

**ADDIS ABABA UNIVERSITY
COLLEGE OF DEVELOPMENT STUDIES
CENTER FOR GENDER STUDIES**

**WOMEN'S EXPERIENCE OF WORKPLACE SEXUAL HARASSMENT & THEIR
COPING MECHANISMS: THE CASE OF ARADA SUB-CITY KEBELE RECREATION
CENTERS.**

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ADDIS ABABA ETHIOPIA

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This is to clarify that the thesis prepared by Bethelehem Fiseha, titled: WOMEN’S EXPERIENCE OF WORKPLACE SEXUAL HARASSMENT & THEIR COPING MECHANISMS: THE CASE OF ARADA SUB-CITY KEBELE RECREATION CENTERS is submitted in partial fulfillment of the requirements for Degree of Master of Art in Development Studies (Gender Studies) compiles with the regulations of the university and meets the accepted standard with respect to originality and quality.

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Table of Contents

Abstract	I
Acknowledgment	II
Chapter one	
1.Introduction	
1.1 Background of the study	1
1.2 Statement of the problem.....	2
1.3 Main research questions	4
1.4 Objectives of the study	4
1.5 Operational definition	5
1.6 Significance of the study	5
Chapter Two	
2.Review of Related Literatures	
2.1 Definition of Sexual Harassment.....	6
2.2 Types of Workplace Sexual Harassment	7
2.2.1 Quid Pro Quo	7
2.2.2 Hostile working environment	8
2.3 List of Sexually Harassing Behaviors	8
2.4 Sexual Harassment and Hospitality Industry Nexus	10
2.5 Consequences of Workplace Sexual Harassment	14
2.5.1 Consequences on the Individual	14
2.5.2 Consequences for the Enterprise	17
2.5.3 Consequences for Society	18
2.6 Coping Mechanisms against Workplace Sexual Harassment	18
2.6.1 Engagement coping	19
2.6.2 Disengagement coping	20
2.7 Workplaces Strategy on Sexual Harassment	22
2.8 Sexual Harassment and Legal Provision of Ethiopia	25
2.9 Theoretical Explanations for Women’s Workplace Sexual Harassment	26
2.9.1 The Natural-Biological Model	27
2.9.2 The Socio-Cultural Explanations	27
2.9.3 Organizational Model	28
Chapter three	
3 Research Methodology	
3.1 Research method	31
3.2 Sample Selections	31
3.2.1 Study Population.....	31

3.2.2 Study Sample	32
3.3 Data collection methods	32
3.3.1 Primary data collection	33
3.3.2 Secondary data collection	34
3.4 Data analysis	34
3.5 Ethical consideration	34
3.6 Reflexivity	35
3.7 Methodology Challenges	36

Chapter four

4 Data presentation and Analysis

4.1 An overview of the Kebele Recreation Centers in Arada Sub-city	37
4.2 Demographic characteristics of study participants	37
4.3 Defining of workplace sexual harassment	39
4.3.1 Female workers understanding of Workplace Sexual Harassment	40
4.3.2 Managers and supervisors understanding of workplace sexual harassment	42
4.4 Types of workplace sexual harassment in the recreation centers	44
4.5 Causes for workplace sexual harassment in the recreation centers	50
4.6 Coping Mechanisms against Workplace Sexual Harassment	57
4.7 Consequence of Workplace Sexual Harassment	63
4.8 Institutional Mechanisms to Address Workplace Sexual Harassment	67
4.9 Women’s preferred solution for sexual harassment	70

Chapter five

5.1 Conclusion	73
5.2 Recommendation	75
Reference	78

Annexes

Annex 1 An Individual In-depth Interviewing Guide for Women workers

Annex 2 An Individual In-depth Interviewing Guide for Key informants

Annex 3 Checklist for direct observation

Annex 4 Background Information of Female Research Participant

Annex 5 Background Information of Supervisors and Managers Research Participant

Abstract

The main purpose of this study was to assess women sexual harassment, their experience and coping mechanism against sexual harassment at hotel industries. The study selected many lower standard restaurants within Arada Sub-city that are governed under the auspicious of government. This selection was undertaken in accordance to the availability of such institutions and their higher level of sexual harassing experience among Sub-cities based on a preliminary assessment. The qualitative research methods of in-depth interview technique that was employed in the study focused on major issues which includes; women workers and supervisors of both sex understanding of sexual harassment, the causes of sexual harassment at hotel industries, types, extent, frequency of sexual harassing experience and conducive environment that perpetuates such acts, perpetrators characteristics and background, techniques of coping sexual harassing experiences, impacts of sexual harassment, sorting out all the informal and formal coping strategies that deployed either unilaterally by women workers or their institution. Furthermore, observation of such settings both day and night also carried out to complement the information gathered through depth-interview.

Therefore, the study find out that woman workers in hotel industries are working in a risky and vulnerable settings for sexually harassing behaviors. As a result, from a minor forms of sexual harassing experience such as unnecessary staring at women workers and gone through some form of verbal up until force infused physical attack inflicted upon women. These harassing experiences almost happen on a daily basis irrespective of their working hours more frequently especially by young males. This harassment experience badly impacted the women's life ranging from minor mood changes to physical and emotional problems. This highly disorganizes their personal and marital life and more worsen, put them on a continuous momentum of fear. In addition, their harassing experience negatively affects their working environment and it forced them hate their work. It was also the reason for their state of mind that suggests changing work would be a solution for such social problems.

The finding of this study shows that majority of women responded to such form of harassing experiences either informally or totally ignore as if nothing happen on them. This arises out of lack of formally employed grievance responding system in these organizations and in fear of counter-harassment from the same person as a result of their complaining. Moreover, a traditional ways of addressing such problems always put forwarded as a solution at the expense of going through formal system. Despite all these trial and measures taken by women workers and supervisors, problems still exist and evolving over time. The study finds out that lack formal system to respond intertwined with the sectors the problems perpetuated silently.

