, considering the fact that so far there have been no research or analyses focused on the gender component about these phenomena, therefore these phenomena are here considered as gender-based violence over women at the workplace.

The goal of the research is to establish the factual situation of the woman at the workplace both in the public and the private sector, with regard to the following two phenomena: psychological harassment (mobbing) and sexual harassment. Accordingly, the research is divided in two thematic units respectively to the subject of research. On the other hand, the lack of adequate and sufficient research data and analyses for these two phenomena, serve as an additional reason for the inexistence of basic understanding for the concept of psychological harassment (mobbing) and sexual harassment on the part of the female workers. Furthermore, these phenomena have not been considered with special importance neither by the trade union organizations, which are supposed to be a real representative for the provision of adequate protection and safety at the workplace.

Therefore, there is an indispensable necessity for conducting such a type of research in order to obtain the initial empirical data for these two types of violence over women at the workplace.

## 1. METHODOLOGICAL BACKGROUND OF THE RESEARCH

**The following research methods were used for the respective research:**

1. Conducting a survey with prepared survey questionnaire
2. Conducting focus groups

### 1.1 Subject of research

The subject of research are the two phenomena, which are equally important from the aspect of their incidence in our society, that is, the incidence of psychological harassment (mobbing) and the incidence of sexual harassment. The subject of this research is focused on the employed woman both in the private and public sector, as well as the types and scope of negative behavior and practices that the woman encounters at the workplace.

Given the fact that the definition of these two phenomena (psychological harassment and sexual harassment) is stipulated by the Law on labor relations, the starting point for establishing the subject of research were the definitions stipulated by law. Accordingly:

„ Sexual harassment is any verbal, non-verbal or physical behavior of sexual character, which is aimed or represents hurting the dignity of a job applicant or the dignity of an employee, and which causes fear or creates unfriendly, humiliating or offensive behavior<sup>1</sup>, and

„Psychological harassment at the workplace (mobbing) is any negative behavior by an individual or group which is often repetitive (at least within a period of six months), and represents harm to the dignity, integrity, reputation and honour of the employees and causes fear or creates unfriendly, humiliating or offending behavior, which ultimate goal may be termination of the employment or leaving the job”<sup>2</sup>.

### 1.2 Selection of the research sample

The design of the sample for this research was respectively derived from the subject of research and the availability of data to select the sample. The **subject population** in this research are women aged 15 to 64 who are employed.

The research was conducted at a sample of 809 respondents.

**Unit sample** is a woman aged 15 to 64, who is employed or was employed until 1 year ago, regardless if employed full-time or employed under a contract for limited time.

**The type of the sample** was decided on the basis of the type of available data as well as the available funds to conduct the research. In this research, the *quota intentional sample* was used. The quotas represent the variation of the phenomenon which is being examined.

According to the official data from 2009, there were total of 240569 employed women<sup>3</sup>, whereby each of the age groups had different share and different distribution

---

<sup>1</sup> Article 9, paragraph 4, Law on labour relations, Official Gazette No.16 dated 05 February 2010

<sup>2</sup> Article 9-a, paragraph 3, Law on labour relations, Official Gazette No.16 dated 05 February 2010

<sup>3</sup> State Statistical Bureau, Statistical annual book 2010. Labour force

throughout the populated places. The respondents were selected according to previously determined relevant characteristics. The relevant characteristics are as follows: economic activity (employed), place of residence, and age of the woman. While the quotas were being determined, attention was paid that respondents from different regions and populated places in Republic of Macedonia and different age groups are included in the sample. This enabled that the rule for geographic representation of the respondents is also supported.

Table below represents the quota used for the sample.

**Table : Quotas for selection of sample units**

Populated place	Age			Total
	15-24	25-49	50-64	
Aerodrom	11	50	23	84
Butel	3	15	7	25
Gazi Baba	7	30	14	50
Gjorche Petrov	5	22	10	37
Karposh	9	40	18	67
Kisela Voda	7	31	14	52
Centar	7	31	14	52
Chair	3	13	6	22
Bitola	10	46	21	77
Veles	5	21	10	35
Gevgelija	3	15	7	25
Gostivar	2	9	4	16
Kumanovo	6	27	12	46
Ohrid	6	26	12	43
Prilep	5	25	11	42
Struga	2	11	5	19
Strumica	5	23	10	39
Tetovo	4	19	8	31
Shtip	5	24	11	39
<b>Total</b>				<b>801</b>

### 1.3 Manner of selection

Pollsters selected the respondents according to their own assessment, but adhered to the specified quotas for populated place and age (see Table 1). More precisely, pollsters filled the quotas based on the intentions.



#### 1.4 Limitations for the sampling

The undefined selection framework, i.e. inexistence of framework which would enable to select concrete cases from the population to be sample units, i.e. which would enable to form the sample, made it impossible to make the research over a sample selected on the probability principle.

The selection of the sample was limited to the spatial and time possibilities so that we could approach the available population.

Since it is a matter of adapted sample, the principle of random selection was not applied for the selection of cases and therefore the obtained sample is not considered to be representative for the overall population. This also influenced the manner of reaching the conclusions, i.e. the researcher cannot generalize the obtained data for the whole basic mass, but only for the results obtained from the respective sample. This approach, certainly does not lower the relevance of the obtained results, but only limits the generalization.

#### 1.5 Sample size

In order to determine the sample size with adequate level of accuracy and at certain level of statistical certainty, we undertook a simple formula, given the fact that the size of the basic mass is bigger than 10.000.

$$H=3^2 * \frac{p * q}{d^2}$$

With the desired level of accuracy of 0,05 and the values of the standardized  $z$  of 1,96, as well as under the probability that the certain characteristic which may be selected is 0,050, the smallest sample size is 384 respondents. The decision that the sample size for our research is bigger, that is, it is 800 respondents, is due to the decision that the sample should cover all the geographic parts of the country. At the same time, this figure enables sufficient figure (statistically relevant) so that conclusions can be reached on statistical basis.

After the realization of the research, the obtained sample was with the following characteristics:

Age		%
Aged 15 - 24	108	13.3
Aged 25 - 49	485	60
Aged 50 - 64	216	26.7
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Educational background</b>		<b>%</b>
Primary education	37	4.6
Secondary education	360	44.5
Higher education	57	7
High (university) education	309	38.2
Master degree	39	4.8
PhD	7	0.9
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Nationality</b>		<b>%</b>
Macedonian	685	84.7
Albanian	81	10
Turkish	14	1.7
Roma	4	0.5
Serbian	13	1.6
Other	12	1.5
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Marital status</b>		<b>%</b>
Married	522	64.5
Lives with somebody, not married	23	2.8
Divorced	37	4.6
Lives separated from the husband	1	0.1
Widow	38	4.7
Single	72	8.9
In a relationship	116	14.3
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Sector of employment</b>		<b>%</b>
Public/state sector	265	32.8
Private sector	544	67.2
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Manner of regulating the employment</b>		<b>%</b>
Contract for indefinite period of time (full-time)	587	72.6
Contract for definite period of time	92	11.4
Part-time employment	72	8.9
Unregistered work	36	4.4
Other	13	1.6
Refuses to answer	9	1.1
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Amount of the personal income</b>		<b>%</b>
Up to 3000 MKD	1	0.1
3001 - 5000 MKD	11	1.4
5001 - 7500 MKD	55	6.8
7501 - 10.000 MKD	99	12.2
10.001 - 12.500 MKD	123	15.2
12.501 - 15.000 MKD	136	16.8
15.001 - 20.000 MKD	183	22.6
20.001 - 25.000 MKD	84	10.4
25.001 - 30.000 MKD	47	5.8
30.001 - 35.000 MKD	27	3.3
Over 35.001 MKD	20	2.5
Does not know	2	0.2
Refuses to answer	21	2.6
<b>Total</b>	<b>809</b>	<b>100</b>

<b>Years of service in the organization where the respondent is employed</b>		<b>%</b>
1. up to 1 year	111	13.8
2. 1-5 years	240	29.7
3. 6-10 years	152	18.8
4. 11-20 years	163	20.2
5. 21-30 years	95	11.8
6. 31-40 years	41	5.1
7. more than 40 years	1	0.1
8. does not know	4	0.5
<b>Total</b>	<b>807</b>	<b>100</b>

## **2. FOCUS GROUPS**

Two focus groups were organized for the needs of the research and in order to obtain more specific information from the employed women both in the public and private sector regarding the incidence of sexual and psychological harassment. While identifying the participants for the focus groups, representatives from the Women organization at the Union of independent trade unions were also involved, so that there were 31 women employees both from the public and private sector who attended the focus groups.

With regard to the conducting of the focus groups, ESE prepared a guidebook for the discussions in the focus groups on the following groups of questions: experiences and suffered consequences, manners of reactions, support i.e. protection that was provided. The second set of questions referred to the expression of views regarding their knowledge about the phenomena of sexual harassment and psychological harassment, how they assess the situation regarding these two phenomena, as well as the measures they believe should be taken towards prevention and adequate treatment. The two focus groups were conducted in the premises of the Union of independent trade unions.

**PART I**

**PSYCHOLOGICAL HARASSMENT (MOBBING)**

## INTRODUCTION

Psychological harassment is a specific type of violent behavior, aimed to affect and harm the victim from psychological aspect. Psychological harassment<sup>4</sup> is a problem which is manifested through a specific manner of behavior at the workplace, whereby some individual(-s) or group, in different ways, in a planned, conceptualized and sophisticated way prevents another in order to harm the honor, reputation and dignity of the person, until eliminated from the job. This phenomenon lasts for a longer period of time (at least six months). It is a peculiar disguised aggression that attacks the people's integrity – it can be more or less open, characterized with offending, humiliation and violation of the basic human rights.

During the analysis of the phenomenon of psychological harassment, the most frequent ways in which it is manifested were taken into consideration. Accordingly, the following types, i.e. their incidence were subject of the research:

*Discrediting the personality and reputation of the employee.* This type of mobbing implies slandering, mocking, imitation in an indecent manner, that is, in a manner that leads towards compromising and ruining the reputation, fame and honor of the employee.

*Hindering the communication,* i.e. the manager or the superior prevents and hinders the communication with the other colleagues, superiors, including the compelling to remain silent.

*Terminating the contacts.* This type of mobbing implies frequent acts whereby the employee is isolated, forbidden to talk to the colleagues and superiors, and excluded from important events in the organization.

*Compromising the professional views.* This type of psychological harassment implies that the employee is not assigned tasks besides the employee's adequate qualifications for the task. Another way to operationalize this type of harassment is by assigning very easy, i.e. humiliating assignments in terms of the possessed qualifications, as well as assigning tasks which are unrealistic, or realistically the tasks cannot be completed.

The last category includes the acts of mobbing which can seriously harm the health of the employee, that is, assigning tasks which are harmful to the employee's health, serious threatening that the employee will be fired, physical attack and sexual harassment.

The phenomenon of psychological harassment was regulated for the first time in our country in the Law on labour relations in 2009<sup>5</sup>. The regulation of this issue comprises of introduction of two new articles which refer to psychological harassment (mobbing). The first article<sup>6</sup> defines the phenomenon and the person(-s) who may be in position of perpetrators of psychological harassment, whereas the second article<sup>7</sup> refers to the procedure for legal protection in cases of psychological harassment at the workplace, i.e. who carries the burden of proof in case of such dispute. In accordance with the Law on labour relations, psychological harassment at the workplace (mobbing) is a discrimination with the meaning from article 6 of the respective law, which defines the direct and indirect discrimination.

---

<sup>4</sup> [www.mobbing.mk](http://www.mobbing.mk), accessed on 29.03.2011.

<sup>5</sup> Law on amending the Law on labour relations, Official Gazette of RM, No.114 dated 14.09.2009

<sup>6</sup> Article 9-a, Law on labour relations, Official Gazette of RM, No. 16 dated 05.02.2010.

<sup>7</sup> Article 11, Law on labour relations, Official Gazette of RM, No. 16 dated 05.02.2010.

In addition, the Law on labour relations<sup>8</sup> also regulates the competence of the labour inspection, which is in charge to oversee the enforcement of laws and the collective agreements in the sphere of labour relations. Thus, if the labour inspector establishes that there is violation of law, other regulations, collective agreement, employment contract or other acts, their implementation being subject to inspective supervision, the inspector would order the employer under a decision to adopt or cancel the respective act whereby all established irregularities and shortcomings will be eliminated. The employer is obligated to notify the labour inspector about action taken on the basis of the adopted decision.

The labour inspector shall submit a request for initiation of misdemeanor procedure if concluded that the employer committed misdemeanor with the violations.

The Ombudsman institution is one of the institutional mechanisms, whereby this institution has special authorizations to protect the freedom and rights of the citizens, including the rights from employment.

If the Ombudsman concludes that there is violation of the constitutional and legal rights of the petition submitter or if other irregularities were made, the Ombudsman can: give recommendations, proposals, opinions and guidelines for the manner in which the concluded violations can be eliminated; to propose that certain procedure is repeated in accordance with the law; to make an initiative for opening a disciplinary procedure against official person, i.e. person in charge, or to submit request to the competent public prosecutor for initiation of procedure that would establish the penal responsibility.

The Ombudsman's report from 2010<sup>9</sup>, i.e. report on the submitted petitions from citizens due to violation of freedoms and rights from employment, also includes the petitions regarding "employees who are put in unfavorable or unequal position in terms of the others by the employer". Following the petitions, correspondence was sent which indicted to the respect for the provisions from the Law on labour relations, that is, the prohibition of direct and indirect discrimination, harassment and psychological harassment. Big number of the employers that received this correspondence denied the indications for existence of discrimination.

According to the data in the report, 9,03% of the total number of written petitions refer to petitions from citizens whose freedoms and rights from employment have been violated. From among these petitions, only 4,11 % refer to existence of discrimination. The report does not contain specific data regarding the submitted petitions for psychological harassment, as well as statistically disaggregated data.

Judicial protection is rarely used as manner to provide protection in cases of psychological harassment. In our case law, there are not any court cases for indemnification of damage with final outcome regarding the psychological harassment.

---

<sup>8</sup> Chapter XXV, Inspective surveillance in the sphere of labour relations, Law on labour relations, Official Gazette of RM, No. 16 dated 05.02.2010.

<sup>9</sup> Ombudsman's report, 2010

## **FINDINGS FROM THE RESEARCH ON PSYCHOLOGICAL HARASSMENT**

---

*In order to analyze the phenomenon of psychological harassment, we took into consideration the obtained data for all employed women who experienced some form of psychological harassment regardless if they experienced it for a shorter time period (less than six months) or during the time period (longer than six months) which is actually the legal precondition for existence of mobbing.*

*The analyzed data about mobbing, regardless of the duration, enabled a more comprehensive research about this phenomenon, thus without limitations only to the acts of psychological harassment that lasted for a period longer than six months.*

*Moreover, we took into consideration the fact that there is an exceptionally major risk that such acts of mobbing may last longer than a period of six months. Namely, for the victims of mobbing who suffered psychological harassment for less than six months (215), it is more likely that these acts will continue in future, that is, after the six months period.*

*Accordingly, the research was focused on all the victims (462) who suffered some form of psychological harassment regardless of its duration.*

---



## 1. INCIDENCE AND TYPES OF PSYCHOLOGICAL HARASSMENT

According to the research data, each second respondent stated that she had experienced some form of psychological harassment. Namely, from the total number of 809 respondents, 462 employed women (57%) answered that they have encountered psychological harassment at the workplace.

**Table No. 1. Incidence of psychological harassment**

	number	%
Yes, psychological harassment was encountered	462	57,1
No, psychological harassment was not encountered	347	42,9
<b>Total</b>	<b>809</b>	<b>100</b>

One of the basic parameters to establish the incidence of psychological harassment is to specify the forms in which it was most often manifested to the victims of psychological harassment. For the needs of the research, individual acts of psychological harassment were divided into the following categories of psychological harassment, as follows:

- Discrediting the personal standing/reputation
- Hindering the communication
- Terminating the contacts with the colleagues
- Compromising the expertise/professional views and opinion
- Inflicting harm to the health of the individual

The data obtained from the analysis of the incidence of all above stated types are presented below. Namely, the type of psychological harassment “*Discrediting the personal standing and reputation*” (89%) has the biggest incidence among the victims of psychological harassment, whereas the lowest incidence is for the type of psychological harassment “*Terminating the contacts with colleagues*” (27,9%). The incidence of “*Hindering the communication*” is 64,5%, for “*Compromising the professional views and opinion*” is 63,2 % and for the acts of mobbing that directly lead to “*harming the health of the individual*” is 39,8.

**Table No. 2. Incidence of types of psychological harassment**

Type of psychological harassment	number	%
Discrediting the personal standing / reputation	413	89
Hindering the communication	298	64,5
Compromising the expertise / professional attitude and opinion	292	63,2
Inflicting harm to health	184	39,8
Terminating the contacts with colleagues	129	27,9
<b>Total</b>	<b>462</b>	<b>100</b>

With regard to the incidence of separate subtypes of psychological harassment within the above stated types of psychological harassment, the situation is as follows:

### **1.1 Discrediting the personal standing/reputation**

Discrediting the personal standing/reputation is the type of psychological harassment at the workplace with the highest incidence (89 %).

During the analysis of separate subtypes of mobbing within the type “Discrediting the personal standing/reputation”, the following data were obtained: Namely, the biggest incidence is for the following subtypes: unnecessary criticism for decision-making (80%); slandering, i.e. biased evaluation of the performance (73%). Then follows the mocking, imitation in a manner that ruins the personal reputation, standing and honor (47%).

**Table No.3 Incidence of “Discrediting the personal standing/reputation” according to subtypes**

	number	%
Mocking, imitation in a manner that ruins the personal reputation, standing and honour	195	47
Unnecessary criticism for decision-making	331	80
Slandering, i.e. biased evaluation of the performance	301	73

We surveyed the influence of the factors, such as age, education, nationality, marital status, employment in certain sector or economic activity, manner in which the employment is regulated and years of service in the respective organization/company, over the incidence of the” Discrediting the personal standing/reputation” as type of psychological harassment (mobbing). The percentages that refer to the risk factors actually represent the prevalence of victims of this type of psychological harassment in the total number of respondents for each of the stated risk factors.

By analyzing the influence of the age factor over the incidence of this type of psychological harassment, we concluded that female workers aged 15-24 are more likely

to be exposed to this type of harassment (57,4%), and then the female workers aged 25-49(52%). With regard to the educational background of the victims and the exposure to “Discrediting the personal standing and reputation”, women with completed primary education are most exposed to this harassment (56,8%) as well as the women with completed secondary education (55,6%). With regard to the nationality, women from other nationalities, i.e. Roma (100%), Turkish (64,3%), Serbian (61,5%) are more likely to be exposed to this type of psychological harassment. On the basis of the marital status, women who live with someone, but are not married (56,5%) are more likely to be exposed to this type of harassment.

According to the sector of employment, female workers that work in the private sector (53,7%) as opposed to the ones that work in the public sector (45,7%) are more likely to be exposed to this type of mobbing. With regard to the employment in certain economic activities, employment in the procession industry (66,2%), influences the incidence of psychological harassment. Unregistered work, i.e. work in the black market influences the incidence of this type of psychological harassment (58,3%). With regard to the years of service, women with 1-5 years of service in the respective organization/company (57,5%) are more likely to be exposed to this type of psychological harassment.

### 1.2 Hindering the communication

“Hindering the communication” is the second most prevalent type of mobbing, to which 64 % of victims of psychological harassment have been exposed. From the separate analysis of the subtypes of this type of mobbing, the following data were obtained: cases when the victims of mobbing were interrupted while they were talking are most prevalent, which is followed by rising tone during the discussion and making offending gesticulations (73,8%), which is then followed by compelling to remain silent besides the verbal attack about the completed work (65,1%) and finally the hindering of communication with other colleagues or superiors (21,1%).

**Table No.4. Incidence of “Hindering the communication” according to subtypes**

	number	%
Hindering the communication with other colleagues, other superiors without any possibility for communication with them	63	21,1
Compelling to remain silent besides the verbal attacks for the completed work	194	65,1
Interruption while talking, making offending gesticulations, unnecessary tone raising while talking	220	73,8

The possible risk factors for the incidence of this type of psychological harassment were also established. By analyzing the influence of the age factor over the incidence of this type of psychological harassment, we concluded that female workers aged 15-24 are more likely to be exposed to this type of harassment (48,1%), which is followed by women aged 25-49 (35,3 %). According to the educational background, women with completed primary education are more likely to be exposed to this type of harassment (51,4%) and

women with completed secondary education (42,5%). Regarding the nationality, women from other nationalities, that is, Roma (75 %) and Turkish (50%) are more likely to be exposed to this type of psychological harassment. With regard to the marital status, women who live with someone and are not married (56,5) are more likely to be exposed to this type of harassment.

Concerning the sector of employment, women who work in the private sector (38,4%) are more likely to be exposed to this type of psychological harassment as opposed to the women who work in the public sector (33,6). In terms of their employment in particular economic activities, employment in the processing industry (56,6%) influences the incidence of psychological harassment. Unregistered work, i.e. work in the black economy influences the incidence of this psychological harassment (61,1 %). Years of service up to 1 year in the respective organization/company (44,1%) and 31-40 years of service (43,9%) influence the impact of this type of psychological harassment (mobbing). The percentages that refer to the risk factors actually represent the prevalence of victims of this type of psychological harassment in the total number of respondents for each of the stated risk factors.

### 1.3 Compromising the expertise/professional view and opinion

“Compromising the professional view and opinion” is almost equally prevalent as type of mobbing like the hindering of communication. Namely, 63% of the victims of psychological harassment were exposed to this type of mobbing.

When analyzing the separate subtypes of mobbing in the framework of the type “Compromising the professional view and opinion”, the situation is as follows: most prevalent is the subtype – assigning tasks when it is too late to be completed (68,4 %), indispensable information for the work is not provided (40%). Approximately equal is the prevalence (38 %) of assigning easier, i.e. humiliating assignments regardless of the qualifications. The second subtype of mobbing, that is, assigning tasks which are not feasible is prevalent to a lesser extent (25,6 %), whereas imposing the use of sick leave is with the lowest prevalence (6,5 %).

**Table No.5. Incidence of “Compromising the expertise/professional views and opinion “according to subtypes**

	number	%
Work is not assigned, assigned tasks are too easy considering the possessed qualifications, assigned tasks are humiliating	111	38
Assigning tasks with delay, too late to be completed	200	68,4
Assigning tasks which are not feasible	75	25,6
Important information for the work is not provided	117	40
Imposed use of sick leave	19	6,5

By analyzing the age factor over the incidence of this type of psychological harassment, it was concluded that female workers aged 15-24 are more likely to be exposed to this type of harassment (42,6 %), which is followed by women aged 25-49 (36,3%). According to the educational background, women with completed secondary education are more exposed to this type of harassment (39,7%), and then women with completed primary education (37,8 %). With regard to the nationality, Roma women are more likely to be exposed to this type of harassment (75 %) as opposed to the other nationalities. According to the marital status, women who are divorced (40,5%) and women who live with someone, and are not married (39,1 %) are more likely to be exposed to this type of harassment.

With regard to the sector of employment, women who work in the private sector (39%) are more likely to be exposed to this type of psychological harassment as opposed to the women who work in the public sector (30,2%). Concerning the employment in certain economic activities, employment in the sphere of traffic, warehousing and connections (54,2%) and the employment in the processing industry (46,9) influence the incidence of psychological harassment. Work on the black market, i.e. unregistered work (47,2%), employment contract for a limited period of time (42,4%) and years of service in the respective organization up to 1 year (45%) contribute towards the exposure to this type of psychological harassment.

The percentages that refer to the risk factors actually represent the prevalence of victims of this type of psychological harassment in the total number of respondents for each of the stated risk factors.

#### 1.4 Inflicting harm to health

40% of the victims of psychological harassment were exposed to this type of psychological harassment. The prevalence of the following subtypes was identified in the total prevalence of 40% of this type of psychological harassment: threatening to be fired (77 %), assigning work which is harmful to the health ( 27 %) and disrupting the physical integrity due to physical assault with the smallest prevalence (5 %).

**Table No.6. Incidence of “Inflicting harm to health” according to subtypes**

	number	%
Assigned work is harmful to health	49	27
Threatening to be fired	141	77
Physical assault	10	5

The data obtained with regard to the influence of certain factors on the incidence of this type of psychological harassment, such as: age, education, nationality, marital status, sector and activity where the respondents are employed, manner in which employment is regulated and years of service, are as follows: Female workers aged 15-24 are more likely to be exposed to this type of harassment (28,7 %), then women aged 25-49 (22,3%); respondents with completed primary education are more exposed to this type of harassment (45,9%); whereas regarding the nationality, Roma women are more likely to be exposed to this type of harassment (75%) as opposed to the other nationalities.

According to the marital status, divorced women (32,4%) are more likely to be exposed to this type of harassment.

With regard to the sector of employment, women who are employed in the private sector (27,2 %) are more likely to be exposed to this type of psychological harassment as opposed to the women who are employed in the public sector (13,6%). Concerning the employment in certain economic activities, employment in the catering services (hotels and restaurants 40%) and employment in the agriculture and forestry (36,4%) influence the incidence of psychological harassment. Regarding the manner in which employment is regulated, unregistered work, that is, work on the black market contributes towards the exposure to this type of harassment (50 %). Regarding the years of service, women who have up to 1 year of service (28,8%) are more likely to be exposed to this type of psychological harassment.

The percentages that refer to the risk factors actually represent the prevalence of victims of this type of psychological harassment in the total number of respondents for each of the stated risk factors.

### 1.5 Terminating the contacts with colleagues

The least prevalent is the type of psychological harassment “*Terminating the contacts with colleagues*” (28%). Namely, victims of psychological harassment were least exposed to this type of mobbing. In the total prevalence of 28 %, separate subtypes exist in the following proportions: most prevalent is the exclusion from important events, which are organized by the organization/company (73%), colleagues no longer talk to the person (19%), ban to talk to the colleagues (15%) and isolation, that is, the person is removed to another remote room (9 %).

Table No.7. Incidence of “*Terminating the contacts with colleagues*” according to subtypes

	number	%
Colleagues no longer talk to the person	24	19
Ban to talk to the colleagues	19	15
Isolation, removed to a distant room from the others	12	9
Exclusion from events, which are organized by the organization/company	94	73

Like for the other types of psychological harassment, we also analyzed the impact of several factors over the incidence of this type of psychological harassment “*Terminating the contacts with colleagues*”. By analyzing the age factor over the incidence of this type of psychological harassment, it was concluded that female workers aged 50-64 are more likely to be exposed to this type of harassment (18,5 %), which is followed by the women aged 25-49 (15,3%). Concerning the educational background, women with completed higher education are more exposed to this type of psychological harassment (22,8 %), which is followed by the women with completed primary education (21,6 %). With regard to their nationality, Roma women are more likely to be exposed to this type of harassment (50 %), women of Serbian nationality (30,8%) and women of Turkish

nationality (21,4%). According to the marital status, divorced women (21,6%) are more likely to be exposed to this type of harassment.

Concerning the sector of employment, women who work in the public sector are more likely to be exposed to this type of psychological harassment (18,1%) as opposed to the women who work in the private sector (14,9%). With regard to the employment in certain economic activities, such as agriculture (36,4%) and electricity, gas and water production (33,3%) influence the incidence of this type of psychological harassment. Risk factors for the existence of this type of psychological harassment are also the unregistered work, i.e. work on the black market (25%) as well as 31 -40 years of service (31,7%) and 21-30 years of service (31,6%) in the respective organization/company.

The percentages that refer to the risk factors actually represent the prevalence of victims of this type of psychological harassment in the total number of respondents for each of the stated risk factors.

## 2. FREQUENCY OF PSYCHOLOGICAL HARASSMENT (MOBBING)

On the question: How many separate incidents in the form of psychological harassment have you experienced, the biggest number of women – victims of psychological harassment (41,8 %) answered that they suffered from 3 to 10 separate acts of mobbing, whereas (22,5 %) stated that they suffered from 1 to 2 acts of psychological harassment.

The frequency of psychological harassment is of significant concern for the 14,1 % of the women who were victims of mobbing, because they have been exposed more than 20 times to different types of psychological harassment.

**Table No. 8. How many times have you experienced some form of psychological harassment as separate incidents**

	%
Once or twice	22,5
From 3 to 10 times	41,8
From 11 to 20 times	12,8
More than 20 times	14,1
Cannot remember	6,7
Refuses to answer	2,2
<b>Total</b>	<b>100</b>



### 3. LAST INCIDENT

In order to obtain more reliable data about the types in which mobbing is manifested, as well as to establish the profile of the perpetrator of mobbing, the victims of mobbing (462) were asked about the last incident of mobbing that they experienced.

#### 3.1 Incidence of certain types/subtypes of psychological harassment

The following data were obtained through analysis of the incidence of the types of mobbing to which the victims were exposed during the last incidence. At the last incidence, victims were mostly exposed to “*Discrediting the personal standing/reputation*” (51,3%), then “*Preventing the communication*” (18,0 %) and “*Compromising the expertise/professional views and opinion*” (17,3 %). Less prevalent are the acts of psychological harassment which inflict “*Harm to the health*” (8,1 %), and the “*Termination of contacts with colleagues*” (5,0 %).

**Table No.9 Prevalence of types of psychological harassment during the last incidence**

Type of psychological harassment	%
Discrediting the personal standing/reputation	51,3
Hindering the communication	18,0
Compromising the expertise/professional views and opinion	17,3
Inflicting harm to health	8,1
Terminating the contacts with colleagues	5,0
<b>Total</b>	<b>100</b>

Besides the prevalence of the basic five types of psychological harassment, we also analyzed the prevalence of separate subtypes of mobbing to which victims were exposed at the last incidence, whereby the following data were obtained (see table no.10).

Namely, unnecessary criticism about decision-making is a subtype of mobbing, to which victims were mostly exposed at the last incident (22,2%), which is followed by the prevalence of slandering and biased evaluation of the performances (16,9%). The same separate subtypes of mobbing, to which victims were mostly exposed at the last incident, also have the highest prevalence as shown by the analysis of the general prevalence of each subtype.

In the order of prevalence, the next subtype of mobbing to which the victims were exposed at the last incident is mocking and imitation in a manner that ruins the female worker’s reputation, standing and honor (12,2 %), then interrupting her while talking, making offending gesticulations (8,5%). From among all subtypes of mobbing, least prevalent are the following ones: ban to talk to the colleagues, isolation from the colleagues and imposed sick leave.

**Table No.10 Prevalence of subtypes of psychological harassment during the last incident**

	number	%
<i>Discrediting the personal standing/reputation</i>		
Mocking, imitation in a manner that ruins the fame, reputation and honor	130	12,2
Unnecessary criticism because of decision-making	236	22,2
Slandering or biased evaluation of the work performance	180	16,9
<i>Hindering the communication, i.e. superiors do not provide possibility for communication</i>		
Hindering the communication with other colleagues, other superiors without possibility for communication with them	19	1,7
Compelling to remain silent besides the verbal attacks about the completed work	82	7,7
Interruption while talking, making offending gesticulations, unnecessary tone raising while talking to them	91	8,5
<i>Terminating the contacts with colleagues</i>		
Colleagues no longer talk to them	9	0,8
Ban to talk to the colleagues	7	0,6
Isolation, put aside in a remote room from the other colleagues	7	0,6
Exclusion from events which are organized by the organization/company	31	2,9
<i>Compromising the professional views and opinion</i>		
Work is not assigned, i.e. the assigned work is too easy considering the qualifications, assigning humiliating work	41	3,8
Assigning tasks with delay, too late to be completed	80	7,5
Assigning work, which is not feasible	31	2,9
Information, which is important for the work, is not provided	25	2,3
Imposing a sick leave	7	0,6
<i>Inflicting harm to the health</i>		
Assigned work may be harmful to the health	15	1,4
Threatening to be fired	72	6,7
Physical assault	/	
<b>Total</b>	<b>1063</b>	<b>100</b>

According to the data presented in the table, one may conclude that victims of psychological harassment (mobbing) suffered a total of 1063 separate acts (subtypes) of mobbing, whereby in average, they were exposed to 2,3 different subtypes of mobbing.

### 3.2 Time when the last incident happened

Women, who were victims of mobbing, were asked about the time when the last incident happened. Thus, from the total number of victims who experienced psychological harassment (462), 340 respondents stated that they experienced psychological harassment (mobbing) in the last 12 months, 73 respondents stated that it happened 1 - 5 years ago. Fourteen respondents experienced the last incident of mobbing 6-10 years ago, whereas six respondents experienced the last incidence of mobbing 11-20 years ago.

**Table No. 11. Time when the last incident of psychological harassment happened**

	%
In the last 12 months	73,6
Between 1 and 5 years	15,8
Between 6 and 10 years	3,0
Between 10 and 20 years	1,3
Cannot remember	3,9
Refuses to answer	2,4
<b>Total:</b>	<b>100</b>

### 3.3 Profile of the perpetrator of psychological harassment

In order to establish the profile of the perpetrator of psychological harassment, the victims of psychological harassment (462) were asked set of questions about the characteristics of the harasser/perpetrators who committed these acts. According to the obtained data, there is a high prevalence of acts which were perpetrated by individuals, that is, (83 %). The perpetration of these acts of mobbing by a group of several workers is with lower prevalence (17 %).

In addition, victims of mobbing were asked about other characteristics, which define the profile of the perpetrator of mobbing, as follows: gender, age, marital status, years of service and educational background.

*The following profile of perpetrator of psychological harassment was identified from the obtained data, that is, the perpetrator is a man aged 41-50, who is married and has university degree. The perpetrator is most often the immediate superior, with 6-10 years of service in the respective organization/company.*

In order to establish the profile of the perpetrator, the following question was also asked: who is most often the perpetrator of psychological harassment, that is, which is the working position of the perpetrator of psychological harassment. In the biggest number of cases, i.e. (43,3 %) female workers experienced mobbing from their direct superior. One fourth of the respondents (24 %) stated that mobbing was perpetrated by a female/male colleague on the same position, whereas 18,4 % stated that they experienced psychological harassment from the director of the organization/company. In 7,1 % of the

cases, the perpetrator of mobbing was the second ranked superior, whereas in 3,2% of the cases the perpetrators of mobbing were the clients/customers.

**Table No. 12. Perpetrator of psychological harassment**

	number	%
Male/female colleague on the same position	111	24,0
Immediate superior	200	43,3
Second ranked superior	33	7,1
Director	85	18,4
Male/female inferior on a lower ranked position	3	0,6
Client/customer	15	3,2
Patient	1	0,2
Other, who	2	0,4
Refuses to answer	12	2,6
<b>Total</b>	<b>462</b>	<b>100</b>

One characteristic, which is significant for the profile of the perpetrator, is also the perpetrator's years of service, that is, how long this person has been working in the respective organization/company. From the obtained data, one may conclude that the biggest number of perpetrators of mobbing have 6-10 years of service in the respective organization/company. Equally present are perpetrators with 1-5 years of service (21,8 %) and perpetrators with 11-20 years of service (21,2).

**Table No. 13. Years of service of the perpetrator of psychological harassment in the respective organization**

	%
Up to 1 year	2,7
1-5 years	21,8
6-10 years	26,7
11-20 years	21,2
21-30 years	11,4
31-40 years	2
over 40 years	0,4
Does not know	13,8
<b>Total</b>	<b>100</b>

The perpetrator of acts of mobbing is more often a male person (62,4 %), as opposed to (37,6 %) cases in which the perpetrator is female.

With regard to the age, most often the perpetrators are in the age group 41-50 (37,8 %), and then perpetrators aged 31-40 (35,4 %). Perpetrators aged 51-60, are third most prevalent age groups in the reported cases of mobbing (15,7 %), whereas the prevalence of perpetrators aged 21-30 is lower with 9,8 %. From the obtained data, one may conclude that only persons aged below 20 very rarely take the role of perpetrators of mobbing, that is, in 0,4 % of the cases.

**Table No. 14. Age of the perpetrator of psychological harassment**

	%
below 20 years of age	0,4
20-30 years of age	9,8
31-40 years of age	35,4
41-50 years of age	37,8
51-60 years of age	15,7
over 60 years of age	0,9
<b>Total</b>	<b>100</b>

According to the educational background, the perpetrators of mobbing at the last incident are most often persons with university degree (39%), then follow the persons with completed secondary education, i.e. 27,30% of the perpetrators. Third in the list of prevalence are the perpetrators who have completed higher education (11,3 %). Almost every tenth victim was not informed about the educational background of the perpetrator of psychological harassment.