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Chapter one

1. Introduction

1.1 Background of the study

MacKinnon (1979) one of the early scholars and feminists who pioneered in discussing workplace sexual harassment (WSH) defines WSH as the unwanted imposition of sexual requirements in the context of a relationship of unequal power. Such imposition may have a devastating effect on the victims since the perpetrators in workplaces are frequently in more powerful work position than the recipient of sexual harassment (SH) and victims may be frightened to object or formally lodge complaints (Chappell & Di Martino, 2006).

Scholars argue that due to the highly patriarchal nature of a society more often than not women are subjected to the wrath of WSH. (Knapp, Faley, Ekeberg & Dubois, 1997; Gutek & Cohen, 1987; Cortina & Wasti, 2005). This is due to social structures that more often place women in subordinate positions within organizations and the society at large making them easy targets (Eagly & Chavala, 1986 as cited in Sheets & Braver, 2012). And women working in traditionally accepted women's fields such as flight attendants, nurses and restaurant workers suffer even more since SH is taken as part of the job description. For women engaged in these career paths the sex role and the work role become fused together as the job itself takes on aspects of the sex role (Gutek & Cohen, 1987). Thus, these women will be exposed to constant WSH without being fully aware that they are subjected to hostile work environment.

As a result of constant exposure to WSH female service providers will encounter negative emotional reactions, negative attitudes toward work, and behaviors designed to withdraw from the aversive contact with customers (Yogil, 2008). The effects of WSH can extend from minor mood depletion to serious economic and social consequences. Furthermore, most studies show that one of the effects of WSH in hospitality industry is a high job turn over (Chung, 1993; Chappell & Di Martino, 2006; McCann, 2005; Poulston, 2008; Yogil, 2008) which in return will among other things affect the achievement of United Nations' Sustainable Development Goals (SDGs), whose overall goal is to clearly secure economic development, social equity, and environmental protection. The tourism and hospitality industry is expected to be one of the driving forces in achieving the SDGs (Hillier & Comfort, 2017) due to the sector's position as

the world's top job creators (Buam, 2013) and its potential to promote environment friendly economic development. Hence, it is important to create a healthy work environment to encourage women workers, who happen to account for over 60% in the sector (Buam, 2013).

To remedy the effects of WSH that is disproportionately affecting women, the international community has proposed policy measures in the Beijing platform for action and CEDAW which gave emphasis to women's equal treatment and call for all concerning bodies' involvement to tackle SH in private and public realms (UN, 1995; UN, 1979). The International Labor Organization (ILO) has also recognized WSH as one of the causes for hostile work environment and called for policy measures to combat and prevent sexual harassment on its 71st session of the International Labour Conference (ILO, 2007).

In Ethiopian context, though there is no policy that challenges WSH specifically, the Federal Constitution of Ethiopia in article 35 and the Labor Proclamation No. 377/2003 article 14 and article 87(1) clearly condemns any form of discrimination based on one's sex. And as a signatory of the above international agreements, Ethiopia is legally bound to accept the agreements as part of its law (FDRE, 1995). Thus, SH as one of the discriminatory acts committed against women has legal repercussion. However, in patriarchal countries like Ethiopia it seems easy to brush off issues related SH since it is taken as a part of the society's norm.

Therefore, this study tries to explore and come up with a concise research finding of women's experience with WSH and their coping mechanisms with a specific focus on restaurant workers in Addis Ababa with the intent of trying to capture Ethiopian women's experience.

1.2 Statement of the problem

Browsing through westerns literatures, it's possible to find tons of studies done on women sexual harassment in different settings including hospitality industry from multiple perspectives. This is because women working on services giving sectors tend to be more prone to sexual harassment (Dirks, 2004; Poulston, 2008; Waudby, 2012). Sexual harassment happens often in restaurant work because sexual banter and touching are common among staff and institutional practices also encourage ongoing displays of sexualization of staff, such as physically revealing uniforms or efforts to encourage staff to flirt with customers (Giuffre & Williams, 1994).

Specifically in Ethiopia, a survey done by the former Ministry of Women, Children & Youth Affairs MoWCYA (2013) revealed that working women in both private and public sectors are subjected to violence including sexual harassment. In addition, study participants stated that WSH especially in construction, textile, flower and hotel sectors is taken as a norm. The report further states that the scope of the legal frameworks falls short in addressing the majority of cases where hostile working, living and learning environments are created due to the threat caused by demands of sexual favors. By the same token, the Beijing Platform for Action Convention emphasizes that the lack of or inadequate research on domestic violence, sexual harassment and violence against women and girls in private and in public, including the workplace, impede efforts to design specific intervention strategies (UN, 1995).

Even though, there are some studies carried over women sexual harassment in Ethiopia, most of them are focus on some specific settings that are out of hospitality industry (Helen, 2010; Kassahun, 2009; Addisua, 2016). They discussed about how an academic settings are providing suitable opportunity and occasion for women's sexual harassment. However, there is one particular study done by Abinet (2011) on bars, cafeterias and hotel waitresses in Bole Sub-city which showed waitresses experience with workplace harassment and the emotional (psychological), physical, economical and health related problems it subjected them too. However, Abinet (2010) didn't discuss about the women's experience with workplace harassment while working in low standard bars and restaurants for a minimum wage. Her study settings make it harder to have insight to these places where people can get service for relatively low cost and how it might subject women working there to WSH in a greater extent.

In addition, as a former hotel employee I have encountered some WSH cases where my colleagues and I were forced to brush off sexual offenses as minor bump in the road and I have heard countless stories where customers and bosses make sexual passes against female staff members as if WSH is the norm that hotels operate by. From the stories I come to understand the extent of the sexual harassment at work goes higher as ones workplace standard goes lower. One might argue that our social norm marred with inappropriate institutional practice has left our hotels and restaurants as a breeding ground for perpetrators who confuse hospitality for a welcoming sexual offer.

Thus, this study explored coping mechanisms and other related issues especially in low standard restaurants where the work environment seems to be more relaxed and informal. Hence, the study focused on restaurants of the same standard that are scattered in *Arada* sub-city of Addis Ababa. These recreational centers are administrated under the auspicious of *wereda* through a long chain of urban level managerial line. And, the study dwelled on *Arada* sub-city because there are many individuals that belong to lower economic strata and choose to spend lower quality restaurants. This is because the area has not been demolished under the urban renewal projects (Addis Ababa City Administration Integrated Land Information Center, 2014), which obviously give a chance for lower income urban dwellers to survive. In addition, *Arada* sub-city is still a place where people choose to spend their leisure time. The researcher familiarity with the selected area is another factor for choosing as a focus of study.

1.3 Main research questions

The main research questions of the study revolve around the experience of female workers with WSH in the workplace and their coping mechanisms.

- How do women employees understand WSH?
- What are the most common coping mechanisms preferred by the women?
- What are the institutional mechanisms put in place to address WSH in the centers?
- What are the possible lists of solutions to fight WSH from the worker's perspectives?

1.4 Objectives of the study

The general objective of this study is to explore women service givers' experience of WSH and their coping mechanism in *Arada* Sub-city Kebele Recreation Centers.

The specific objectives for the study are:

- To explore female employees' understanding of WSH,
- To identify common form of coping mechanisms of WSH
- To examine recreation centers' mechanisms to address women's sexual harassment
- To come up with possible solutions to fight WSH from the worker's perspectives.

1.5 Operational Definitions

The following definitions are all operational. Hence the usage of each word/term throughout the research should be understood in line with the definitions.

- **Experience:** knowledge or skill gained through being involved in or exposed to something over a period of time and/or the sum total of the things that have happened to a person and of his or her past thoughts and feelings (Microsoft Encarta, 2009).
- **Hospitality:** describes the business of providing services such as catering and entertainment (Microsoft Encarta Dictionaries, 2009).
- **Coping mechanism:** something a person does to deal with a difficult situation (Collins Dictionary.com).
- **Prostitute:** somebody who is paid to provide sexual intercourse or other sex acts (Microsoft Encarta, 2009).

1.6 Significance of the study

The finding of this research highlights the different types of sexual harassment that a women face while they are trying to address their own economic challenges. It will also uncover a hidden social setting that still a hub of women sexual attack despite the rhetoric that women subjugation is losing ground. Their coping mechanisms or the way they are dealing with such problem also indicates their consciousness regarding what constitute assault or not. Therefore, the study will primarily help the government by giving an empirical finding that can be an initial input for policy and strategy. Non-government and other stakeholders that working for eradicating an enabling situation for women assault could also benefit from these finding.

Chapter Two

2. Review of Related Literatures

2.1 Definition of Sexual Harassment

Various definitions have been decreed, legislated, and promulgated since the phrase, “sexual harassment” was introduced in the 1960’s (Chung, 1993). It is now generally agreed that specific unwelcome verbal comments, gestures, or physical contact of a sexual nature and/or such conduct that creates an intimidating, hostile, or offensive working environment constitutes sexual harassment. There remains, however, much confusion and contradiction over the identification, prevention, and elimination of and responsibility for sexual harassment (Chung, 1993). In line with this, the European Commission Code of Practice has defined sexual harassment as: Unwanted conduct of a sexual nature or other conduct based on sex affecting the dignity of women and men at work. This can include unwelcome physical, verbal or nonverbal conduct (European commission, 1998).

Many more studies also describe sexual harassment in more seemingly identical fashion while bearing an element of differentiation. Despite differences in terminology, researchers agree that these concepts refer to repeated and systematic hostile acts, which are primarily of a verbal or non-verbal, rather than physical, nature (Salin, 2009). Hence, this study used the sexual harassment definition which is provided by ILO (2007), p.165 as follow;

Sexual harassment in the workplace is any unwelcome sexual advances or verbal or physical conduct of a sexual nature, acceptance of which is explicitly or implicitly made a condition for favorable decisions affecting one’s employment, or which has the purpose or effect of unreasonably interfering with the individual’s work performance or creating an intimidating, hostile, abusive or offensive working environment.

According to ILO (2007), the acts of sexual harassment may consist; insults, remarks, jokes and insinuations of a sexual nature and inappropriate comments on a person’s dress, physique, age or family situation, undesired and unnecessary physical contact such as touching, caresses, pinching or assault, embarrassing remarks and other verbal harassment, lascivious looks and gestures

associated with sexuality, compromising invitations, requests or demands for sexual favors, explicit or implied threats of dismissal, refusal of promotion, etc. if sexual favors are not granted.

2.2 Types of Workplace Sexual Harassment

Sexual harassment is an issue that is afflicting the workplace of today's hospitality industry. Women are employed in a wide assortment of roles, including inter alia, as front-line customer service, food and beverage operations employees, cleaning services workers, human resources administration, counting, housekeeping, marketing, general workers and some are at senior management levels (Vettori & Nicolaidis, 2016). Since gender-related issues are deeply rooted in cultural and social structures and interpersonal relationships, this is no less true in the workplace than in any other setting. The effects of cultural stereotypes embedded within social structures can make women psychologically vulnerable to certain life experiences, especially those that are gender based, which is hospitality industry (Gold, 2004). However, at work places, sexually harassing behavior is often categorized as either "quid pro quo" or "hostile working environment" harassment, a distinction stemming from the jurisprudence of the American courts (McCann, 2005).

2.2.1 Quid Pro Quo

Quid pro quo sexual harassment takes place when a job benefit like a pay rise, a promotion, or even continuing employment is made dependent on the victim complying demands to engage in some form of sexual behavior (McCann, 2005). In other words quid pro quo refers to situations in which a supervisor or other senior official with control over employees' employment status asks sexual favors in exchange for the position itself or for any job-related benefits (Joshi & Nachison, 1996).