**Table No. 15. Educational background of the perpetrator of psychological harassment**

	%
No education (can read and write)	0,4
Uncompleted primary education	/
Completed primary education	4,1
Secondary education	27,3
Higher education (college)	11,3
University degree	39,0
Master degree	3,5
PhD	2,4
Does not know	10,8
Refuses to answer	1,3
<b>Total</b>	<b>100</b>

With regard to the marital status of the perpetrators, one may conclude that 72,5% of the perpetrators are married. Almost every tenth victim does not know which is the marital status of the perpetrator of mobbing.

**Table No. 16. Marital status of the perpetrator of psychological harassment**

	%
Married	72,5
Lives with someone, but not married	1,7
Divorced	5,6
Separated from the wife	0,2
Widower	1,9
Single	5,8
In a relationship	3
Does not know	9,1
<b>Total</b>	<b>100</b>

#### 4. REACTION OF THE VICTIMS OF PSYCHOLOGICAL HARASSMENT

One especially significant element in the analysis of the research data is the reaction, that is, undertaken action by the employed woman after the psychological harassment that she experienced.

The reaction implies taking active action as result from the experienced mobbing, such as leaving the job, as well as passive behavior, such as ignoring the problem, e.g. avoiding the person that perpetrated the mobbing, keeping the good working relations, responding to the mobbing with humor and discussing the problem with other people.

According to the obtained data, 60,6 % of the victims of mobbing did take some action, that is, reacted in a particular way, as opposed to 39,4 % of the victims who did not take any action.

**Table No. 17. Reaction after the psychological harassment**

	number	%
Reacted	280	60,6
Did not react	182	39,4
<b>Total</b>	<b>462</b>	<b>100</b>

Victims, who did not make any reaction, stated several reasons for their non-reaction, i.e. why they did not take any action regarding the psychological harassment.

From among all the stated reasons, most prevalent is the fear from losing the job (53,8 %). The next prevailing reason is the victim's belief that the mobbing was not that serious in order to take action for resolution (28,5 %). There is lower prevalence of the belief of 20,8 % of the victims who did not react, that no one can do anything regarding that issue, then because of feeling of shame (10,9 %) and fear of being accused that the victim personally caused the mobbing (8,2 %).

The reaction to psychological harassment was analyzed by establishing three types of reactions that victims used to take some action: making personal reaction, informal reaction and formal reaction. Obtained data indicate to a high prevalence of personal reaction (99,6 %) and informal reaction (98,2 %), as opposed to exceptionally low prevalence of formal reaction (20,7 %).

**Table No.18. Victim's reaction**

	number of victims who reacted in certain way	%
Personal reaction	279	99,6
Informal reaction	275	98,2
Formal reaction	58	20,7

#### 4.1 Personal reaction / intervention

Personal reaction implies taking action (if the victim took measures individually to point out the mobbing to the harasser), as well as taking no action (if the victim reacted by ignoring the problem whereby the victim avoided the harasser, maintained „good relations” or responded to the mobbing with humor.

From the analysis of the personal reaction, one may reach the conclusion that 279 respondents personally reacted from the total number of 280 respondents who answered that they reacted in a certain way.

With regard to the personal reaction, most prevalent is when the victim told the harasser to stop the mobbing (75,8 %), then avoiding the perpetrator of mobbing(60,1 %), which is followed by a personal reaction which implies maintaining the good working relations with the perpetrator of mobbing. 161 women, victim of mobbing reacted in this way (57,3 %). It is then followed by the threat that she will report the harassment (40,2 %). 29,5% of the women victims reacted with humor to the experienced mobbing, whereas 8,5 % of the victims left the job as result from the experienced mobbing. The lowest is the prevalence of the reaction when the victim physically opposed the harasser (7,1%).

**Table No. 19. Types of personal reaction**

	%
Told the harasser to stop the harassment	75,8
Physically opposed the harasser/ tore herself from the harasser	7,1
Threatened that she will report the harassment	40,2
Avoided the perpetrator of psychological harassment	60,1
Tried to maintain good working relations with the perpetrator	57,3
Responded with humor to the harassment	29,5
Left the job	8,5

On the question, whether the victims of psychological harassment who reacted are satisfied with the effects from their reaction, 117 of the respondents (41,9 %) stated that they are not satisfied, and that regardless of the undertaken reaction the harassment continued. In 33,0 % of the cases, the reaction led to termination of the harassment.

#### 4.2 Informal reaction

The prevalence of informal reaction is almost equal to the prevalence of formal reaction among the respondents.

According to the obtained data, 275 of the women victims of mobbing who reacted, reacted in an informal manner. Therefore, this type of reaction along with the personal reaction are actions which were taken to an equal extent by the victims who experienced psychological harassment.



From among the informal ways of reaction, victims mostly used the informal discussions with their friends (87,6 %), which is followed by discussions with their colleagues (75,2 %), whereas they least discussed the experienced mobbing with their husbands/partners (75,2 %).

Our subject of interest was also the reaction of the people that the victims approached for assistance and support. Namely, in most of the cases they showed understanding and supported the victims (76 %), whereas (22,1 %) showed understanding, but advised them that it is better to withdraw and remain silent.

**Table No. 20. Types of informal reaction**

	%
Talked to the colleagues	75,2
Talked to the husband	68,3
Talked to the friends	87,6

#### 4.3 Formal reaction

From the total number of victims who reacted on the mobbing (280), only 20,7 % of them made a formal reaction, that is, addressed an official authority, institution or initiated certain formal procedure for their protection.

With regard to the action for formal reaction, the reporting to the labour inspection was least used by the victims (1,7 %), which is followed by the reporting to the trade union (2,1 %), and the same refers to the initiation of court procedure for indemnification of suffered damage (2,1%).

Most frequently, women victims of mobbing reported the psychological harassment to the employer (21,4 %)

Almost half of the victims who formally reported the harassment, stated that they are satisfied with the action taken on the part of the organization/institution. Others expressed dissatisfaction from the action taken by the competent authorities or institutions, thus emphasizing that it was due to: the insufficient action and disinterest and not taking proper action regarding the reported cases of mobbing.

**Table No. 21. Types of formal reaction of the victim of psychological harassment**

	%
Reported to the trade union	2,1
Reported to the employer	21,4
Reported to the labour inspection	1,7
Court procedure for indemnification of inflicted damage from discrimination	2,1

Obtained data show an exceptionally low rate of formal reporting of psychological harassment, that is, to the trade union or the labour inspection. Furthermore, there is a considerably small number of initiated court procedures for indemnification. The only formal reaction that victims of mobbing took is the reporting of the harassment to the employer (21,4 %). Unfortunately, once the harassment is reported to the employer, no other formal actions are being taken.

## 5. CONSEQUENCES FROM THE PSYCHOLOGICAL HARASSMENT OVER THE VICTIM'S HEALTH

The women, who are victims of psychological harassment in our country, encounter different types of consequences which are harmful to their health, private life, capability to work, as well as their professional career and job.

From the obtained data, one may conclude that women – victims of mobbing, reported that they most suffer from emotional and psychological consequences (89,6 %); which is followed by psycho-somatic consequences from the psychological harassment (70,1 %), and least they suffered consequences over their private life (46,5 %).

**Table No. 22. Type of consequences from psychological harassment**

	%
Emotional and psychological consequences	89,6
Private life disruptions	46,5
Psychosomatic consequences	70,1

### 5.1 Consequences over the victim's health and private life

#### 5.1.1 Emotional and psychological consequences

The high percentage of suffered emotional and psychological consequences in 89,61% of the respondents, shows that mobbing has an exceptionally big influence over the health of the female workers who experienced it.

Most often, the emotional and psychological consequences that the victim of psychological harassment experiences are as follows: anger (70,2%), humiliation (50,7%), distrust (22,4 %) and feeling of insecurity (21,9%). These are followed by the fear (19,0 %) and feeling of not being able to concentrate (17,8 %). To a lesser extent, the victim experienced the following consequences, that is, feeling of having lost the self-esteem (9,4 %) and feeling of total helplessness (7,7%).

**Table No. 23. Emotional and psychological consequences from the psychological harassment**

	%
Distrust	22,4
Fear	19,0
Anger	70,2
Humiliation	50,7
Feeling of uncertainty	21,9
Feeling of helplessness	7,7
Depression	4,3
Inability to concentrate	17,8
Inability to work	6,0
Lost self-esteem	9,4
Refuses to answer	1,4

### 5.1.2 Psychosomatic consequences

Victims of psychological harassment to a great extent reported that they experienced a range of psychosomatic symptoms, that is, in 70, 12 %.

Most often, the victims of psychological harassment complained from the following psychosomatic consequences: extreme headaches (82 %); sleeping problems (32 %); increased heart beating and heart problems (21,2 %); pain in the muscles, neck and back (12,9 %) and least they complained about stomach pain and problems (6,4 %).

**Table No. 24. Psychosomatic consequences from psychological harassment**

	%
Muscle, neck and back pain	12,9
Headache	82
Sleeping problems	32
Increased heart beating and heart problems	21,2
Thinking to commit a suicide	0,3
Stomach pain	6,4
Refuses to answer	3,0

### 5.1.3 Private life disruptions

Almost half of the victims of psychological harassment (46,5%) stated that their private life was disrupted. The disruption of the victims' private life was mostly reflected in existence of serious tensions in their private life (87,9 %). The following consequences prevail to a lesser and equal extent: having hostile feelings towards the others and isolation from the others (13,4 %). Equal is the prevalence of feeling distance from the closest people (7,9 %) and repulsion and fear from physical contact (1,8 %).

**Table No. 25. Private life disruption**

	%
Tensions in private life	87,9
Hostile feelings towards the others	13,4
Isolation from the others	13,4
Distancing from the closest people	7,9
Repulsion or fear from physical contact	1,8
Refuses to answer	9,3

In order to establish the gravity of the consequences felt by the victims of psychological harassment, which reflected on their health, victims of mobbing were asked what they did in order to cope with those consequences. Most frequently, in order to mitigate i.e. reduce the consequences from the experienced psychological harassment, they took medicines on their own initiative (45,6%). On the other hand, it is a surprising fact that

only 8,8 % of the women victims asked for medical assistance and only 11,3 % of them used sick leave.

### 5.2 Consequences on the professional career

The subject of analysis was also to establish the detrimental consequences that the victim suffered on her professional career, i.e. the employment status as result from the psychological harassment. 71,2% of the victims stated that this harassment influenced their capability for work to a great extent. The victims of psychological harassment stated that the disrupted capability for work most often was expressed as inability to concentrate (79,9%), lowered productivity (34,6%), and lowered capability for reasonable thinking (20,9 %). The lowered capability for work was least expressed through lowered ability for reasoning and solving the problems (10,3 %).

According to the analyzed data, psychological harassment also caused certain influence over the career and the job of the women victims of psychological harassment, which was stated by 45,4 % of the victims of psychological harassment.

The negative influences from the psychological harassment were reflected in the following ways. Namely, 39,5 % of the victims stated that they encountered ungrounded criticism, 34,2% stated that their work engagement was increased and 33,3 % stated that their salary was reduced.

Although to a lesser extent, psychological harassment had negative impact on the victim's career and job, in a manner which contributed to reduced assignments in 9,0 % of the victims, and even resigning in 7,6 % of the victims of psychological harassment. These are followed by isolation (6,6 %) and being compelled to resign (4,7 %).

**Table No. 26. Impact over the career and the job**

	%
Reduced assignments	9,0
Reduced salary	33,3
Increased assignment	34,2
Ungrounded criticism	39,5
Isolation	6,6
Fired from work	/
Enforced to resign	4,7
Self-willed resignation	7,6
Refuses to answer	10,47

## 6. IMPACT OF PROFESSIONAL CHARACTERISTICS AND ORGANIZATIONAL CULTURE OVER THE INCIDENCE OF CERTAIN TYPES OF PSYCHOLOGICAL HARASSMENT

Certain professional characteristics of the organizations/companies, as well as the organizational culture regarding the treatment of this phenomenon can also be factors that influence the prevalence of certain types of psychological harassment.

### 6.1 Professional characteristics in the organization/company

The impact assessment of the professional characteristics of the organizations was surveyed by analyzing the impact of the gender structure in the organization and the number of staff. From the obtained data, one may conclude that gender structure has impact over the incidence of certain types of psychological harassment. Namely, the incidence of *“Discrediting the personal standing/reputation”*, as well as *“Hindering the communication”*, and *“Compromising the professional views/opinions”*, does not depend on the gender structure in the organization/company. On the other hand, certain types of psychological harassment, such as *“Terminating the contacts with the colleagues”*, is more prevalent in organizations where most of the staff are men, whereas the acts of psychological harassment which are *“Inflicting harm to the health”*, are more prevalent in organizations where most of the staff are women.

With regard to the impact of the number of staff in the organization/company over the incidence of certain types of psychological harassment, although to a lesser extent, one can conclude that *“Discrediting the personal standing/reputation”*, *“Hindering the communication”*, and *“Compromising the professional views/opinions”* are more often present in organizations with up to 50 employees. As opposed to these three types, *“Terminating the contacts with colleagues”* and *“Inflicting harm to the health”* are most often present in organizations with up to 30 staff.

### 6.2 Organizational culture within the organization/company

Factors, which influence the incidence of certain types of psychological harassment are also whether the organization has developed regulations and procedures for treatment of cases of psychological harassment, that is, whether there is a position adopted in the organization that psychological harassment will not be tolerated.

*“Discrediting the personal standing/reputation”*, is most prevalent in organizations which have not developed regulations and procedures and do not take actions regarding the treatment of this phenomenon (77,7%), which is followed by organizations which have not developed regulations and procedures, but there is adopted position that this type of harassment shall not be tolerated (40,4%) and least present in organizations which have developed regulations and procedures for treatment of cases of psychological harassment (31,7%).

*“Hindering the communication”*, similar to the first type of psychological harassment, is most prevalent in organizations which have not developed regulations and procedures and do not take action about the treatment of this phenomenon (62,5 %); it is less prevalent in organizations which have not developed regulations and procedures, but have adopted position that this type of harassment shall not be tolerated (26,1 %) and it is

least prevalent in organizations which have developed regulations and procedures for treatment of cases of psychological harassment (16,7%).

“*Compromising the professional views/opinions*”, as type of harassment is also most prevalent in organizations that have not developed regulations and procedure and do not take action about the treatment of this phenomenon (61,7 %), then in organizations which have not developed regulations and procedures, but have adopted position that this type of harassment shall not be tolerated (29 %); least prevalent in organizations which have developed regulations and procedures for treatment of cases of psychological harassment (14,4 %).

“*Terminating the contacts with colleagues*”, is most prevalent in organizations that have not developed regulations and procedure and do not take action about the treatment of this phenomenon (27,7%), then in organizations which have not developed regulations and procedures, but have adopted position that this type of harassment shall not be tolerated (11%) and least prevalent in organizations which have developed regulations and procedures for treatment of cases of psychological harassment (5,6%).

The acts of mobbing that cause “*Harm to the health*” are almost equally prevalent both in the organizations that have not developed regulations and procedures and do not take any action (43,4%) and the organizations that have not developed regulations and procedure, but have adopted position that this type of harassment shall not be tolerated (44 %). This type of psychological harassment is least present in organizations which have developed regulations and procedures for treatment of cases of psychological harassment (3,9%).

The organization’s policy regarding the care for the staff and protection and realization of the employees’ rights also influences the prevalence of certain types of psychological harassment.

Accordingly, “*Discrediting the personal standing/reputation*”, is most prevalent in organizations that do not take care of the staff and do not provide adequate protection (82,9%), and least prevalent in organizations that take care for the protection of the staff (34,6%).

“*Hindering the communication*”, is most prevalent in organizations that do not take care of the staff (64,5%), as opposed to the lesser prevalence in organizations that take care for the realization of their employees’ rights (21,9%).

“*Compromising the professional views/opinion*”, is most prevalent in organizations that do not take care of the staff (67,7%), and less prevalent in organizations that take care of the realization of the employees’ rights and their protection in case of violation (19, 0%).

“*Terminating the contacts with colleagues*”, is most prevalent in organizations that do not take care of the staff (29,5%) and least prevalent in organizations that take care of the staff (8,5%).

Finally, acts of mobbing which are “*harmful to the health*”, are most prevalent in organizations that do not take care (51,2%), as opposed to the low prevalence in the organizations that take care for the realization of the employees’ rights (7,7%).

With regard to the impact on the prevalence of certain types of psychological harassment depending whether men or women are taking managerial positions or are equally represented, one may conclude that all types of psychological harassment are most prevalent in organizations in which more men are taking managerial positions. Thus, “*Discrediting the personal standing/reputation*” is most prevalent in organizations where most of the managerial positions are taken by men (56,1%), then in organizations where both men and women are equally represented on managerial positions (55,2%) and least in organizations where women are on managerial positions (35,3%). “*Hindering the communication*”, is most prevalent in organizations where men are taking most of the managerial positions (40,9%), then in organizations where both men and women are equally represented on managerial positions (36,8 %) and least in organizations where women are on managerial positions (27,4 %). “*Compromising the professional views/opinions*”, is most prevalent in organizations where men are taking most of the managerial positions (41,7 %), then in organizations where both men and women are equally represented on managerial positions (34 %) and least in organizations where women are on managerial positions (28,9 %). “*Terminating the contacts with colleagues*” is most prevalent in organizations where men are taking most of the managerial positions (19,5 %), then in organizations where both men and women are equally represented on managerial positions (13,7 %) and least in organizations where women are on managerial positions (19,5%). And finally, acts of mobbing which are “*harmful to the health*” are most prevalent in organizations where men are taking most of the managerial positions (29,4 %), then in organizations where women are on managerial positions (18,4%) and least in organizations where both men and women are equally represented on managerial positions (14,2%).



## 7. ATTITUDES OF THE VICTIMS REGARDING THE PREVALENCE OF PSYCHOLOGICAL HARASSMENT

Subject of the analysis were also the attitudes of the victims that experienced certain types of psychological harassment with regard to the extent to which it is present in their organizations. Obtained data show that victims of all types of psychological harassment (mobbing) assessed their organization as place where cases of mobbing are an everyday practice.

Namely, victims of *“Discrediting the personal standing/reputation”*, stated that their organization is a place where cases of psychological harassment are an everyday practice, (87,1%), which is followed by the attitude that cases of psychological harassment are not frequent in their organization (50,3%), whereas least number of the victims stated that cases of psychological harassment do not exist at all (17,3%).