Chung (1993) argued that Quid pro quo sexual harassment occurs when sexual favors are demanded as a condition of employment or when a tangible job consequence follows as a result of the employee's response. Vettori & Nicolaidis (2016) dubbed this form of sexual harassment as a sort of "Tradeoff" sexual harassment takes place for example, when a hotel employee in a position of authority makes employment decisions based on an employee's compliance to, or rebuffing of either sexual advances or behavior. This may thus relate to inter alia hiring of employees, dismissals, pay rises, task selection for employees, promotion and work shifts.

2.2.2 Hostile Working Environment

Hostile working environment harassment encompasses sex-based comments, disparaging remarks about the sex of the target, innuendos, and the display of sexually suggestive or explicit material and other sexually harassing behaviors that makes the working environment unpleasant to the victim (McCann, 2005). Chung (1993) argue that a hostile environment situation exists, not when the solicitation of sexual favors is directly linked to job-related consequences, but, rather, when the employee is continually subjected to sexual innuendoes and propositions, making the workplace environment hostile and discriminatory. Such a situation may be created by a co-worker, supervisor, or a non-employee.

The "hostile environment" harassment arises when either verbal or non-verbal hostile behaviors or statements are directed at another person on a sexual basis. Such statements or behaviors are unwelcome, demeaning and generally negatively impact on an employee's ability to work effectively and efficiently. The relationship with the customer is often considered "personal", and any lack of commitment to the service, or insensitivity to the client's needs, may be perceived as a personal offence and lead to aggressive behavior. Bar staff appear particularly exposed to assault by members of the public (Chappell and Martino, 2006). Sometimes such harassment may comprise of jokes or teasing with a sexual innuendo, suggestion, offers to date, speaking about another person's body parts or sexual activities, images of scantily clad women or men, inappropriate touching and unpleasant or menacing e-mail or electronic messages (Vettori & Nicolaides, 2016).

2.3 List of Sexually Harassing Behaviors

Sexually harassing behavior involves a range of conduct, from minor offensive words or acts to forced sexual activity and even rape. However, Boland (2005) described that the less physically threatening forms of sexually harassing behaviors are also the most commonly reported. These include the following forms of harassment.

- **Sexual Joking:**

Sexual harassment exists where the conduct is unwelcome. Therefore, while some women think that if they join in the joking it will lessen the impact of the harassment, it may, in fact, work

against them. It provides evidence that they did not find it objectionable or offensive, and may result in a determination that they were not victims of a hostile environment. In fact, going along with the jokes is not effective in stopping harassment, and in a significant number of cases, just makes it worse.

- **Sexist Words:**

Sometimes sexual harassment takes the form of words that are directed at females in general, including: calling a woman “doll,” “babe,” “sweetie,” or “honey”; using sexist phrases, like “dumb blondes”; claiming that “women cry more” or are “too emotional”; asking male workers to “think above their belt buckles”; announcing that “women can’t manage” or “workers will not work for a woman”; stating that “some jobs are just women’s work”; or, suggesting that women should be “barefoot and pregnant.”

- **Sexist Behavior:**

A harasser’s physical conduct may also contribute to a sexually harassing environment. Sexually harassing conduct without words include; looking up and down a person’s body; staring at someone; cornering a person or blocking a person’s path; following the person; giving personal gifts; hanging around a person; intentionally standing too close to or brushing against a person; pulling a person onto one’s lap; displaying sexist or sexual calendars; writing sexist or sexual graffiti; massaging or touching a person’s clothing, hair, or body; hugging, kissing, patting, or stroking; touching or rubbing oneself sexually around another person; making facial expressions such as winking, throwing kisses, or licking lips; making sexual gestures with hands or through body movements; or, making catcalls, whistling suggestively, or engaging in lip smacking.

- **Sexual Advances:**

Some harassment may include physical and verbal sexual advances towards one or more victims. These include; turning discussions to sexual topics; telling sexually explicit or suggestive jokes or stories; asking about sexual fantasies, experiences, preferences, or history; making sexual comments or innuendos; telling lies or spreading rumors about a person’s sex life; asking personal questions about social or sexual life; making sexual comments about a person’s

clothing, anatomy, or looks; repeatedly asking out a person who is not interested; or making harassing phone calls or emails.

2.4 Sexual Harassment and Hospitality Industry Nexus

The hotel, catering and tourism industry embraces a large number of different organizations and workplaces including hotels, motels and campsites, restaurants, bars, clubs and cafeterias, catering and canteen establishments, travel agencies and tourism information offices, as well as conference and exhibition centers (ILO, 2001). One of the hotel, catering and tourism sector's key challenges is to ensure decent work conditions, reduce uncertainty and support moves towards greater gender equality in the opportunities, remuneration and working conditions available to women (Baum, 2013).

In many countries women's sexual victimization is seen as normal because of the traditional perception of women as objects of sexual desire, and their subordinate role in the public and private sphere of life (Chappell & Di Martino, 2006). A number of factors are mentioned below which, either alone or in combination, directly or indirectly, may contribute to women sexually harassed at work places and thereby lead them to stress and violence, and which are more or less characteristic of the sector (Hoel & Einarsen, 2003).

- **Long Shifts, Irregular and Unusual Working Hours**

A characteristic potential stress factor for many workers in the hospitality industry originates from changing timetables and work during unsocial hours including evenings and nights. Shift-work is widespread and, especially in restaurants, may include split shifts. Work on Sundays (a normal rest day in many countries) is common. While a large proportion of employees work shorter hours due to their part-time status, overtime is also common, with a higher than average number of people working more than 65 hours per week.

- **Income Insecurity**

Wages paid to employees in the hospitality industry on a regular basis are lower on the average than, those in comparable occupations in other sectors. Depending on the culture of a country and on other factors, a considerable portion of the total income of hospitality employees may originate from tips. However, only employees with direct contact to customers may benefit from

tips except where re-distribution modalities are in place. If tips are important, the worker may have to cope with income insecurity and with a resulting irregular life style. As a result, many of the lowest paid workers, e.g. chambermaids, porters and dishwashers, may hold other jobs in addition to their substantive employment (Hoel, 1993 as cited in Hoel & Einarsen, 2003) and face higher-than-usual work pressure.

On the other hand studies suggest that employees also willingly make use of sexualized and service-oriented nature of hospitality industry to increase their earnings. According to ILO (2010) though women comprise between 60 and 70% of the hospitality industry globally they are paid less since they engage in the lower and informal job positions where they are more likely to experience poor working conditions, inequality of opportunity and treatment, violence, exploitation, stress and sexual harassment. On his study about waitresses' attractiveness and sexiness and its contribution in increasing tips Lynn (2009) indicated that waitresses in their 30's and those with large breasts, blond hair, and/or slender bodies received larger average tips than their counterparts without these characteristics. This is because the customers under the study are attracted to women who have the above listed traits and thought tipping would facilitate the mate selection process.

- **Weak Industrial Relations Institutions**

The proportion of the workforce affiliated to trade unions in this sector varies considerably between countries but is far lower than the general average of all industries. A related problem used to be the low level of acceptance by employers of trade unions as interlocutors (Lucas, 1995 as cited in Hoel & Einarsen, 2003). Many employers are also not supportive of employees' affiliation to trade unions, while it is common among the workers to accept the employer as a social leader, especially in small and medium-sized enterprises, or behave as individualists. Tension and conflicts at the work place therefore meet with little potential for solutions from established social dialogue.

- **Informal Economy**

A substantial number of organizations in this sector and individuals within organizations are operating in the informal economy and therefore do not pay tax or contribute to social security/insurance schemes. The informal economy in the hotel, catering and tourism sector

tends to attract workers from the most vulnerable groups of the population. Employees working in such situations are especially prone to abuse of all kinds. The informal economy is also associated with a large number of bankruptcies, which further increases the job-insecurity of employees.

Bishop et al. (2005) as cited in Yagil (2008) argued that managers in their attempt to keep customers satisfied exploits the ideology of customer service to put service providers in a position where they are expected to put up with abuse from customers including sexual harassment. The expectation sometimes extends to become a threat where failing to live up to the expectations will be considered as gambling with their job security (Chung, 1993). Therefore, as a way to stay in the market, manager's emphasis given to the quality of customer service, which is normally regarded as a positive feature of any organization, may leave staff feeling unsupported and vulnerable if they are expected to respond in a reasonable and friendly manner to customers who overstep the mark (Gilbert, Guerrier, & Guy, 1998).

- **Globalization, Growing Competition, Cost-Cutting and New Technology**

Increasingly, parts of the sector are joining the globalized economy, which is based on increased mobility of capital as well as customers. Increasing competition leads to greater pressures on workers and employers in the industry. Downsizing and redundancies are therefore not uncommon, leaving remaining staff with added workloads and multiple pressures. A key element in the expansion of the sector is the introduction of new technology, in particular for information and communication. With its application, it has become possible to integrate a range of services in an organization, e.g. front office with back-office and food and beverage systems with housekeeping. The use of new technologies permits to fill unused gaps in the working time of employees and exposes them to additional skill requirements. New opportunities for job enrichment are created. At the same time, linking up with external service providers by electronic means allows for more tasks to be sub-contracted which may increase a feeling of insecurity amongst the workers concerned (ILO, 2001).

- **Interface between Workers and Customers**

Sexualized and service-oriented nature of hospitality industry manifests itself through the revealing uniforms employees required to wear, the polite and ever friendly manner they need to

uphold in all circumstances and in some cases the direct and indirect encouragement they receive from their boss to exploit their feminine traits in order to attract and satisfy regular customers (Chung, 1993). The ambiguity of “hospitality service” such as unusual hours and conditions of work, interaction of persons in the delivery of service, and the importance placed on appearance which focuses attention on people as sexual beings makes service industries to be particularly prone to incidents of women sexual harassment (Gilbert, Guerrier & Guy, 1998). Huebner (2008) also revealed that waitresses admitted to the sexualized and service-oriented nature of their job fueling sexual harassment.

There has been a stream of initiatives and campaigns concerning employee behavior and attitudes towards customers at least for at least two decades, aiming at building competitive advantage in the market Lucas, (1995) as cited in Hoel & Einarsen (2003). Personalized service has therefore been increasingly emphasized throughout the sector to respond to the different needs of each client. A high proportion of employees in the industry work in a constant interface with clients, whether as service-providers or simply by occupying the same space, e.g. chambermaids and cleaning staff. This may represent a source of pressure on them, especially for those who hold jobs with low social status and without having been trained in how to communicate appropriately. They are little prepared, therefore, to face situations of violence and harassment.

- **Catering for Nightlife Customers**

Parts of the hotel and catering industry are operating in the ‘night-economy,’ i.e., after dark. They are therefore centered on alcohol consumption and often targeted at young clients. These features potentially expose them to violence and related intimidation. Similarly in hotels and restaurants Giuffre & Williams (1994) argued that most sexual harassment remains vague because staff members are expected to behave sexually as part of their job. Part of the industry also provides environments made to support erotic or sexual feelings with a resulting high index of exposure of its employees to threatening behavior by customers. In hotels especially, the prevailing environment is intended to make customers feel in a private mood in spite of the commercial and public character of the place. The ambiguity between private and public norms and behaviors may also contribute to a higher risk of unacceptable behavior not only in hotels,

but also in bars and certain restaurants. More research on the phenomenon is needed before drawing firm conclusions in this relationship.