Victims of *“Hindering the communication”*, stated that their organization is a place where psychological harassment is an everyday practice (72,1%), which is followed by the assessment that their organization is not a place where cases of psychological harassment are frequent (30,4%) whereas least number of the victims stated that cases of psychological harassment do not exist at all (10,5%).

With regard to the *“Compromising of the professional views/opinions”*, victims of this type of psychological harassment most often assess their organization as place where cases of psychological harassment are an everyday practice (70,4%), then as organization where these cases are not frequent (35%) whereas least number of the victims stated that cases of psychological harassment do not exist at all (3,8%).

Victims of *“Termination of contact with colleagues “* most often stated that their organization is a place where cases of mobbing are an everyday practice (29,6%), then as organization where cases of mobbing are not frequent (14,4%) whereas least number of the victims stated that cases of psychological harassment do not exist at all (4,6%).

Finally, victims of *acts of mobbing which are” harmful to the health* “stated that their organization is a place where mobbing is an everyday practice (48,9%), then as an organization where mobbing does not frequently happen (17%) whereas least number of the victims stated that cases of mobbing do not exist at all (4,2%)

## 8. PSYCHOLOGICAL HARASSMENT REPORTED BY RESPONDENTS WHO HAVE NOT BEEN VICTIMS OF PSYCHOLOGICAL HARASSMENT

In order to obtain comprehensive data about the prevalence of psychological harassment not only from the aspect of experienced harassment, but also from the aspect of having information about other people having experienced mobbing, the respondents who stated that they had not experienced mobbing were asked about the existence of mobbing among other employed women that they know.

Namely, from the total number of employed women- respondents (349) who stated that they have not been victims of mobbing, 158 confirmed that they know an employed woman that experienced mobbing, as follows: 113 stated that they know more than one woman that experienced mobbing and 45 stated that they know one woman that experienced mobbing. On the other hand, 191 respondents stated that they do not know any woman that experienced psychological harassment.

**Table No. 27. Do you know any woman that experienced psychological harassment**

	number	%
Yes, one	45	12,9
Yes, more than one	113	32,4
No, I do not know	191	54,7
<b>Total</b>	<b>349</b>	<b>100</b>

Women who responded that they know another person that experienced mobbing, were asked who perpetrated the mobbing. From the obtained data, one may conclude that in most of the cases mobbing was perpetrated by the immediate superior in the organization/company, that is, in 29 % of the cases. In addition, there is high prevalence of cases when mobbing was perpetrated by a male/female colleague on the same position, that is, in 26 % of the incidences of mobbing. In 19 % of the incidents of mobbing, the perpetrator was the organizations' director, in 9% of the cases mobbing was perpetrated by clients/customers that used the services of the organization and in 8 % of the cases the perpetrator was the second ranked superior in the organization.

With regard to the analyzed data about the type of psychological harassment experienced by the victims who are known to the non-victimized respondents, data show that most prevalent type of psychological harassment is "*Discrediting the personal standing/reputation*" (51,1%). The following types are also present to a lesser or equal extent: "*hindering the communication, that is, superiors disable the communication*" (14,6 %), "*compromising the professional views/opinions*" (14,6 %), and "*harmful to the health*" (13,6 %). Least prevalent type of psychological harassment is "*terminating the contacts with colleagues*"(6,0 %).

The same group of respondents were asked about separate subtypes of mobbing that their acquaintances experienced. They experienced different subtypes of mobbing, among which most frequent ones are as follows:

- Unnecessary criticism for decision-making (20 %);
- Slandering or biased evaluation for the performances (17%);

- Mocked, imitated in a manner that discredited their standing, reputation and honor (14 %);
- threatening to be fired (10 %)

The lower prevalence exists for the following subtypes: interrupted while talking, making offending gesticulations; tasks are assigned too late to be completed; work is not assigned, that is, the assigned work is too easy considering the qualifications, or humiliating assignments. Other forms of harassment that they experienced with low prevalence are as follows: assigning tasks which are harmful to the health, sexual harassment; ban for communication with other colleagues, isolation, information which is important for the work is not provided.

Women who have not experienced mobbing (349) were asked what would they do if they experience some form of psychological harassment. We considered it important to draw a parallel in terms of whether women are informed at all and what would they do in case of psychological harassment, with the data regarding the reactions of the victims who experienced psychological harassment.

With regard to the assumed formal reaction, the obtained data show that the ones who have not experienced mobbing would react to a great extent. It is understandable that data are such, given the fact that it is a matter of an assumed situation and not a realistic event that they experienced.

Thus, in case of experiencing mobbing, the respondents most often would take the following action: report the case to the employer (53% ); report the case to the labour inspection (43 %); initiate a court procedure for indemnification of inflicted damage (32 %); report the case to the trade union (24 %).

---

*As opposed to the big extent of assumed formal reaction of the respondents who have not been victims of psychological harassment (38%) there is an exceptionally low level of formal reaction by the victims who experienced mobbing (20,7%), - see Table No.18*

---

In case they experience mobbing, 8,3 % of the respondents stated that they would not take any action for the sake of keeping the job. As opposed to them, 39 % of the victims did not take any action as result from the experienced mobbing.

From the above stated, one can conclude that before they experience the mobbing, big percentage of the women are prepared to react, however, once it happens few of them actually react.

## 9. GENERAL ATTITUDES OF THE RESPONDENTS REGARDING THE PSYCHOLOGICAL HARASSMENT

In addition to the analysis of the psychological harassment phenomenon from the aspect of having experienced it, we also considered as important to obtain data about the perception, that is, attitudes of all respondents regarding this phenomenon, to which extent it is spread, how it is regulated by law, the level of public awareness and public outreach, as well as measures for protection taken by the state.

### 9.1 Attitudes of the respondents

Accordingly, 62,8 % of the total number of respondents consider that psychological harassment is a problem which is not publicly discussed, that is, psychological harassment is still a taboo topic. Almost one third of the respondents (27,3 %) think that this problem is publicly discussed, whereas 9,1 % of the respondents cannot judge whether it is publicly discussed.

Respondents, who consider that psychological harassment is a taboo topic, were asked about the respective reasons for their opinion. Namely, according to the respondents, the most frequent reasons are as follows: fear to lose the job (72,4 %), and perception that harassment is not serious and no action should be taken to resolve it (41,1 %). Less prevalent are the feeling of shame (27,3 %), fear of accusation that the victim provoked it (25,1 %) and perception that no one can do anything about it (21,8 %).

With regard to the extent to which this phenomenon is spread, more than half of the respondents think that psychological harassment is wide spread, whereas one fourth of the respondents think that this phenomenon is partially spread. As opposed to these attitudes, 9,5% of the respondents are of the opinion that this phenomenon is rare.

With regard to the regulation of the phenomenon of psychological harassment in the law, one may conclude that two thirds of the respondents are informed about the regulations for this phenomenon. On the other hand, more than one fifth of the respondents (21,1%) are not familiar with the regulations of psychological harassment in the law.

**Table No. 28. Familiarity with the regulation of psychological harassment by law**

	%
Yes	63,4
No, I am not familiar	21,1
I can't judge	14,0
Refuses to answer	1,5
<b>Total</b>	<b>100</b>

From the analysis of the data regarding the extent to which the respondents were informed about psychological harassment, the following data were obtained. The respondents received most of the information about psychological harassment from

television (74,4 %), from friends (33,1 %), and from colleagues (30,9 %). To a lesser extent, information was obtained from a family member (13,1 %), radio (19 %), or to a very insignificant extent from the trade union organization (8 %).

With regard to the treatment of psychological harassment on the part of the state, only 16,1% of the respondents expressed satisfaction. On the other hand, 51,1 % of the respondents think that the state is not doing enough to protect and assist the female workers who suffer from psychological harassment. In addition, 32,8 % of the respondents could not assess the treatment by the state.

The respondents are of the opinion that the dissatisfaction in terms of the inadequate treatment of the state regarding the workers' protection from psychological harassment, is due to the following reasons: the state is not interested in helping the women who are victims, law and penalties are not being enforced, the reporting of psychological harassment is not taken seriously, there is no adequate institution where harassment can be reported, inspective supervision is not being conducted, and the workers are neither educated about their rights nor are stimulated to report the psychological harassment.

With regard to the respondents' attitudes about measures/manners which can contribute towards adequate treatment of the psychological harassment problem, the biggest part of the respondents think that employees need to be informed about the organization's attitude towards mobbing (67,1 %), introduction of a procedure for psychological harassment into rulebooks and other regulations (54 %), fewer of the respondents think that it would be necessary to introduce an advisor – person that takes care about the support, advice and care for the victims (49,2 %) and least number of respondents think that it is necessary to establish a committee in the organization which will solve cases of mobbing (47,2 %).

## **9.2. Attitudes of the participants in the focus groups**

*„ I will tell you how I felt when I was a victim of mobbing, I am sure that you have experienced the same. Once I would approach the building where I worked, I would get a feeling of nausea in the stomach and impulse to vomit. Simply, I did not feel like entering, the door, the building, the street, the settlement, everything was repulsive to me. People who used to be my friends until recently, the whole staff now seem to be my enemies. I feel as I have been humiliated, that I am not worth neither in the family nor in the society. Complete disruption of my normal life”.(statement given by a participant in a focus group, former employee in the public sector).*

This authentic statement is only part of the negative acts of psychological harassment, which the participants in the focus groups shared among each other.

The findings obtained from the conducted focus groups show that the participants have basic understanding of the phenomenon psychological harassment. Yet, some of them tend to equalize the violation of the labour legislation with psychological harassment, for instance such as (unregistered employment, and accordingly inability to use maternity leave, sick leave, inadequate salary for the completed work, reassignment of the work that does not correspond to the qualifications etc.), due to the fact that many of the

violations of employees' rights are often followed by acts of psychological harassment (mobbing).

Participants pointed out to several concrete cases of mobbing that happened at the workplace, such as discrediting the personal reputation, humiliation, underestimation, compelling the employee to resign, imposed sick leave, threatening to be fired, etc.

According to the findings from the focus groups, the problem of psychological harassment is not publicly discussed, although the participants agreed that this phenomenon is more spread recently than previously.

From the discussions in the focus groups, one may conclude that majority of the participants suffered from psychological harassment for a longer period of time, which harmed their mental and physical health to a great extent. In addition, these acts negatively reflected on and caused tensions in their private life. Furthermore, there is a prevailing attitude of most of the participants that no one can help them and they are discouraged about initiation of court procedure because the outcome is known in advance. The findings from the focus groups also indicate to a great distrust and not asking for assistance from the competent authorities and institutions.

According to the participants, they do not trust the trade union organizations which are insufficiently powerful or are under certain political influence, and that is why they do not recognize these institutions as an efficient mechanism for protection of the employee's rights in cases of psychological harassment.

However, the participants asked for assistance directly in the organization/company, i.e. approached the superior, and in most of the cases they were heard but nothing had happened afterwards, or were referred to see the lawyer or the second ranked superior, who would refer them back to them.

**PART II**

**SEXUAL HARASSMENT**

## **INTRODUCTION**

This part of the report refers to the findings from the conducted research and the findings from the focus group discussions on the topic of sexual harassment at the workplace in our country. Before the obtained data are presented, there will be short introduction about the subject of the research, i.e. the point of reference for the research on this type of harassment.

Namely, while defining the subject of the research, i.e. research about sexual harassment of women at the work place, we made an overview of its constitutive elements, the types and the manner of regulation by law, including the manner in which it is regulated in the domestic legislation. Accordingly, the points of reference that we used to survey this phenomenon in our country are presented below.

One point of reference for the sexual harassment research was the definition of sexual harassment as type of harassment, which is a subtype of violence over women, and as such also represents violation of the woman's human rights. Therefore, the roots for the incidence of this type of violence can be found in the dominant position of men versus the inferior position of women in the societal life, whereas in this concrete case it is in the sphere of economy, i.e. on the labor market. This so-called feministic approach is based on several postulates, whereby sexual harassment is not expression of sexual desires/urges of men, but rather a way to keep women under control by using threats and violence, i.e. control over the economic status of the woman. In addition, sexual harassment contributes towards maintaining and strengthening the gender stereotypes about the role and status of women in the society. It is worth noting that besides the advocated feministic approach, the roots for sexual harassment are also explained with a range of other theories. Among others, that is the theory for organizational power, whereby the incidence of this type of phenomenon largely depends on the organizational culture and the way this type of harassment is treated in each organization; theory of wrong understanding/perception of women's behavior by their male colleagues, and the theory that harassment happens only in organizations where a particular category of people is present with 15 %, i.e. it is minority and accordingly it is subjected to discrimination. The gravity of the consequences that this type of harassment had on the economic status and role of women in general, resulted in the regulation of this type of harassment in several international documents and national laws on sexual harassment, as one form of gender based discrimination.

Sexual harassment is manifested in two types of behavior, i.e. unwanted behavior of sexual nature and unwanted behavior caused only because of the gender. Of these two, most frequently reported is the „behavior of sexual nature“. This type of behavior implies undertaking certain activities, using certain words, showing visual and other materials of sexual nature, i.e. which refer to sexual intercourse/activities. The second type of behavior is caused because of the gender of the woman, and this behavior does not necessarily imply activities or words of sexual nature/connotation.

Besides the types or the behavior through which this type of harassment is manifested, of essential importance are also the constitutive elements of this type of harassment. One of these elements is that the mentioned behavior is „unwanted“ for the victim/person to



whom they are directed. This means that it depends on each individual whether certain behavior is unwanted, i.e. unacceptable for him/her. In this sense, even a singled out behavior, which is unacceptable and offending may be considered as sexual harassment, certainly, if other elements, that constitute this type of harassment, are also fulfilled. Dislike, i.e. non-acceptance of this type of behavior is actually the basic difference between sexual harassment on one side, and friendly behavior on the other side, which is mutual and desired. In other words, we can talk about sexual harassment in cases when the employment is conditioned with a sexual favor; when certain disliked and obscene behavior of sexual nature is used at the workplace; or there is certain behavior towards a person because of his/her gender and all these would result in hurting one's dignity, that further causes the feeling of fear or creates unfriendly, humiliating or offensive working atmosphere.

In general, there are two types of sexual harassment, i.e. sexual harassment *Quid pro quo* or sexual harassment „favor for favor“, and sexual harassment which results in creation of unfriendly working atmosphere.

The sexual harassment „favor for favor“ is usually the most recognized type of sexual harassment. It is manifested through two activities, that is, threatening by the harasser with certain negative consequences if the person who is threatened does not agree with the sexual favor, and second, giving promises for promotion or enjoying other advantages in return for the sexual favor. Essentially, the aim of both of these types is to get sexual favor from the victim in return for the „favor“ from the harasser. Refusal to provide the sexual favor in both of the cases would cause a series of negative consequences for the victim's employment and engagement, such as: losing the job, degradation, inability to exercise some of the rights from the employment etc. Both of these activities, which are manifestation of this type of sexual behavior, were subject of our research.

Sexual harassment, which results in creation of unfriendly working atmosphere, is manifested through several disliked types of behavior at the workplace which influence the victim's capability to work and create unfriendly, frightening or offensive working atmosphere. Such unwanted activities may be expressed verbally, with certain signs and gesticulations, and physical contact, including an attempt for rape and raping. Besides the differences in the ways in which the two main types of sexual harassment are manifested, they also differ with regard to the consequences. Namely, with regard to the first type of harassment, the victim faces unfavorable consequences such as limitation or losing certain right/s from the employment, whereas in the second type of harassment it results in harming the physical and mental health of the victim, emotional suffering, but not losing certain rights from the employment. For the needs of this research, the second type of harassment was structured through the following subtypes: verbal sexual harassment; non-verbal sexual harassment and physical forms of sexual harassment.

For the definition of the subject of our research, besides the comparative studies and research on this phenomenon, the regulation of this phenomenon in our national legislation also proved to be helpful. Sexual harassment in our national legislation is regulated in the Criminal Code and the Law on labor relations. Namely, similar to other legal systems, the sexual harassment „favor for favor“ in our country is regulated in the Criminal Code as a crime against the sexual freedom and sexual morale, i.e. sexual abuse

along with violation of official duty. Or, “the person who induces another person, who is in inferior or dependent position, to be raped or induces him/her to other sexual act by violating the official duty, or with full intention to bully him/her, intimidate or treat him/her in a manner which humiliates the human dignity and personality, shall be punished with at least five years imprisonment<sup>10</sup>“. In the context of the Criminal Code, a victim shall be any person who suffered a damage, including physical and mental injury, emotional suffering, material loss and other injury or the basic freedoms and rights are endangered as result from the committed crime.

Opposed to the first type of sexual harassment, the sexual harassment which results in creation of „unfriendly working atmosphere“ was regulated for the first time in the Law on labor relations<sup>11</sup> in 2005, and as such it represents a form of discrimination. The legislator defined this type of harassment in the following way:

„Harassment, with the meaning in this law, is any unwanted behavior caused in any of the cases listed in Article 6<sup>12</sup> of this law, which aims towards or represents infringement on the dignity of the job applicant or the employee, and which causes fear or creates unfriendly, humiliating or offensive behavior.

Sexual harassment, with the meaning in this law, is any verbal, non-verbal or physical behavior of sexual nature, which aims towards or represents infringement of the dignity of the job applicant or the employee, and which causes fear or creates unfriendly, humiliating or offensive behavior“.

„Harassment“is regulated as behavior based on the person’s gender, whereas „sexual harassment“as behavior with sexual connotation or of sexual nature. In our opinion, this definition of the phenomenon of sexual harassment in our country is insufficiently precise, i.e. it creates ambiguities which can influence the recognizing and acting upon this unwanted behavior. Thus, the definition on harassment should precisely state that it is a matter of actions which are caused because of the person’s gender, and not in the way it is stipulated in the current definition which makes reference to another article of the law, which stipulates all discriminatory behaviors. With regard to the definition of sexual behavior, it is worth noting that the use of the word „gender“instead of „sexual“ harassment and „behavior of gender character“ instead of „behavior of sexual character/nature“, (although for some people this may be a deficit of linguistic nature), contributes towards false understanding of the types of behavior, which are implied under this type of harassment. It is interesting to note that besides the definition and the regulation of this type of harassment as discrimination, the Law on labor relations also stipulates a guarantee for prevention of any such type of harassment. Namely, according to the law „the employer is obligated to ensure that none of the employees is victim of harassment and sexual harassment<sup>13</sup>“. It is neither clear how, that is, which are the measures that the employers take in order to fulfill this obligation, nor the law stipulates

---

<sup>10</sup> Article 189, paragraph 1, Law on changes and amendments to the Criminal Code, Official Gazette No.139 dated 04 November, 2008.

<sup>11</sup> Article 9, Law on labor relations, Official Gazette No.16 dated 05 February, 2010.

<sup>12</sup> Article 6, paragraph 1, Law on labor relations, Official Gazette No.16 dated 05 February, 2010 which reads as follows: The employer cannot put the job applicant or the employee into unequal position because of the race, color of the skin, gender, age, health status, i.e. disability, religious, political and other affiliation, membership in trade unions, national or social background, family status, possession of property, sexual orientation or due to other personal circumstances.

<sup>13</sup> Article 43, paragraph 2 of the Law on labor relations, Official Gazette No.16 dated 05 February, 2010

which are the measures that employers should take in order to fulfill this legally prescribed obligation. The law stipulates that if the obligation is not fulfilled, the legal entity-employer will be fined at the amount of 15.000 Euros. If the employer is natural person, the fine amounts to 10.000 Euros. The director, i.e. another responsible person is also fined at the amount of 7.000 Euros.

It is worth noting that in 2010, Republic of Macedonia adopted the Law on prevention and protection from discrimination, which represents *lex generalis* with regard to all other laws in terms of the treatment of different types of discrimination. In this law, sexual harassment<sup>14</sup> is defined in identical manner as in the Law on labor relations. In accordance with this law, the Committee on protection from discrimination is established for the purposes of discrimination and has the capacity of legal entity. The Committee has wide ranging competencies, among which most important are the following: acting upon petitions, giving opinion and acting in individual cases of discrimination; making initiatives for starting a procedure in front of the competent bodies; giving recommendations to the state authorities to take measures with regard to realization of equality; giving opinion about proposals for laws which are relevant to the protection from discrimination; promotion and education for equality, human rights and non-discrimination etc.

The dilemma remains with regard to the coordination, i.e. non-overlapping of the mandate and the action of this Committee with the mechanisms for protection from discrimination, which had been established with the previously adopted laws, such as the Law on equal opportunities for men and women and the Law on labor relations.

---

*„I was employed in a privately owned company in Republic of Macedonia. All employees were bullied in all aspects by the superiors. The head of my department would often make us stay longer at work, although realistically there was no need. If we did not stay longer than the working hours, we knew we would be sanctioned. Also, if we had guests we had to go to business dinner with them in the evenings, and this had no connection with the work we did. My work engagement in this company was quite short, i.e. I would complete the assigned work in a short time, compared to the staying after the working hours in order to organize parties for the guests, and I can easily say that we were their escorts. These gatherings were filled with telling vulgar jokes, laughing etc., which were far from being a business work. So, it was not a matter of direct sexual harassment, but I can openly say that it was a matter of building unprofessional relations whereby the superiors used their position to cure their frustrations. Most tactless of all was when the employer would face some denying, he would immediately start threatening. The threat was well known, he would fire us.*

*Exposed to such big pressure, both from the work environment and from my husband, and not being able to stand such an unprofessional attitude towards me, I left the job.“  
(statement from a participant in a focus group, former employee in the private sector)*

---

---

<sup>14</sup> Article 7 of the Law.

## FINDINGS FROM THE RESEARCH ON SEXUAL HARASSMENT

### 1. PREVALENCE AND TYPES OF SEXUAL HARASSMENT

Research data show that the reporting of sexual harassment in our country is on a very low level, that is, out of total of 809 respondents, 138 reported some of the types of sexual harassment. Or stated in percentages, 17,1 % of the respondents reported that they experienced this type of harassment.

With regard to the prevalence of certain types of sexual harassment, as it was expected, most prevalent is the verbal harassment compared to the other types of sexual harassment. The situation is as follows: verbal harassment is present with 92% in 127 respondents; non-verbal with 67,4 % in 93 respondents; physical harassment with 51,4 % in 71 respondents and Quid pro quo with 20,3 % in 28 respondents (see Table No.29). As one can notice from the data, the respondents who reported sexual harassment, actually stated that they were victims of several types of sexual harassment. In average, they experienced 2,3 different types of sexual harassment.

**Table No. 29 . Reported sexual harassment per types**

	number	%
Verbal sexual harassment	127	92
Non-verbal sexual harassment	93	67,4
Physical sexual harassment	71	51,4
Quid pro quo sexual harassment	28	20,3

#### 1.1. Verbal sexual harassment

The verbal sexual harassment is the most prevalent form of sexual harassment in our country, i.e. 92% of the respondents – victims of sexual harassment – reported exposure to this type of sexual harassment.

**Table No. 30 . Reported verbal sexual abuse according to subtype**

	number	%
Jokes with sexual content/connotation	88	69,2
Telephone conversations with sexual intentions	34	26,7
Open expression of sexual offers	51	40,1
Insisting or invitations for dinner or meetings outside of the workplace	64	50,3
Comments of sexual nature about the appearance, clothing, body, sex life	101	79,5
Gossiping with sexual content	53	41,7
Requests to wear provocative clothes	22	17,3

The verbal sexual harassment was surveyed through the ways it is operationalized into actions (subtypes, see Table No. 30). From among separate subtypes of verbal sexual harassment, most prevalent are the comments of sexual nature about the appearance, clothing, body and sex life of the workers (79,5%), jokes with sexual content/connotation (69,2 %), whereas the insisting or invitations for dinner and meetings outside of the workplace are on the third place of prevalence (50,3 %). Almost equally prevalent are the open expression of sexual offers (40,1%) and gossiping with sexual contents at the workplace (41,7%), as subtypes of sexual harassment. Telephone conversations with sexual intentions and requesting to wear provocative clothing are least present. In average, the victims of this type of sexual harassment, were exposed to 3,2 different subtypes of verbal sexual harassment.

While we were examining the influence of certain factors, such as age, education, nationality, marital status, employment in particular sector and economic activity, manner of regulated employment and years of service, over the incidence of certain types of harassment, we identified the possible risk factors for the incidence of this type of harassment. Actually we surveyed the percentage of victims of verbal sexual harassment into the total number of respondents with regard to the above stated categories (factors). Several risk factors may be defined from the obtained data, which may result in the incidence of verbal sexual harassment. With regard to the age, female workers aged 15-24 are more likely to be exposed to this type of harassment (34,3%), and then the women aged 25-49 (15,3%). According to the educational background, more exposed to verbal sexual harassment are women with completed secondary (21,7%) and primary education (18,9%). With regard to the marital status, single women, i.e. women who are not in a relationship (31,9%) and divorced women (24,3%) are more likely to be exposed to this type of harassment. In terms of the nationality, women of other nationalities, i.e. Serbs (30,8%), Roma (25%) and Albanian (21%) as opposed to the women of Macedonian nationality (14,9%) are more likely to be exposed to this type of harassment. According to the sector of their employment, women who work in the private sector (18,2%) as opposed to the women from the public sector (10,6%) are more likely to be exposed to this type of harassment. Regarding the employment in certain economic activities, employment in the catering services (hotels and restaurants 43,1%) and electricity, gas and water production (33,3%) influence the incidence of verbal sexual harassment. Unregistered work, i.e. work in the black economy (47,2%), as well as employment contracts for limited period of time (22,8%) contribute towards the exposure to this type of harassment. With regard to the years of service, employment up to one year (27%) and 1-5 years of service (22,1%), also impact the incidence of verbal sexual harassment.

### **1.2. Non-verbal sexual harassment**

Non-verbal sexual harassment is the second form of sexual harassment, which is most prevalent in our country. More than two thirds of the victims of sexual harassment reported that they had been exposed to this form of harassment (67,4 % of the victims).

**Table No. 31 . Reported non-verbal harassment according to the respective action**

	number	%
Showing erotic or pornographic pictures and contents	16	17,2
Messages and letters with sexual or provocative content	29	31,1
Wolf-whistle and rude gazing	75	80,6
Suggestive gesticulations	54	58,0
Following and invading one's privacy	36	38,7

Non-verbal sexual harassment was operationalized through several ways of acting for the needs of this research. The data (see Table No. 31) show high incidence of wolf-whistling and rude gazing, which was reported by 80,6% of the victims of this type of harassment, and then follows the suggestive gesticulations with 58,0%. Following and invading the victim's privacy is on the third place (38,7%) and approximately every third woman reported that she had received messages or letters with sexual or provocative content (31,1%). Showing erotic or pornographic pictures and contents is least present (17,2%).

Part of the respondents were victims of several such acts with regard to this type of sexual harassment. In average, each of the respondents, who reported the non-verbal sexual harassment, was exposed to 2,2 different subtypes of this type of harassment.

The possible risk factors for the incidence of this type of harassment were also identified. The influence of certain factors, such as age, education, nationality, marital status, employment in particular sector and economic activity, manner of regulated employment and years of service, was examined in terms of the incidence of non-verbal sexual harassment. Actually, we surveyed the percentage of victims of non-verbal sexual harassment into the total number of respondents with regard to the above stated categories (factors). The obtained data helped to define several risk factors, which may result in the incidence of this type of harassment. Thus, female workers aged 15-24 are more likely to be exposed to this type of harassment (25%), and then follow the women aged 25-49 (10,9%). With regard to the educational background, more exposed are women with completed secondary education (15,8%) and primary education (13,5%). On the basis of the marital status, single women, i.e. women who are not in a relationship (26,4%); women who are in a relationship (19%) and divorced women (18,9%) are more likely to be exposed to this type of harassment. With regard to the nationality, women of other nationalities, that is, Roma (25%), Serbian women (23,1 %), and Albanian women (19,8%) as opposed to the women from Macedonian nationality (10,4%) are more likely to be exposed to this type of harassment. Employment in the private sector (13,1%) as opposed to the public sector (8,3%) is a risk factor for the incidence of this type of harassment. With regard to the employment in particular economic activities, employment in the catering services (hotels and restaurants 36,9%) and electricity, gas and water production (33,3%) also influence the incidence of non-verbal sexual harassment. Risk factors are also the unregistered work, i.e. work in the black economy

(38,9%), as well as the employment contracts for specified time period (18,5%). Years of service of more than 40 years (100%); up to 1 year (19,8%) and 1-5 years of service (15%), also influence the incidence of non-verbal harassment.

### 1.3. Physical forms of sexual harassment

The physical form of sexual harassment is on the third place with regard to the incidence of harassment in our country. It was reported by every second respondent, who stated to be victim of sexual harassment (51,4%). This type of harassment was examined through its operationalization, which ranges from mild subtypes of physical sexual harassment, such as forced hugging and kissing, accidental physical contacts, up to more severe forms of harming the physical integrity of the victim, such as attempt for rape and raping.

From among the different subtypes of physical sexual harassment, most frequent are the „accidental“ body contacts, i.e., physical contacts (84,5%). Two thirds of the victims of physical sexual harassment reported that they were exposed to hugging contrary to their will (67,6 %), whereas each third respondent was kissed contrary to her will (32,3 %). As it was expected, the most severe forms are least reported, i.e. there were only one case of raping and three attempts for rape reported (see Table No. 32).

In average, victims who reported that had been exposed to physical form of sexual harassment suffered from 1,9 different subtypes of this type of harassment.

**Table No. 32. Reported physical sexual harassment**

	number	%
Forced hugging	48	67,6
Forced kissing	23	32,3
„accidental“ body contact	60	84,5
Attempt for rape	3	4,2
Raping	1	1,4

The risk factors i.e. impact of certain factors such as age, education, nationality, marital status, sector and economic activity in which the respondents are employed, manner in which their employment is regulated and years of service, for the incidence of physical sexual harassment, are as follows: female workers aged 15-24 are more likely to be exposed to this type of sexual harassment (18,5%), then follow the women aged 25-49 (7,8%); based on the educational background equally exposed are the women with completed secondary education (10,8%) and primary education (10,8%); based on the marital status, divorced women (18,9%) are more likely to be exposed to this type of sexual harassment, then women who are single, i.e. who are not in a relationship (18,1%), and women who are in a relationship (18,1%). With regard to the nationality, women from other nationalities, that is, Roma women (25%) and Albanian women (18,5%) as opposed to the women of Macedonian nationality (7,6%) are more likely to be exposed to this type of harassment. Employment in the private sector (9,4%) as opposed to the public sector (7,2%) is a risk factor for the incidence of this type of harassment. With regard to the employment in particular economic activities, catering services (hotels and restaurants 32,3%) and electricity, gas and water production (33,3%) influence the incidence of physical

sexual harassment. Risk factors, such as unregistered work, i.e. work in the black economy (30,6%) and years of service above 40 years (100%), also influence the incidence of physical sexual harassment. The percentages that refer to the risk factors represent the share of victims of physical sexual harassment in the total number of respondents for each of the above stated categories (factors).

#### 1.4. Sexual harassment *Quid pro quo* - „favor for favor“

From among all types of sexual harassment, the least prevalent is the *Quid pro quo*, i.e. sexual harassment “favor for favor”. This type of sexual harassment was reported by every fifth victim of sexual harassment (20,3 %).

This type of sexual harassment was examined through two sub types, i.e. two types of modus. The first one, threatening with some disadvantage if sexual favor is not provided in return; and the second one, making promises for promotion in return for sexual favor.

According to the data, this type of sexual harassment is more often manifested in the form of promising, rather than threatening. Thus, the promising for promotion in return for a sexual favor is the most frequent incidence of this type of harassment. This type of sexual harassment „favor for favor“ was reported by 92,8 % of the respondents, who reported being victims of this type of harassment. Then follow the threats for certain disadvantages if the female worker does not provide a sexual favor, i.e. this subtype was reported by every second respondent (57,1%) who reported being victim of this type of sexual harassment (see Table No. 33). In average, victims of ***Quid pro quo* or „favor for favor“** sexual harassment were exposed to 1,5 different subtypes of this type of harassment.

**Table No. 33. Reported *Quid pro quo* (favor for favor) sexual harassment**

	number	%
Threats for certain disadvantages if sexual favor is not provided in return	16	57,1
Promises for promotion in return for sexual favor	26	92,8

Risk factors i.e. impact of certain factors such as age, education, nationality, marital status, sector and economic activity where the respondents are employed, manner of regulating the employment and the years of service, for the incidence of „favour for favor“ sexual harassment are as follows: female workers aged 15-24 are more likely to be exposed to this type of harassment (7,4%), then follow women aged 25-49 (3,7%); based on the educational background equally exposed are the women with completed higher (5,3%) and secondary education (5%); based on the marital status, divorced women (16,2%) are more likely to be exposed to this type of harassment, then follow women who are in a relationship (7,8%). With regard to the nationality, women of other nationalities, i.e. Roma (25%), Turkish (7,1%) and Albanian women (4,9%) as opposed to the women of Macedonian nationality (3,2%) are more likely to be exposed to this type of harassment.



Employment in the private sector (4,2%) as opposed to the public sector (1,9%) is a risk factor for the incidence of this type of harassment. With regard to the employment in certain economic activities, employment in the catering services (hotels and restaurants 12,3%) and traffic, warehousing and connections (12,5%) also impact the incidence of this harassment. Unregistered work, i.e. work in the black economy (11,1%) and years of service for a period of 1-5 years (9,2%), also impact the incidence of this type of sexual harassment. The percentages referring to the risk factors, also show the share of victims of „favor for favor“ sexual harassment in the total number of respondents for each of the above stated categories (factors).

## 2. FREQUENCY OF SEXUAL HARASSMENT

Besides the incidence of sexual harassment and its subtypes, the gravity of this type of violence over women is also illustrated by the data of its frequency, i.e. the number of separate incidents of harassment to which the victims were exposed. From the obtained data (see Table No. 34), one can conclude that victims are exposed to multiple sexual harassment, i.e. more than 40% of the victims reported that they were exposed from 3 to 10 times to sexual harassment. Each third woman reported that she was exposed to this type of harassment once or twice, whereas every tenth woman stated that she was exposed from 11 to 20 times to this type of harassment. It is worth mentioning the fact that 5,8% of the victims stated that they were exposed more than 20 times to this type of harassment.

**Table No. 34. How many times did they experience some form of sexual harassment**

	%
Once or twice	34,1
From 3 to 10 times	40,6
From 11 to 20 times	11,6
More than 20 times	5,8
Cannot remember	3,6
Refuses to answer	4,3

### **3. LAST INCIDENT**

On the basis of the need to obtain more concrete and precise data about sexual harassment among the respondents who reported having been victims of sexual harassment (138 respondents), the last incident of sexual harassment that they experienced was also subject of our research. Or more precisely, we surveyed the type of sexual harassment that they experienced during the last incident, the time when it happened and the harasser.

#### **3.1. Frequency of certain types/subtypes of sexual harassment**

The respondents were asked which are the particular subtypes of sexual harassment that they experienced during the last incident. Victims of sexual harassment reported that they experienced 346 single incidents of sexual harassment. During the last incident, most frequent was the verbal sexual harassment (64,1%), then follows the physical harassment (20,8%) and non-verbal sexual harassment (10,9%). Least present was the sexual harassment „favor for favor“ with 4%.

The most frequent different subtypes of sexual harassment are as follows (see Table No.35): four behaviors/acts of verbal sexual harassment (jokes with sexual content/connotation; comments of sexual nature about the appearance, clothes, body, sex life; insisting or invitations for having dinner together and meetings outside of the workplace and open expression of sexual offers) and one form of physical sexual harassment („accidental“ physical contact). From all different subtypes of sexual harassment, least present are the attempt for rape (three incidents) and actual rape (one incident) as physical forms of sexual harassment.

In average, during the last incident, victims were exposed to 2,5 different subtypes of sexual harassment.