2.5 Consequences of Workplace Sexual Harassment

The impact of sexual harassment at the workplace is far-reaching and is an injury to the equal right of women. Not only does it impact women workers, it has a direct bearing on the workplace productivity as well as the development of the society (Government of India Ministry of Women and Child Development, 2015). This verifies that sexual harassment has a multifaceted and cross-field of negatives impacts that deprived of the social order at large. Taking the negative impact of sexual harassment over organization, researchers recommended that the situation summons greater attention since it impacts would have a spillover impact on society at large. According to Joshi & Nachison (1996) since women are more victimized frequently than men, especially organizations need to give much concern to ensuring a comfortable and non-discriminatory working environment while building high quality and productive staff. ILO (2001) tries to look at the impacts of sexual harassment on individual, enterprises and society as a whole.

2.5.1 Consequences on the Individual

In general, more than half of the harassed employees described negative consequences for their personal well-being as a result of sexual harassment (European commission, 1998). Sexually harassed individuals have been experiencing a range of psychological and physical symptoms problems; even some individuals have already taken up their life as a result of such social evil.

- **Emotional and psychological consequences**

Sexual harassment is humiliating and degrading, and can cause victims to suffer a loss of self-confidence and self-esteem. Even less severe harassment, if repeated, can have a serious, stressful effect on workers (Boland, 2005). Many harassed employees reported feelings of mistrust, fear, insecurity, helplessness, anger, and humiliation, and some employee complained about nervousness and depression and have become distrustful (European commission, 1998). Harassed persons also commonly suffer from emotional stress including feelings of humiliation, anxiety, powerlessness, depression and loss of motivation. Compliance with sexual demands

brings with it a sense of loss of self-worth and a loss of confidence in their own abilities (ILO, 2001).

Studies show that the effects women sexual harassment have on victims can range from minor and temporary mood changes to serious physical and psychological health problems. In the pilot study of sexual harassment in the hotel industry Chung (1993) summarize feminist writers conclusion on the effects of sexual harassment as: discomfort from violation of physical privacy, reduced self-confidence, loss of motivation, lower productivity, less job satisfaction, reduced commitment to work, fear of retaliation, interrupted careers, high stress levels, loss of friendships, mentorships, and other work alliances with male workers, coercion out of nontraditional jobs, physical and emotional illness and disruption of marriage and/or other relationships with men.

- **Physical Consequence**

A harassed person commonly suffers a range of physical effects while facing sexual harassment, which include common physiological symptoms which accompany the stress and trauma caused by sexual harassment include nausea, loss of appetite, anger, headaches, fatigue and anxiety (ILO, 2001). Physically, the symptoms of stress can often be seen in women whose weight fluctuates. Their stomach may be upset and they may begin vomiting or stop eating, causing weight loss. Or, they may seek comfort in food and gain considerable weight. Victims also report having heart palpitations or high blood pressure (Boland, 2005). Sexual harassment has a serious and negative impact on women's health and well-being.

Women may experience physical injuries, fear, anxiety, embarrassment, and shame. Women may blame themselves for the incident(s) and may feel that they are bringing shame on their family, and they are often frightened of it happening again (Bergstorm et.al 2017). The study findings of Marsha, et al. (2009) that was conducted among college faculty staffs in Awasa, Ethiopia revealed that compare with women reporting no experience with workplace abuse or sexual harassment, those who reported having experienced both had an increased risk of depression. The writers of the study further concluded that despite differences in study subjects, operational definition of terms related to women sexual harassment and instruments used to conduct the

studies the available study outcomes indicate that the mental health status of women sexual harassment victims is adversely affected.

Muscular pain, back and neck trouble were the consequence of sexual harassment. Harassed women experienced headaches, muscle aches, stress reactions such as palpitations and sleeping problems and some committed suicide (ILO, 2001). Another serious consequence of the most severe forms of sexual harassment is the well documented effects of forced sexual intercourse or rape. In addition to the mental trauma due to the incident, rape can also result in physical injuries and unwanted pregnancies. The unplanned pregnancy not only violates a woman's human and reproductive rights, but also generates social hatred and stigma.

- **Interference with Private Life**

Sexual harassment affects a woman's personal and professional relationships on many levels. Sexual harassment experiences threaten to disrupt attachments and often lead to feelings of disconnection and isolation from others (Gold, 2004). Harassment interferes with the private lives of the employees such as disliking sexual activities in their private lives. They had an adverse effect on relationships with family and friends. They have interpersonal level: tension in relationships, feeling hostility towards others after experiencing sexual harassment, and withdrawal from contact with other (European Commission, 1998 & Boland, 2005).

The devaluing or aggressive acts that commonly occur in the context of discrimination can disrupt important and valued relationships in the workplace and at home, leaving the relationally oriented woman vulnerable to blaming and devaluing herself or assuming an overly conciliatory and under assertive approach to addressing the situation (Lenhart, 2004). Even more worsen; women are committed suicide or attempted suicide due to intolerable conditions and lack of support suffered by the victim. This is because the cultural norms that brand women who are sexually harassed as having brought it upon themselves, label the women victims as 'loose' or 'tainted'. The shame of having to live with the stigma is cause enough for some women to want to take their own lives (ILO, 2001).

2.5.2 Consequences for the Enterprise

In addition to consequences for the personal well-being of harassed workers, sexual harassment also negatively affects careers, the ability to work, the working climate, and motivation. Harassers are found in all types of occupations, at all organizational levels, among business and professional individuals, as well as among college professors (Gerdes, 1999). The impact of sexual harassment at the workplace is far-reaching and is an injury to the equal right of women. Not only does it impact her, it has a direct bearing on the workplace productivity as well as the development of the society (Government of India Ministry of Women and Child Development, 2015).