**Table No. 35 . Reported subtypes of sexual harassment during the last incident**

	number	%
Jokes with sexual contents/connotation	54	15,6
Telephone calls with sexual intentions	19	5,4
Open expression of sexual offers	28	8,0
Insisting or invitations for having dinner together or meetings outside of the workplace	38	10,9
Comments of sexual nature about the appearance, clothes, body, sex life	48	13,8
Gossiping with sexual content	14	4,0
Requests for wearing provocative clothes	5	1,4
Showing erotic or pornographic pictures and contents	8	2,3
Messages and letters with sexual or provocative content	8	2,3
Wolf-whistling and rude gazing	24	6,9
Suggestive gesticulations	7	2,0
Following and invading one's privacy	7	2,0
Forced hugging	22	6,3
Forced kissing	15	4,3
„accidental“ body contacts	31	8,9
Attempt for rape	3	0,8
Rape	1	0,2
Threatening for certain disadvantages if sexual favor is not provided	6	1,7
Promises for promotion in return for a sexual favor	8	2,3

### 3.2. Time when the last incident happened

On the question when did the last incident of sexual harassment happen, more than two thirds of the respondents, i.e. 68,8% reported that this type of harassment was experienced in the last 12 months, whereas 15,9% that this type of harassment was experienced in the last one to five years. Or in other words, most frequent is the actual violence, i.e. harassment that happened in the last year (see Table No.36).

**Table No. 36. Time when the last incident of sexual harassment happened**

	%
In the last 12 months	68,8
Between 1 and 5 years	15,9
Between 6 and 10 years	4,3
Between 10 and 20 years	1,4
Cannot remember	2,9
Refuses to answer	6,5
<b>Total</b>	<b>100</b>

### 3.3. Profile of the perpetrator (harasser) of sexual harassment

The profile of the harasser, i.e. the perpetrator of this type of harassment is of special importance in order to tackle this type of violence over women.

In order to establish the profile of the perpetrator of this type of harassment, we asked the respondents about several characteristics which may be helpful to define the profile of the perpetrator, such as the position of the perpetrator at the workplace, the years of service, gender, age, nationality, educational background and marital status. The processed data about particular characteristics, which were subject of our research, are presented below.

From the analysis of data obtained from the victims of sexual harassment, i.e. data about the last incident, the profile of the perpetrator of sexual harassment in our country can be defined as follows: he is a man aged 31-40, married, has completed secondary education, and of Macedonian nationality. In most of the cases, he is employed at the same position like the victim, and worked from 1 to 10 years in the respective organization.

Or more precisely, most often the colleagues who are on the same position as the victim appear in the role of perpetrator of sexual harassment (last incident) in our country. This was stated by more than one third of the victims of this type of harassment. On the second place as perpetrators are the direct superiors, i.e. each fifth victim reported sexual harassment by the superiors and especially striking is the fact that clients/customers can also be perpetrators. Clients/customers are reported as perpetrators in 14,5% of the cases and hold the third place on the list of perpetrators. Other working positions, i.e. the jobs of the perpetrators are far less present than any of the above stated categories (see Table No. 37).

**Table No. 37. Perpetrator of sexual harassment**

	%
Colleague in the same position as yours	36,2
Direct superior / manager	18,1
Second layer manager	5,1
Director	15,2
Inferior at lower position than yours	0,7
Client / customer	14,5
Patient	2,2
Other, who	0,7
Refuses to answer	7,2
<b>Total</b>	<b>100</b>

With regard to the establishment of the perpetrator's profile (last incident) and the duration of the employment in the respective organization, the following data were obtained. From the victims' answers, one can reach the conclusion that employees who have only 1 year of service in the organization and employees with more than 30 years of

service in the respective organization are least likely to be in the role of perpetrator of sexual harassment. Namely, from the answers of the victims, one can conclude that the perpetrators are equally present in two categories of persons, i.e. persons who have from 6 to 10 years of service in the organization (29,6%) and 1 to 5 years of service in the respective organization (20,9%). It is worth mentioning that every fifth victim could not indicate the number of years of service, that is, the duration of the perpetrator's employment in the respective organization (21,7%), which also needs to be taken into consideration for the interpretation of data. Each tenth victim stated that the perpetrator was a person with 11-20 years of service in the organization (12,2%).

In our country, the role of perpetrator of sexual harassment is mostly taken by men (93,3%). The rest of the perpetrators are women, i.e. in 6,7% of the reported cases of sexual harassment, the perpetrators were women.

The data regarding the age of the perpetrator of the last incident of harassment, show that the perpetrators mostly belong to the age group 31-40. Approximately, in half of the reported cases of sexual harassment, the perpetrators belonged to this age group. The perpetrators of the age group 41- 50 are on the second place (27,1%), that is, they were perpetrators of one third of the reported cases of sexual harassment. Each fifth victim reported that this type of harassment was committed by perpetrators from the age group 20-30. It can be concluded that persons below the age of 20 and persons above the age of 51 are rarely perpetrators of this type of harassment.

With regard to the nationality, the perpetrators of the last incident of harassment were mostly persons of Macedonian nationality (78,8%). The perpetrators of Albanian nationality are far below this figures (13,9%). There was one reported case when the perpetrator was from another nationality (different nationality then the ones listed on the table), and he was of Greek nationality. This is not surprising, if we consider that because of the proximity of Republic of Greece, our country is considered as favorable place for investments by Greek investors.

According to the educational background, the perpetrators of the last incident of sexual harassment were most often people who had completed secondary education (34,3%) and university education (25,5%).

With regard to the marital status, the perpetrator of the last incident of sexual harassment was most often married (54 %). If we exclude the victims who did not know which was the marital status of the harasser (20,4%), the perpetrators who are single are on the second place on the list of perpetrators of sexual harassment (10,2%).

#### **4. REACTION OF THE VICTIM OF SEXUAL HARASSMENT**

The ways in which victims of sexual harassment react are very important for the definition of the strategy to respond to this phenomenon. The data about the ways in which victims of sexual harassment react in our country would enable identification of the weaknesses for tackling this type of violence and establishment of the necessary measures and activities to resolve the cases of sexual harassment.

From the victims' answers, one can conclude that high percentage of the victims of this type of harassment reacted to the experienced harassment, i.e. did something to stop the harassment. Only one victim ignored the sexual harassment. Two thirds (60,9%) of the victims reacted, whereas 39,1% of the victims did not react, i.e. did nothing with regard to the experienced harassment.

The high percentage of victims, who did not react to the experienced sexual harassment, is due to numerous reasons. The lack of reaction actually results from combination of reasons, i.e. it is due to several of the below stated reasons for non-reaction. Most often, the reaction is missing because of the victim's opinion that the harassment is not serious and therefore there is no need to do something to resolve it. That was the opinion of 44,4% of the victims, who did not react. Almost equal is the percentage of the victims, who did not react because of fear of losing the job (27,7%), which is followed by the feeling of being ashamed (24%) and fear from accusation that the victim provoked the sexual harassment (20,3%). One of the reasons is also the opinion or assurance that nothing can be done about this issue. This was the ground for non-reaction in 14,8% of the cases.

For the needs of this research, the victim's reaction to harassment was classified in three subcategories, as follows: personal reaction/intervention, informal reaction and formal reaction by the victim. Personal reaction of the victim means a particular type of reaction, which resulted in interruption of the sexual harassment. Or, with certain action or behavior, the victim makes the harasser understand to stop the harassment. The informal reaction, on the other hand, implies asking for help from the spouse, friends or colleagues for the resolution of the situation, whereas the formal reaction implies asking for assistance from responsible persons and professionals who are mandated to act in the resolution of sexual harassment cases.

From the statements of the victims who reacted to the experienced violence/sexual harassment, one may conclude that the victims of sexual harassment in our country, with no exceptions, personally reacted to this type of harassment, i.e. made the harasser understand that the harassment must stop. There is a high percentage of victims who asked for informal assistance or support from the husband, friends and colleagues. As opposed to these two types of reaction, only one third of the victims who reacted also addressed or formally reported the sexual harassment to the institutions, in order to be resolved (see Table No.38). The low percentage of official reaction indicates to the necessity of making detailed analysis about the existing systems for protection from this type of violence, i.e. existing mechanisms and manner of their acting, which due to the limited possibilities was not subject of our research. Only by analyzing the acting on the part of the institutions and organizations, which are mandated to act, one can establish

the need to change or upgrade the system for protection, in order to provide adequate and timely protection from this type of violence.

**Table No. 38. Victim's reaction**

	victims	%
Personal reaction / intervention	84	100
Informal reaction	75	89,2
Formal reaction	26	30,9

In order to stop the sexual harassment, the victims of sexual harassment used more than one way to resolve it. In average, victims used 2,2 different types of reaction.

#### **4.1. Personal reaction / intervention**

For the needs of this research, the personal reaction/intervention of the victim was operationalized through several actions/behaviors that the victim undertook to resolve the situation, that is, to stop the harassment.

As shown by the below presented data about the manner of personal reactions (see Table No. 39), from among the actions and manner of their behavior, most often they opposed the harasser, i.e. asked the harasser to stop the harassment (88,1%). This type of reaction is followed by the personal reaction of the victim to avoid the harasser (66,7%) and then follows the personal reaction in the form of threatening that the harassment will be reported if the harasser doesn't stop the harassment (52,4%). In comparison with these three types of personal reaction, the other ways of reaction are less present, i.e. less applied by the victims. Victims took several actions or made the harasser understand in more than one ways to stop the violence, i.e. in average, each victim applied 2,9 different types of personal reaction.

**Table No. 39. Types of personal reaction by the victim of sexual harassment**

	%
Told him to stop the harassment/opposed him	88,1
Physically resisted him/ tore herself from the perpetrator	29,8
Threatened to report the harassment	52,4
Avoids the harasser	66,7
Tried to keep the good working relation with the harasser	26,2
Responded with humor to the harassment	25
Left the job	3,6

The personal reaction of one third of the victims resulted in interrupted harassment (32,1%), however, for one third of the victims (39,2%) it did not produce any effect.



#### 4.2. Informal reaction

The victim's reaction, which is expressed by asking for assistance and support in her social environment, is the so-called informal reaction. With this type of reaction, the victim expands the circle of people who become familiar with the violence and can help to stop it.

The victims of sexual harassment in our country seem to ask for assistance and support for resolution of the situation (see Table No.40) from their friends (88%), and then from their colleagues (60%). Least number of the victims requested assistance from their husband (26,6%). Victims request assistance and support from several people in their private and working environment, i.e. in average, they used 1,7 different types of informal reaction.

**Table No. 40. Types of informal reaction of the victims of sexual harassment**

	%
Talked to her colleagues	60
Talked to her husband	26,6
Talked to her friends	88

Besides the informal reaction of the victim, we were also interested in the reaction of the people whom the victim approached for assistance and support in the resolution of the situation. In most of the cases, the victim's surrounding showed understanding for the victim's situation and also provided assistance and support for the victim (85,3%). There was an exceptionally small percentage of those people who did not show understanding and accused the victim (1,3%). It is worth mentioning that part of the people who talked to the victim and expressed understanding, also „advised“ the victim to withdraw and keep silent (8,00%).

#### 4.3. Formal reaction

The formal reaction implies initiation of a certain procedure, which further results into an official reaction. For the needs of this research, this reaction was defined in accordance with the national legislation, i.e. in accordance with the mandate and the role of certain institutions, authorities and organizations that act upon this type of harassment.

The most frequently used reaction by the victims in our country (76,9%) is to report the sexual harassment to the employer. The other types of formal reaction (see Table No.41) are far less present/used. Thus, this type of harassment is reported to the police by 26,9% of the victims; to the trade union by 11,5% of the victims and to the labor inspection by 15,3% of the victims. According to the statements of the victims regarding the type of formal reaction they made, we would accept with reservation the data that refer to the initiation of court proceedings for compensation of damage from suffered sexual harassment, because these types of proceedings, i.e. procedures to prove discrimination have not been yet initiated in our country. We assume that under this type of formal

reaction, the victims reported initiation of court protection of their rights, but not procedures for compensation of damage in case of discrimination.

As with the other types of reaction, victims also used more than one way of formal reaction, i.e. in average, they used 1,5 different types of formal reaction.

**Table No. 41. Types of formal reaction by the victim of sexual harassment**

	%
Reported to the trade union	11,5
Reported to the employer	76,9
Reported to the labor inspection	15,3
Court proceedings for compensation of damage for experienced discrimination at the workplace (sexual harassment)	19,2
Reported to the police	26,9

Most of the victims expressed satisfaction from the action taken by the above stated institutions, authorities and organization on the reported sexual harassment. This was stated by 64% of the victims, whereas one third (28%) expressed dissatisfaction from their acting. On the basis of the victims' statements, the disinterest and non-taking of the required action by the above stated institutions, authorities and organizations, are the reasons for the expressed dissatisfaction from their work by the victims.

## 5. CONSEQUENCES FROM SEXUAL HARASSMENT

Sexual harassment can have serious consequences over the physical and mental health of the victim, as well as the victim's financial situation. In addition, it can also have negative influence over the employers, and the general public. The possible consequences over the victim's health will be discussed in details below as part of the analysis, which were actually the primary subject of research. Harassment also impacts the working environment/atmosphere, i.e. the attitude and the manner in which the colleagues behave. This type of harassment, certainly also impacts the employer, i.e. it can result in reduced productivity, fluctuation of the employees, costs related to the use of sick leave and other costs as result from the harassment. Finally, one should not forget the impact of this type of violence over the societal and economic life. Namely, the existence of this type of harassment also influences the strengthening and maintenance of gender equality, impacts the employment and productivity, as well as the family life and the social environment of the victim.

For the needs of our research, we divided the consequences, i.e. the impact of sexual harassment into two categories. Or more precisely, there are consequences over the victim's health and private life, and consequences over the professional career, including the impact over the victims' capability for work.

### 5.1. Consequences over the victim's health and private life

The data about the impact of sexual harassment over the victims' health and private life prove how serious is the sexual harassment in our country. More than two thirds of the victims reported that they had emotional and psychological consequences (71,7%), whereas 66,6% of the victims felt a range of psychosomatic disorders as result from the suffered violence. Besides consequences over the physical and mental health, almost half of the victims (47,1%) reported that their private life was disrupted because of the sexual harassment.

#### 5.1.1. Emotional and psychological consequences

More than two thirds of the sexual harassment victims (71,7%) reported that they faced emotional and psychological consequences because of the experienced violence.

Most frequent emotional and psychological consequences (see Table No.42), which were experienced by the victims of sexual harassment are anxiety (58,5%), humiliation (55,5%), anger (43,4%) and fear (40,4%). It is followed by distrust, feeling of helplessness and feeling of insecurity. It is worth mentioning that every tenth victim felt depressed due to the experienced violence (11,1%).

**Table No. 42. Emotional and psychological consequences that result from sexual harassment**

	%
Distrust	21,2
Fear	40,4
Anger	43,4
Humiliation	55,5
Feeling of insecurity	21,2
Feeling of helplessness	16,1
Anxiety	58,5
Depression	11,1
Other, what	1
Refuses to answer	3

Most of the victims experienced more than one consequence or disorder. In average, victims suffered 2,6 different emotional and psychological consequences because of the harassment.

#### **5.1.2. Psychosomatic symptoms**

Two thirds of the victims (66,6%) felt psychosomatic disorders as result from the experienced violence (see Table No.43). Headache (75%) and sleeping problems (46,7%) are the most frequent symptoms they felt. For one victim, the experienced sexual harassment resulted in an idea to commit a suicide (1%).

**Table No. 43. Psychosomatic symptoms as result from sexual harassment**

	%
Muscle pain, back and neck pain	17,3
Headache	75
Sleeping problems	46,7
Tachycardia and heart problems	23,9
Idea to commit suicide	1
Stomach pain	17,3
Refuses to answer	5,4

In average, the victims felt 1,8 different psychosomatic symptoms as result from the sexual harassment.

#### **5.1.3. Private life disruption**

Besides the consequences over the physical and mental health, sexual harassment can also influence the victims' private life, i.e. it results in disruption of their private life. In

average, half of the respondents (47,1%) stated that their private life was disrupted as result from sexual harassment. The disruption of the victims' private life is most often expressed through tensions in their private life (83%). Feeling hostile towards the others, isolation from the environment and aversion or fear from physical contact are also consequences that the victims experienced as result from the harassment (see Table No.44).

**Table No. 44. Private life disruptions as result from sexual harassment**

	%
Tensions in one's private life	83
Feeling hostile towards the others	26,1
Isolation from others	26,1
Feeling distant from others	12,3
Aversion or fear from physical contact	21,5
Refuses to answer	10,7

The gravity of the consequences and the extent to which they may harm the victims' health as result from sexual harassment, is proved by the data concerning the requested assistance. More than half of the victims (57,2%) requested some kind of assistance or tried individually to cope with the consequences from sexual harassment. Another indication is that the rest of the victims refused to answer how they coped with consequences. Taking medicines on one's own initiative is the most frequently used mechanism to tackle the sexual harassment of the victims (73,4%). Each fifth victim requested medical assistance (20,2%), and each tenth (13,9%) used sick leave.

## 5.2. Consequences on the professional career

Sexual harassment has negative influence over the professional career, i.e. the work assignment and/or employment status of the victims in our country. In addition, the victims' capability to work was reduced because of the harassment. This is proved by the fact that 40,5% of the victims reported a negative influence from the harassment. Other 59,4% of the victims reported that there was no influence.

The negative influence over the professional career and the work engagement of the victims is apparent through the following consequences: reduced salary (23,2%), increased obligations at the workplace (17,8%) and reduced work assignments (13,8%), as result from violence. The impact over the employment status is confirmed with the statements from some of the victims that could not cope with the harassment, i.e. could not find another solution, and were enforced to resign (one victim), whereas six victims resigned on their own initiative.

Part of the victims faced isolation (14,2%) and ungrounded criticism (30,3%) from their colleagues. This makes the victims of sexual harassment lose their motivation for work, and they become less productive. The following data confirm that this type of harassment impacts the victims' capability of work. More than two thirds of the victims of

sexual harassment (67,3%) stated that their capability of work was reduced as result from the suffered violence; i.e. 68,8% of the victims reported that they were unable to concentrate; 34,4% reported that they were not able to think reasonably; 29% reported that they lost their productivity and 18,2% of the victims reported that their ability to judge and solve the problems was reduced.

## 6. THE INFLUENCE OF CERTAIN PROFESSIONAL CHARACTERISTICS AND THE ORGANIZATIONAL CULTURE OVER THE INCIDENCE OF CERTAIN TYPES OF SEXUAL HARASSMENT

So far, research has proved that the professional characteristics of the organizations or companies, such as number of employees and the gender structure of the employees, are factors that influence the incidence of this type of harassment. The organizational culture with regard to the treatment of this type of harassment, such as development of certain regulations and procedures, the practice to take care of the employees' rights and the percentage of men and women on managerial positions, also impact the incidence of this type of violence. Therefore, the subject of our research was the influence of these two factors over the incidence of certain types of sexual harassment in our country. The data presented below were obtained by establishing the percentage of victims of certain types of sexual harassment from the total number of respondents in each of the below stated categories of professional characteristics and organizational culture.

### 6.1. Professional characteristics

The incidence of certain types of sexual harassment depends whether the **organizations or companies employ more men or women, or men and women are equally represented in the total number of employees**. From the obtained data, one can conclude that sexual harassment is more present in organizations where most of the employees are men, as opposed to the organizations where most of the employees are women. This type of harassment is least present in organizations where men and women are equally present in the total number of employees.

The impact of this professional characteristic over the incidence of certain types of sexual harassment can be perceived from the following data.

The verbal sexual harassment is more often present in organizations or companies where most of the employees are men (22,2%) as opposed to the organizations where most of the employees are women (17,1%). This type of harassment is least present in organizations, where the number of male and female employees is equal (9,7%).

The non-verbal sexual harassment is most present in organizations or companies where most of the employees are men (18,1%), which is followed by organizations where most of the employees are women (12%). This type of harassment is least present in organizations where the number of male and female employees is equal (6,6%).

The physical form of sexual harassment is most present in organizations where most of the employees are men (16,7%), and then in organizations where most of the employees are women (8,8%). This type of harassment is least present in organizations where the number of male and female employees is equal (4,3%).

The sexual harassment „favor for favor“ is most present in organizations or companies where most of the employees are men (8,3%), which is followed by organizations where most of the employees are women (2,9%). It is least present in organizations where the number of men and women is equal (1,6%).

**With regard to the size of the organization, i.e. measured by the total number of staff,** the obtained data do not show an unified way of influence over the incidence of certain types of sexual harassment. Thus, verbal and non-verbal sexual harassment are more often present in organizations with up to 30 staff, then in organizations with up to 10 staff and organizations with more than 100 staff. As opposed to these two types of sexual harassment, physical harassment is present in organizations with up to 30 staff, which is followed by organizations with more and up to 100 staff. The sexual harassment „favor for favor“ is usually present in organizations with up to 50 staff, which is followed by organizations with up to 30 staff.

The verbal sexual harassment is most present in organizations with up to 30 staff (21,8%). Then, it is present in organizations with up to 10 staff (18,3%), organizations with more than 100 staff (16,1%) and organizations with up to 50 staff (11,3%). It is least present in organizations with up to 100 staff (5,6%).

The non-verbal sexual harassment is mostly present in organizations with up to 30 staff (16,8%), and then in organizations with up to 10 staff (14,9%). It is less present in organizations with more than 100 staff (8,9%) and organizations with up to 50 staff (6,9%). It is least present in organizations with up to 100 staff (4,5%).

The physical sexual harassment is most present in organizations with up to 30 staff (14,1%). It is less present in organizations with more than 100 staff (9,8%), in organizations with up to 10 staff (8,9%) and in organizations with up to 50 staff (5%). It is least present in organizations with up to 100 staff (2,2%).

The sexual harassment „favor for favor“ is most present in organizations with up to 50 staff (4,4%), organizations with up to 30 staff (4,1%) and organizations with up to 10 staff (3,5%). It is least present in organizations with more than 100 staff (2,7%) and organizations with up to 100 staff (2,2%).

## **6.2. Organizational culture**

In our country, sexual harassment is most present in organizations which do not have developed regulations and procedures, and do not take any actions with regard to the treatment of this phenomenon. Then follow the organizations, which have not developed regulations and procedures, but there is adopted position that this type of harassment will not be tolerated. Therefore, one may conclude that the development of regulations and procedures for treatment of this phenomenon, as well as the existence of clear position for non-tolerance about this type of harassment, are of crucial importance for the treatment of this phenomenon.

The verbal sexual harassment is most present in organizations, which do not have developed regulations and procedures and do not take any actions for the treatment of this phenomenon (28,9%); then follow the organizations which do not have developed regulations and procedures, but have undertaken the position that this type of tolerance shall not be tolerated (10,3%) and it is least present in organizations, which have developed regulations and procedures for treatment of cases of sexual harassment (8%).



The non-verbal sexual harassment is most present in organizations which do not have developed regulations and procedures and do not take actions regarding the treatment of this phenomenon (22,9%), then in organizations that do not have developed regulations and procedures, but have undertaken the position that this type of harassment shall not be tolerated (7,6%) and least in organizations with developed regulations and procedures about the treatment of cases of sexual harassment (4,5%).

The physical sexual harassment is most present in organizations, which have not developed regulations and procedures and do not undertake actions to for treatment of this phenomenon (15,4%), then in organizations which have not developed regulations and procedures, but have taken the position not to tolerate this type of harassment (6,5%), and organizations which have developed regulations and procedures for treatment of cases of sexual harassment (3,4%).

The sexual harassment „favor for favor“ is most present in organizations, which have not developed regulations and procedures and do not take action regarding the treatment of this phenomenon (10%), then in organizations which have not developed regulations and procedures, but have undertaken the position that this type of harassment is not tolerated (1,1%) and least in organizations which have developed regulations and procedures for treatment of cases of sexual harassment (0,6%).

***The care for the employees, i.e. organizational policy for protection and realization of the employees' rights*** influences the incidence of sexual harassment. According to the data, the organizations, which do not take care of their employees and do not provide adequate protection, influence the extent of incidence of certain types of sexual harassment in our country. All types of sexual harassment are most often present in such type of organizations.

The verbal sexual harassment is more present in organizations, which do not take care of their employees and do not provide the adequate protection (26,3%). It is less present in organizations, which take care of the realization of the employees' rights and their protection in case of violation (7,9%).

The non-verbal sexual harassment is more present in an organization that does not take care of the employees and does not provide adequate protection (21,2%). It is less present in organizations that take care about the realization of the employees' rights and their protection in case of violence (4,2%).

The physical sexual violence is more present in organizations that do not take care of their employees and do not provide adequate protection (13,8%). It is less present in organizations that take care for the realization of the employees' rights and their protection in case of violence (4,2%).

The sexual harassment „favor for favor“ is present that do not take care of the employees and do not provide adequate protection (9,2%). It is less present in organizations that take care for the realization of the employees' rights and their protection in case of violence (0,7%).

**The managerial positions in the organization**, that is, whether men or women are on the managerial positions, also influences the incidence of certain types of sexual harassment. All types of sexual harassment in our country are most present in organizations where most of the managerial positions are taken by men.

The verbal sexual harassment is most present in organizations where men are on most of the managerial positions (21,4%). It is less present in organizations where both men and women are equally taking the managerial positions (12,3%). It is least present in organizations where women are taking most of the managerial positions (6,8%).

The non-verbal sexual harassment is most present in organizations where the managerial positions are taken by men (16,3%). It is far less present in organizations where both men and women are equally taking the managerial positions (9,4%). It is least present in organizations where women take most of the managerial positions (2,1 %).

Physical sexual harassment is most present in organizations where men take most of the managerial positions (12,8%). It is less present in organizations where both men and women are equally taking the managerial positions (7,5%). It is least present in organizations where women take most of the managerial positions (1,6% ).

Sexual harassment „favor for favor“ is most present in organizations where men take most of the managerial positions (5,6%). It is less present in organizations where both men and women are equally taking the managerial positions (2,4%). However, it is least present in organizations where women take most of the managerial positions (0,5%).

## **7. FINDINGS CONCERNING THE OPINION OF THE SEXUAL HARASSMENT VICTIMS ON THE INCIDENCE OF SEXUAL HARASSMENT AND THE NECESSARY MEASURES TO IMPROVE THE TREATMENT OF THIS TYPE OF HARASSMENT**

The questions regarding the incidence of sexual harassment in the organizations/companies where the victims work(-ed), i.e. whether sexual harassment is tolerated as behavior, was also subject of our analysis. The data below were obtained by establishing the percentage of victims from separate types of sexual harassment in the total number of respondents for all the below stated categories. From the obtained data, one may conclude that most of the victims stated that in their organization the cases of sexual harassment are not that frequent. However, part of the victims stated that sexual harassment is an everyday practice in their organizations.

Victims of verbal sexual harassment stated that cases of verbal sexual harassment are not that frequent in their organization (49,6%). Yet, part of the victims stated that cases of sexual harassment are everyday practice in their organization (19,7%).

Victims of non-verbal sexual experience stated that cases of this sexual harassment are not frequent in their organization (50,5%), whereas (24,7%) stated that it is everyday practice in their organization.

Victims of physical sexual harassment most often stated that cases of this sexual harassment are not frequent in their organization (48,6%), whereas (27,1%) stated that it is an everyday practice in their organization.

Victims of the sexual harassment „favor for favor“ have different opinion, that is, half of them stated that cases of sexual harassment are not frequent in their organization (46,4%), whereas the other half stated that cases of sexual harassment are everyday practice in their organization (46,4%).

We were interested in the victims' opinion whether the introduction of currently non-existent measures and implementation of certain activities would contribute towards improved treatment of this type of harassment in their organization/company. From the data, one may conclude that victims of sexual harassment think that the treatment of this phenomenon will be improved by taking measures to inform the employees about the organization's attitude towards the sexual harassment, which is followed by the opinion for introduction of procedure in rulebooks or other regulations regarding the cases of sexual harassment and establishment of committee within the organization/company to resolve cases of sexual harassment. According to the victims, the appointment of an advisor - person to be in charge of providing support, advice and care for the victim of sexual harassment is a measure which can least contribute towards the improved treatment of this phenomenon. The below stated data were obtained by establishing the percentage of victims of certain types of sexual harassment in the total number of respondents with regard to each of the below stated measures/activities.

Victims of verbal sexual harassment think that having informed the employees about the organization's attitude towards sexual harassment can be the biggest contribution towards improved treatment of this phenomenon (71,7%), then the opinion that

procedure for cases of sexual harassment should be introduced into rulebooks or other regulations (52,8 %). 48% of the victims gave positive opinion about the establishment of a committee to resolve the cases of sexual harassment in the organization/company, and 44,1% about the appointment of an advisor – person to provide support, advice and care about the victim of sexual harassment.

Victims of non-verbal sexual harassment think that having informed the employees about the organization's attitude towards sexual harassment can be the biggest contribution towards improved treatment of this phenomenon (71%), then the opinion that procedure for cases of sexual harassment should be introduced into rulebooks or other regulations (52%). Less number of these victims gave positive opinion about the establishment of a committee to resolve cases of sexual harassment in the organization/company (48,4%) and appointment of an advisor- person to provide support, advice and care for the victim of sexual harassment (46,2%).

Victims of physical sexual harassment think that having informed the employees about the organization's attitude towards the treatment of this phenomenon can mostly contribute towards improved treatment of this phenomenon (62,9%), which is followed by the introduction of a procedure for cases of sexual harassment in rulebooks and other regulations (47,1%). Less positive opinion was expressed about the establishment of a committee to resolve the cases of sexual harassment in the organization (41,4%) and appointment of an advisor- person to provide support, advice and care to the victim of sexual harassment (32,9%).

Victims of sexual harassment „favor for favor“ think that having informed the employees about the organization's attitude towards sexual harassment can be the biggest contribution towards improved treatment of this phenomenon (82,1 %), and then the introduction of a procedure for cases of sexual harassment into rulebooks and other regulations (71,4%). Less number of these victims think that establishment of a committee to resolve cases of sexual harassment can improve the treatment of this phenomenon in the organization (64,3%) and appointment of an advisor- person to provide support, advice and care to the victim of sexual harassment (53,6%).

## **8. SEXUAL HARASSMENT REPORTED BY RESPONDENTS WHO ARE NOT VICTIMS OF SEXUAL HARASSMENT**

In the framework of the research, besides the reporting of sexual harassment on the part of the victims, we also used an additional method to identify the dimension of this phenomenon. Or precisely, the respondents who reported that they have not suffered from any type of harassment, were asked if they know any other woman/women who have experienced such type of harassment.

From the obtained data, one may conclude that each third respondent knows a woman, who has experienced sexual harassment. 16% of the respondents know one victim of this type of harassment, and the same number of respondents (16%) know more than one woman who experienced sexual harassment. The other respondents (67,8%) stated that they do not know women-victims of sexual harassment.

The respondents, who know victim(-s) of sexual harassment, were also asked about the harasser, as well as the types of harassment experienced by the victims they know.

Regardless of the fact that the data were not obtained from the victims and can be non-objective, yet we wanted to establish the working position of the harasser and which is the type of sexual harassment that the victims experienced. These data helped to make comparison with the respective data obtained from the statements of the victims included in this research. According to the respondents, the victim(-s) that they know experienced harassment by the immediate superiors/managers (30,7%), then by colleague who is on the same working position as the victim (26,2%) and the director (25,3%). There are discrepancies regarding this data when compared to the data obtained from the victims who were part of this research. Or precisely, the victims stated that this type of violence is most often done by their colleagues who are on the same position, then by the immediate superiors, and finally by the director.

With regard to the type of sexual harassment experienced by the victims who are known to the respondents, the data indicated to quite big incidence of verbal sexual harassment (69,1%), whereas the other types of sexual harassment are less present, that is, non-verbal sexual harassment (14,4%), physical sexual harassment (9,1%) and sexual harassment „favor for favor“ (7,2%). By comparing these data with the data obtained from the victims, one can conclude that there are no discrepancies with regard to the trend of incidence of certain subtypes of sexual harassment.

We were also interested in the respondents' reaction what will they do/undertake if they experience some form of sexual harassment. From the obtained answers, one may conclude that most of the respondents will report the harassment to the employer (45,9%), then to the labor inspection (40,3%), whereas small part of them would initiate court proceedings (35%). One fifth of the respondents will ask for assistance from women civil organizations (22,3%), whereas 15,9% of the respondents will report the sexual harassment to the trade union. Each tenth respondent stated that she will report the harassment to the police (11,7%). The comparison of these data with the data obtained from the victims, confirms the findings that that the victims most often report this type of harassment to the employer, but there are discrepancies with regard to the other

types of formal reaction. Thus, to be reminded that following the reporting to the employer, the victims report the violence to the police, and then to the labor inspection.

## **9. THE RESPONDENTS' ATTITUDE TOWARDS SEXUAL HARASSMENT**

In order to specify the situation with regard to a range of issues that define the level of awareness and the societal reaction to this type of harassment, within this research we decided to examine the attitudes of the respondents whether this problem is discussed in public in our country, whether it is widespread in our country, which is the legislation and the treatment of this type of harassment in our country. In addition, in the framework of the research we also organized focus groups for women who are employed in the private and the public sector, in order to obtain data about possible specifics of the phenomenon of sexual harassment, i.e. qualitative data that the methodology of this type of discussion enables.

### **9.1. Attitudes of the respondents**

Sexual harassment as form of violence over women is a phenomenon which is treated as taboo topic in our country. This status of the phenomenon can be confirmed on our side, considering that we are sufficiently familiar with the issue of gender equality in our country. Namely, usually no attention is paid by the state or the professionals to this phenomenon, as well as to all other types of violence which are related to sexuality, sex life and which affect the sexual freedom and morale. The same is valid for the civil organizations, which due to limited possibilities and capacities, so far did not address several types of violence over women, among which is this type of violence or sexual harassment.

The treatment of this type of harassment as taboo topic is confirmed with the following data. Namely, more than two thirds of the respondents (77% or 623 respondents) think that this type of harassment is not discussed in public in our country, i.e. it is still a taboo topic. Part of the respondents are of the opinion that this problem is discussed in public (13,2% or 107 respondents).

According to the respondents who think that sexual harassment is a taboo topic (623 respondents), this situation is due to several reasons, as follows: fear to lose one's job (70,4%); shame (60,6%); victim's fear that she will be accused of provoking the sexual harassment (39,4%); respondents' opinion that no one can do anything about this type of harassment (20,3%) and treatment of harassment as unserious problem, thus taking no action to tackle it (14,1%). Therefore, it is clear that unemployment and poor economic situation in the country have significant influence over the treatment of this phenomenon in the country. As long as the working environment is unstable from economic aspect, as well as unsafe, there will be favorable climate for the survival of this type of harassment. The fear and shame of the victim from accusation, are also phenomena which exist because of the ignorance about the nature and the characteristics of this type of harassment.

Almost two thirds of the respondents think that sexual harassment is a phenomenon which is spread in our country. Their opinion only differs with regard to the extent to which it is spread, i.e. 18,1% are of the opinion that this type of harassment is widespread, 35,9% that it is partially spread and 24,8% that this type of harassment is rarely spread in our country. Each fifth respondent could not estimate how spread is sexual harassment in our country (21,2%).

With regard to the general attitudes of the respondents, another interesting fact is their familiarity with the regulation of this type of violence in the legislation. From the obtained data, the familiarity with the regulation of sexual harassment in the law is quite high, i.e. two thirds of the respondents stated that they are familiar with the regulation of this phenomenon by the laws (60,3%). However, another third of the respondents (37,9%) answered that they are not familiar if this type of harassment is regulated by law. The high percentage of respondents who are familiar with the regulations would usually result in higher percentage of reported cases of this type of harassment, however, that is not the case, and can be further interpreted in several ways. Namely, the first interpretation is that besides the high percentage of respondents who are familiar with the regulations, still there are no mechanisms which would enable the enforcement of the legally guaranteed protection from this type of harassment, and the second interpretation is that besides the familiarity with the regulations, this type of harassment is still treated as taboo topic, and accordingly the percentage of reported cases of harassment is quite low.

When defining the strategy for tackling this type of violence, the provision of information about this phenomenon is of crucial importance. We wanted to establish the extent to which the respondents are informed about this type of harassment, thus indirectly to establish which is the engagement on the part of the organizations/institutions that work on raising the awareness, and therefore we asked the respondents where they heard about this phenomenon, i.e. where did they get the information about this phenomenon. Television, i.e. electronic media are the most frequent source of information about this phenomenon. 76,8% of the respondents stated that they were mostly informed about this phenomenon from television. Friends (34,5%) and colleagues (27,3%) are the people from whom the respondents got information about this phenomenon. It is worth mentioning that only 5,3% of the respondents were informed about sexual harassment from the trade unions. Therefore, it is indispensable that the trade union takes measures in order to educate and inform the workers, because its main role is to protect the rights of the employees.

The respondents stated that the efforts made on the part of the state with regard to the sexual harassment are not satisfactory. 16,7% of the respondents are satisfied with the treatment of this type of harassment by the state, whereas 43,4% are not satisfied with the respective treatment (see Table No. 45).