This negative trend though unpleasant wherever it takes place have a very adverse effect when it occur within an organizational setting. This is because apart from the physical and psychological trauma it exposes the victims to, their productivity are greatly affected (Haruna et.al., 2016). As a result of this, it appears that a considerable proportion of harassed employees leave their jobs, either by giving notice or by taking leave of absence or sick leave (ILO, 2001). Along with this, sexual harassment is one way to put down a woman, to keep her in her place. If the woman becomes frustrated enough, she may begin to make mistakes, get sick, be absent from work, or fail to carry out the job, leaving the harasser with the satisfaction of knowing that women just cannot make it in a man's world. (Boland, 2005)

For the reason that of sexual harassment against women, It's is found that job change, industry change, and reduced work hours were common. Although some found an equivalent or higher-paying position, some Women's earnings fell precipitously in subsequent years. (McLaughlin et.al., 2017). Sexual harassment affects the working climate and motivation of employees and it forced women to call their professional qualifications into question. They felt isolated from their colleagues, consequently, their work motivation decreased. Since the experiences of sexual harassment had a demoralizing effect on the general atmosphere at work and on job satisfaction (European commission, 1998).

It is likely that these women react in alternative ways that are included in the construct of organizational withdrawal (i.e., absenteeism, tardiness, and other unfavorable job behaviors (Sheinder et.al., 1997 as cited in ILO, 2001). For enterprises, sexual harassment leads to

workplace tensions, which in turn may impede teamwork, collaboration and work performance. Increased absenteeism and lower productivity result (ILO, 2001). Sexual harassment can also result in the loss of valuable employees with otherwise good work performance. Allowing a climate of tolerance of sexual harassment leaves the enterprise with a poor image; assuming victims complain and make their situations public.

2.5.3 Consequences for Society

ILO (2001) explained that it is increasingly being recognized that sexual harassment impedes the achievement of equality between men and women; it condones sexual violence and has detrimental effects on the efficiency of enterprises and well-being of people, thereby hindering productivity and development. Due to the above mentioned effects sometimes victims feel their only choice is to resign, thus they may suffer permanent damage to their careers; thereby decline their positive contribution for the society (Joshi & Nachison, 1996). Strengthening this idea (Haruna et.al., 2016) argue that such negative incidence have psychological influences on the women regardless of their age, relationship, disability, physical or social background therefore their morale becomes inevitably weak and productivity affected, and its full impacts will rest on the society at large

According to Vettori & Nicolaidis (2016), since victims very often leave their workplace silently to avoid further harassment, the true extent of sexual harassment in the workplace is very often cloaked in a ‘conspiracy of muteness’ It is also widely acknowledged that it is wasteful from economic, social and human resource development points of view to invest only in selected parts of the population through discrimination, based on sex, race, ethnicity, age or otherwise. Chappell and Martino (2006) further elaborated that health care and long-term rehabilitation costs for the reintegration of the victims of violence at work, unemployment and retraining costs for those who lost their job because of such violent events, disability and invalidity costs for those whose working capacities are impaired by violence at work, and legal and criminal justice system expenses are all part of the price paid.

2.6 Coping Mechanisms against Workplace Sexual Harassment

Lazarus & Folkman (1984) as (cited in Knapp et al., 1997) defined coping as a person's cognitive and behavioral efforts to manage demands that are appraised as demanding or stressful. Coping

involves the cognitions and behaviors of a single person, the context of an organization and the larger society making it difficult to predict distinct responses to SH (Cortina & Wasti, 2005).

The chronicity of harassing situations may activate unique response patterns, because coping does not entail a reaction to an acute, one-time event. Rather, in response to enduring, related challenges, sexually harassed women may engage in a trial-and-error approach to coping— learning over time which strategies are most and least effective and experimenting with new strategies to manage the ongoing problem (Cortina & Wasti, 2005, p. 182).

Thus scholars can only predict certain responses to stressful situations (coping mechanisms) that most victims employ. After assessing various literatures on stress coping mechanisms Knapp et al.(1997) classified individuals' responses to stressful situations in to two general types: engagement coping and disengagement coping.

2.6.1 Engagement coping

Engagement coping also called "problem-focused coping" include “finding ways to change the situation, trying to prevent the situation, or planning/preparing for future similar situations” (Knapp et al., 1997). Confrontation/negotiation and advocacy seeking coping mechanisms fall in this category. The former involves addressing the perpetrator directly and the latter involves using individual and/or organizational support that focuses the response on the perpetrator (Knapp et al., 1997). Accordingly personal strategies and formal strategies fall under engagement coping mechanisms (Bruynooghe, 1995 as cited in European commission, 1998).

- **Personal Strategies**

Personal responses the victims try to solve the problem on their own. A personal response may be ‘contacting the harasser to talk about the unwanted sexual behavior’ or ‘avoiding the places where harassment is possible’. When you are sexually harassed at work, your choices are pretty straightforward; either you ignore it or do nothing. You can make a joke of it. You can avoid the harasser if possible. You can ask or tell the harasser to stop (Boland, 2005). Personal strategies range from obliging, to assertive and aggressive strategies. Obliging strategies include avoiding

the harasser or places where the possibility of harassment exists. Some victims even join in the workplace bantering, using vulgar language and acting in a sexualized manner so to live the illusion that, by becoming one of the guys, she will not be harassed further.

Bruynooghe (1995) explained that sometimes sexual harassment can be prevented, but the price for this is high (restriction of own freedom, constant threat of a new incident). A woman may be denied opportunities, a promotion, or a raise. In retaliation for complaining, she may be reassigned to a difficult position or transferred away from her family and support. With an assertive strategy the harassed respondent makes it clear that she/he does not like the harassing behavior. An assertive strategy in which the respondent (immediately) makes it clear that the harassing behavior is unwanted seems to be one of the most effective ways of stopping sexual harassment. An aggressive strategy, physical self-defense, is used primarily against severe sexual harassment. Aggressive strategies are risky: sometimes they work but they may also lead to a further escalation of the harassment.