**Table No. 45. Whether the state is doing enough to protect and help the workers who suffer from this type of harassment**

	%
Yes	16,7
No, explain	43,4
Refuses to answer	12,5
Do not know	27,4
<b>Total</b>	<b>100</b>



According to the respondents, the high level of dissatisfaction about the measures taken on the part of the state is due to the following reasons: the state does not seriously take the problem of sexual harassment; the state is disinterested; laws are not being enforced; there is lack of cooperation between the employers and civil organizations regarding this problem; inspective supervision is not being carried out; the incidence of this type of harassment is treated as fallacious; there is lack of internal organizational mechanisms for reporting and resolving this type of harassment; there is lack of fast and efficient system for detection and punishment for the harasser and lack of sanctions for the harassers. Actually, the respondents' answers identify all the anomalies and deficiencies regarding the treatment of this type of violence in our country, and therefore these are the key problems that require attention in the further treatment of this phenomenon in our country.

## **9.2. Attitudes of the participants in the focus groups**

From the discussions within the focus groups, one can conclude that sexual harassment is a phenomenon which exists both in the public and the private sector, however, there is not much discussion about this phenomenon. For the needs of the research, two focus groups were conducted with participants who are employed both in the public and the private sector. According to the participants in the focus groups, in general, this situation is due to the unfavorable social climate, i.e. assurance that this phenomenon is acceptable and it is tolerated as such. Namely, the high unemployment rate, as well as the dominant presence of traditional values regarding the role of men and women in our society, enable the incidence of this type of harassment in the economic sphere.

It was obvious from the participants' answers that there are misconceptions about this phenomenon, i.e. the reasons for the incidence and existence of this phenomenon. Part of the participants indicated that this phenomenon exists because women/workers offer sexual favours in order to be appointed to a certain position, to get promotion, higher salary or other advantages. The participants in the focus groups described the victims of sexual harassment as people who are to be blamed for their situation, i.e. that they were the ones who provoked this situation.

From among different types of sexual harassment, the participants in the focus groups mostly recognize the sexual harassment „favor for favor“ as opposed to the other types, which due to the mentality and the culture are being accepted and tolerated as a manner of behavior in our society. Very few of the participants in the focus groups were able to recognize and distinguish between different types of sexual harassment.

Most of the participants were familiar with the fact that sexual harassment is regulated by law in our country and that sexual harassment is a form of sexual discrimination. They usually understand that gender-based discrimination is discrimination based on the physical appearance and discrimination based on the age.

With regard to the treatment of this phenomenon, they were unanimous that they have not heard so far about cases of sexual harassment in which the victims made a formal reaction/initiative. In addition, it was concluded that organizations/companies do not have prescribed rules of behavior regarding the treatment of this harassment. According

to the participants in the focus groups, the reasons for non-reporting and the fear from being labeled and fear from possible consequences if cases of sexual harassment are reported are the reasons for the non-reporting and the impasse of the victims of this type of harassment in our country.

With regard to the role of the trade union for tackling this type of violence, the participants stated that practice so far has shown that the trade union does not support the workers in individual cases for protection of their rights arising from the employment. In addition, they stated that the impact of the political parties, i.e. politicization of employment, i.e. career and business development being dependent on the political party affiliation in our country, are factors which enable the incidence and existence of this type of harassment. In other words, there is fear on the part of the trade union representatives to take adequate measures because of the political repercussions over their jobs and positions.

### **III PART**

## **CONCLUSIONS AND RECOMMENDATIONS**

## 1. MOBBING

The following conclusions and recommendations emerged as result from the obtained findings from the two methodological procedures to analyze the phenomenon of psychological harassment:

### 1.1 Regulations in the law

The existing definition and regulation of the psychological harassment (mobbing) in the Law on labor relations is not sufficient clear and precise. Such regulation contributing to overall misunderstanding of the phenomenon psychological harassment, the forms in which it was most often manifested, as well as the institutional procedure for protection in cases of psychological harassment.

#### Conclusion:

**The phenomenon of psychological harassment is not adequately regulated by law especially with regard to the ways in which it is manifested, there is no clearly defined mandate of the competent institutions and procedure to provide protection for the victims of psychological harassment.**

#### Recommendation 1 :

**The existing legislation has to be reviewed (Law on labor relations), as well as to be supplemented by clear and precise specification of the acts of psychological harassment (mobbing), precise specification of the institutional competences which are mandated to act, as well as clear specification of the procedure for protection in cases of psychological harassment.**

**The scope of the term “protection of the health and safety of the worker at the workplace” needs to be further explained and expanded, whereby the acts of psychological harassment will be incorporated in adequate laws, regulation and collective agreements.**

From the total number of victims who reacted on the mobbing (280), only 20,7 % of them made a formal reaction, that is, addressed an official authority, institution or initiated certain formal procedure for their protection.

With regard to the action for formal reaction, obtained data show an exceptionally low rate of formal reporting of psychological harassment, that is, to the trade union or the labor inspection. Most frequently, women victims of mobbing reported the psychological harassment to the employer. Unfortunately, once the harassment is reported to the employer, no other formal actions are being taken. Victims, who did not make any reaction, stated several reasons for their non-reaction, i.e. why they did not take any action regarding the psychological harassment. From among all the stated reasons, most prevalent is the fear from losing the job. The findings from the focus groups also indicate to a great distrust and not asking for assistance from the competent authorities and institutions.

#### Conclusion:

**The lack of formal reaction on the part of the victim is characteristic for the manner in which a victim would act following the psychological harassment.**

**Recommendation 2 :**

**Consistent and complete enforcement of the legislation that regulates the sphere of labor relations with regard to discrimination and psychological harassment on the part of the employers, labor inspection, trade unions, Ombudsman and courts.**

**Introduction of adequate misdemeanor and penalty provisions for not taking action in accordance with the legislation that regulates the sphere of labor relations.**

**Proactive attitude on the part of the social partners (Government, trade union, associations of employers) for undertaking joint and coordinated actions towards affirmation of the action taken by the competent institutions for the protection of economic and social rights of the employees.**

**1.2 Prevention**

According to the findings every second respondent stated that she experienced some form of psychological harassment at the workplace. The incidence of the type of psychological harassment “*Discrediting the personal standing/reputation*” has the biggest prevalence. In addition to such high prevalence, employees, employers, trade union and other institutions/organizations do not dispose of adequate and sufficient information about the phenomenon of psychological harassment.

**Conclusion: The prevalence of psychological harassment (mobbing) is too high**

**Recommendation 3:**

**There is need for taking preventive activities that would enable comprehensive information for the employees, employers, trade unions and respective competent institutions/organizations about the problem of psychological harassment, especially regarding the gravity of the problem, the forms in which it is manifested, the high prevalence in the working organizations/companies, as well as the serious consequences from psychological harassment primarily over the health and professional engagement of the victim, as well consequences on the organizations/companies regarding their productivity and functionality.**

**1.3 Data about the prevalence of the phenomenon**

Regardless the high prevalence of psychological harassment (mobbing), still this phenomenon is not treated with necessary seriousness. Conducted researches and analyses are not sufficient in regard of comprehensive assessing the phenomenon, particularly regarding its prevalence and exposure among the vulnerable categories of women.

On the other hand deficiencies in keeping gender segregated statistics, makes it impossible all types of violence over women to be monitored, among which is also the psychological harassment.

**Conclusion:**

**There is lack of adequate and sufficient research data and specialized analyses about the situation regarding the violence at the workplace, including the psychological harassment.**

**Recommendation 4:**

**There is need for conducting comprehensive research in order to make detailed examination of the phenomenon of mobbing, risk factors that influence the prevalence of this phenomenon, as well as analysis of the sector policies regarding the treatment of this phenomenon. Separate analyses need to be conducted in order to examine the vulnerability of female population, that is, the following categories of women: female seasonal workers, female workers with low income, unregistered female workers, or female workers doing indecent work, i.e. low ranked work.**

**1.4 Institutional action**

Research findings show that organizations that do not have developed regulations and procedures and do not take action regarding the treatment of this phenomenon, as well as organizations that do not take care about the employees and organizations where men take most of the managerial positions, are organizations where certain types of psychological harassment are most prevalent in our country.

**Conclusion:**

**There are not developed organizational regulations and procedures for treatment of cases of mobbing from the aspect of individual treatment, as well as from the aspect of prevention of this phenomenon in the organizations/companies (both public and private sector).**

**Recommendation 5:**

**Educational measures need to be taken for the managerial structures/ managers in the organizations (public and private sector) in order to raise the awareness about the problem, the gravity and consequences from the problem, so that adequate means and mechanisms can be developed for timely recognition and addressing of the problem. Furthermore, additional education is required for the concept of gender equality, the principle of inequality and non-discrimination.**

The establishment of legal obligation for the organizations/companies to introduce internal organizational procedures for prevention of this phenomenon and adequate treatment and protection of the workers in cases of discrimination and violence at the workplace, including the psychological harassment.

## 2. SEXUAL HARASSMENT

The findings from this research with regard to the sexual harassment as a type of violence over women, indicate to the need that the state, organizations/companies, trade unions and civil organizations should address this type of harassment in a systematic and continuous way, because they have exceptionally significant role in the prevention and elimination of this phenomenon. This is especially due to the fact that there is history of regulating this type of harassment by laws, and accordingly there is ground for taking action and official reaction on the part of the state authorities.

While defining the conclusions and recommendations for prevention and elimination of this type of violence, we used the findings from the research that indicate to the need for taking immediate measures and activities regarding the treatment of this phenomenon in our country, as well as all the knowledge we have as being actors in the sphere of gender equality for many years in our country. The letter is especially with regard to the analysis of the domestic legislation and international standards on these issues, as well as the overall policy with regard to this issue.

**On the basis of the overall analysis, the following conclusions and recommendations were developed in order to improve the situation regarding the treatment of sexual harassment in our country, i.e. definition of a clear strategy to tackle this phenomenon, as follows:**

### 2.1. Policy and regulations in the law

Separate policy to address the issues in the sphere of violence over women has not been developed in our country. These issues are subject to regulation in the 2007-2012 National action plan for gender equality. This document defines the strategic direction of our country in the field of gender equality, including the area of „women and employment“ and „women and violence“ which are closely related to sexual harassment. Unfortunately, not a single strategic goal or activity from this plan in both of these areas does not refer to concrete/specific measures that imply this type of harassment. We assume that the sexual harassment within this plan is implied under the term „all types of violence over women“, which is very general and does not refer to particular types of violence over women. In addition to the lack of vision about the treatment of this phenomenon, the existing legal definition of this type of harassment in the Law on labor relations and the recently adopted anti-discrimination legislation, indicate to an incomplete harmonization with the Directive 2206/54/ EC. The respective incomplete harmonization i.e. inaccuracy may cause ambiguities regarding the grounds for the incidence of this type of harassment, as well as ambiguities regarding the constitutive elements of this type of harassment.

#### **Conclusion:**

**There is lack of clear policy regarding the treatment of sexual harassment, as well as incomplete harmonization/imprecise definition of this type of harassment.**

**Recommendation 1:**

**There is need for development of clear national policy and undertaking measures for clear and precise definition of sexual harassment in the law, through changes in the labor legislation, which would result in adequate definition of the grounds and the constitutive elements of sexual harassment in our country. The latter refers to the legal provisions in the Law on prevention and protection from discrimination, which refer to the definition of this type of harassment.**

**2.2. Prevention**

The findings from the research and the discussions from the conducted focus groups indicate to a range of conclusions regarding the need for taking preventive activities.

Thus, more than two thirds of the respondents (77%) think that sexual harassment is not publicly discussed in our country, i.e. it is still a taboo topic. These findings are further confirmed by the data from our research that this phenomenon is insignificantly reported, i.e. only 17,1% of the total number of respondents reported that they have been victims of sexual harassment.

**Conclusion:**

**Sexual harassment is treated as a taboo topic.**

**Recommendation 2:**

**It is necessary that preventive measures are taken for providing adequate and comprehensive information to the employers, employees, trade unions and other institutions/organizations about the gravity and harmfulness of the phenomenon of sexual harassment, not only as harmful to the health and the professional engagement of the victims, but also to the effectiveness, productivity and profitability of the organizations/companies. These activities should also result in speaking about this phenomenon in public, which on the other hand would result in increased number of reported cases.**

The data obtained from the research confirmed the influence of certain professional characteristics over the incidence of all types of sexual harassment. Namely, sexual harassment is more present in organizations/companies where more men are employed, as opposed to the ones where most of the employees are women. Certain types of sexual harassment are least present in organizations where both men and women are equally present. The size of the organization/company, i.e. number of staff does not indicate to a unified way in which it influences the incidence of certain types of sexual harassment. Thus, verbal and non-verbal sexual harassment are more often present in organizations/companies with up to 30 staff; physical harassment is most often present in organizations with up to 30 staff, and then in organizations with over and up to 100 staff, whereas sexual harassment „favor for favor“ most often is present in organizations with up to 50 staff, and then in organizations with up to 30 staff. In addition, we established that all separate types of sexual harassment in our country are mostly present in organizations that do not have developed regulations and procedures about the treatment of this phenomenon; organizations that do not take care of the employees and



do not provide adequate protection; and organization where men are taking most of the managerial positions.

**Conclusion:**

**The non-existence of internal organizational policy for equal opportunities between men and women in the organizations/companies in our country, i.e. for protection of the employees' rights regarding the gender-based discrimination, largely contributes to the incidence of sexual harassment.**

**Recommendation 3:**

**It is necessary that activities are taken to establish an adequate organizational culture, as part of the internal organizational policy of the organizations/companies both in the public and the private sector, by providing information to the employees about the organization's attitude towards sexual harassment; introduction of procedure in the rulebooks or other regulations for cases of sexual harassment; establishment of committee to resolve cases of sexual harassment and introduction of an advisor- person to be in charge of providing support, advice and care to the victim of sexual harassment.**

**2.3. Protection of victims**

Many of the obtained data from the research indicate to the gravity of the phenomenon of sexual harassment in our country as well about the need to take adequate measures to protect the victims.

The findings from this research show the existence of several risk factors that influence the incidence of this type of harassment. Namely, women aged 15-24; with completed primary and secondary education; who are single or divorced; who belong to other non-majority communities; work in the private sector; work in the catering industry and have 1-5 years of service, are more likely to be exposed to this type of harassment. In addition, the obtained data lead to the conclusion that women workers are exposed to multiple sexual harassment, i.e. more than 40% of the victims reported that were exposed from 3 to 10 times to sexual harassment. The consequences on the physical and mental health are the best evidence about the harm from this type of sexual harassment over the victims. Namely, more than two thirds of the victims of sexual harassment in our country reported emotional and psychological consequences; more than two thirds faced psychosomatic disorders and almost half of the victims reported that their private life was disrupted as result from sexual harassment.

Despite the gravity of this phenomenon, the reaction to this type of harassment in our country is manifested in different ways. With no exceptions, victims of sexual harassment in our country reacted individually and tried to resolve the situation, i.e. personally reacted towards this type of sexual harassment. Almost two thirds of the victims asked for help and support from their family and friends, whereas only one third of the victims asked for professional assistance or undertook certain activities which resulted in an official reaction for resolution of this type of violence. The formal reaction which is mostly used is to report the sexual harassment to the employer, which is followed by the reporting of sexual harassment to the police. This type of harassment was least reported to the trade union or the labor inspection.

**Conclusion:**

**Low level of formal reaction by the victims of sexual harassment, i.e. taking certain activities to resolve this type of harassment.**

**Recommendation 4:**

**It is necessary that activities are taken to provide information and to affirm the work of certain state institutions in this sphere, such as the police, the labor inspection, the trade union, the Ombudsman, the Sector for equal opportunities of women and men, courts and the mechanisms stipulated by the Law on prevention and protection from discrimination etc., which would result in taking adequate and timely action by all institutions regarding the protection of victims of sexual harassment.**

## **2.4. Data about the frequency of this phenomenon**

One of the key reasons for the inexistence of clear policy and adequate treatment of this phenomenon in our country, besides the obvious lack of political willingness, is also the lack of data about the incidence of this phenomenon, its characteristics and the respective treatment. On the grounds of the legally based mandates, several institutions in our country keep records, which can serve as evidence for the exact number of cases related to this type of harassment. Considering the deficiencies with regard to the gender segregated statistics, it is of essential importance that all types of violence over women are monitored, among which is also the sexual harassment.

**Conclusion:**

**Inexistence of data regarding the incidence of sexual harassment in certain economic activities and lack of practice for continuous monitoring of this phenomenon on national level.**

**Recommendation 5:**

**It is necessary that activities are taken for making detailed analyses and research about the incidence of certain types of sexual harassment in different economic activities, thus also considering the other risk factors, which were established with this research, and which would result in concrete and specific data to serve as basis for definition of future measures and activities in this area. Furthermore, there is need for introduction of a system for collecting data about the exact number of cases, i.e. reported cases of this type of violence.**

## **2.5. Institutional action**

As result from the inexistence of clear policy and practice for collection of data and respective analysis for this phenomenon, there is also lack of analysis about the action taken by the institutions, which are mandated to take actions in cases of sexual harassment according to the law. Accordingly, neither the mandate of the institutions is clear, nor is the organizational set up of the system for protection in cases of sexual harassment. With regard to sexual harassment, besides the crucial role of the state and other state institutions, the place and the role of the organizations/companies (public and

private sector), trade union and civil organizations are also significant, as they can contribute towards the prevention and elimination of this phenomenon. The analysis of their actions and primarily their coordination is crucial for the comprehensive and adequate protection of the victims. In addition, it is also crucial for the definition of the future measures and activities for building the capacities and introduction of mechanisms and procedures to improve the situation in this area.

**Conclusion :**

**Inexistence of analysis about the institutional action (action taken by all relevant stakeholders) with regard to sexual harassment.**

**Recommendation 6:**

**It is necessary that an analysis is conducted about the manner in which the organizations/companies are taking actions with regard to providing free of discrimination working environment, as well as about the other state institutions, the judicial system, the mechanisms established under the Law on equal opportunities of women and men and the Law on prevention and protection from discrimination etc. not only with regard to their individual treatment of this phenomenon, but also with regard to their mutual coordination. This is especially important in the context of the increasingly complex and ambiguous set up of certain mechanisms for protection from different types of discrimination (gender-based and other types of discrimination) in our country.**