- **Formal Strategies**

Formal responses also deployed to get the aid of professionals, supervisors, confidential counselors or to make a formal complaint. Harassed employees can contact a confidential counselor; file a complaint, or any concerned body. However, as literatures on coping with harassment suggests that few women make formal complaints about harassment experiences while many of other keep on silent for avoiding further harassment (Schneider et.al., 1997). Victims of sexual harassment often do not file reports because they are afraid of losing their jobs; afraid of mobbing, bullying, and further victimization; or afraid that the report would not be taken seriously (Bergstorm et.al., 2017).

Moreover, some women do not report because they do not wish to hurt the person who is harassing them. Yet, when women do report sexual harassment, the majority of the time, the situation improves (Boland,2005). Rather women choose to either neglect or negotiate with the harasser though, as Nego-feminism claims that especially African woman's willingness and readiness to negotiate with and around men even in difficult circumstances is quite pervasive. Since, it cemented in the African people's long standing experience of negotiating with and around patriarchal values (Nnaemeka 2003).

Even though both mechanisms are applauded for ending WSH effectively victims use them rarely since service providers are highly constrained in the way they may deal with customer misbehavior: direct confrontation can lead to customer complaints which would result in negative job performance evaluations and consequent sanctions (Hughes & Tadic, 1998; Reynolds & Harris, 2006 as cited in Yogil, 2008). According to Cortina & Wasti (2005) women from collectivist and patriarchal cultures are even less likely to engage in this most assertive, vocal, and public means of coping with harassment.

2.6.2 Disengagement coping

Disengagement coping which is considered as "emotion-focused coping" include self-blame, seeking social support, avoidance, or distancing does not work to change the condition or event directly (Knapp et al., 1997). Accordingly Non-Intervention Strategies and Informal Strategies fall under engagement coping mechanisms (Bruynooghe, 1995 as cited in European commission, 1998).

- **Non-Intervention Strategies**

Nonintervention responses are responses where the harassed person ignores the situation/acts as if nothing has happened. The most important reasons for this were fear of secondary victimization and fear of escalation of the harassment. Victims of sexual harassment often do not file reports or respond appropriately because they are afraid of losing their jobs; afraid of mobbing, bullying, and further victimization; or afraid that the report would not be taken seriously. According to the researchers the non-intervention strategy is very offender-friendly and will not stop the violence. Literatures on coping with harassment suggests that few women make formal complaints about harassment experiences while many of other keep on silent for avoiding further harassment (Schneider et.al., 1997).

Avoidance/denial and/or social coping fall in this category that are the most frequently employed during and after WSH even though they contribute a little to defuse the assault. Studies found out that service providers often avoid violent incidents, ignore difficult customers and make efforts to discount or overlook acts of deviant behaviors or emotionally disconnecting themselves from the situation (Reynolds & Harris, 2006 as cited in Yogil, 2008).

- **Informal Strategies**

Informal responses are used to get the assistance of friends or family. Informal assistance may be called for from colleagues, supervisors, partners, and friends. This strategy may have positive as well as negative effects depending on the reaction of the person the respondent speaks with: if the person reacts with understanding and support then the strategy is successful. If the person reacts with rejection and disapproval then the strategy is not effective. In this case the harassed runs the risk of secondary victimization. Even some women staff members felt isolated from their colleagues, thought that they had received unjust criticism from their colleagues for complaining about sexual harassment, and, consequently, their work motivation decreased (European commission, 1998).

Targets of WSH employ the strategy of "bringing along a friend" whenever they believe the perpetrator will be present or discuss their experiences with sympathetic others, such as peers, coworkers, friends, and family members (Gutek & Koss, 1993 as cited in Knapp et al., 1997). Although disengagement coping is not effective in stopping WSH, according to Knapp et al. (1997), p.692 "it may assist the target in managing the psychological and somatic outcomes associated with the event and may provide him or her with suggestions for more effective coping".

2.7 Workplaces Strategy on Sexual Harassment

The responses to workplace harassment vary in particular with respect to both the extent to which they seek to modify perpetrator behavior and the extent to which they seek to protect the target from future victimization by the same perpetrator (Salin, 2009). Nevertheless, engineering out the organizational risk factors at the source usually proves much more effective and less costly than increasing the coping capacity through intervention at the individual level: Unsolved, persistent organizational problems cause powerful and negative mental strain in working groups. The group's stress tolerance diminishes and this can cause a 'scapegoat' mentality and trigger acts of rejection against individual employees (Chappell & Martino, 2006).

Noi (2015) pointed out that the organization strategy on sexual harassment should generally be stand-alone. In the case of smaller work place, however, it might be appropriate to link it to the work place's policy on equality and non-discrimination. It should be written in simple, direct

language and should be easily understandable to all workplace participants, including illiterate workers. Strategy should include the following key elements:

- **Commitment against Sexual Harassment at the Workplace**

Gilbert et.al (1998), strongly explained that victims are unlikely to report incidents unless they are sure that their complaints will be dealt with seriously and sympathetically thus it is a key to have a firm and continued commitment from senior management to encourage the creation of an open culture which has preventive measures rather than focusing merely on mechanisms for reporting and dealing with sexual harassment when it has happened. The policy statement against sexual harassment at the workplace should be articulated by top management to ensure acceptance and compliance by all workers including supervisors and managers.

Noi (2015) described that any organization should specify that (a) the organization's commitment to ensuring a workplace free from sexual harassment; (b) that sexual harassment will not be tolerated under any circumstances; (c) that swift disciplinary action will be taken against any male or female staff member found to be in breach of the policy; and (d) that supervisors and managers have a duty both to implement the policy and demonstrate leadership by example, Code of Conduct on Sexual Harassment in the Workplace.

- **The Definition of Workplace Sexual Harassment**

Noi (2015) argued that a detailed definition should be included to ensure that all staff – workers, supervisors and managers - understands what constitutes sexual harassment. The most important element to be emphasized is that sexual harassment is unwelcome behavior of a sexual nature. A list (which could be non-exhaustive) of examples should be provided. It should also be made clear that any interaction which is consensual, welcome and reciprocated (except for those prohibited by the laws) is not sexual harassment.

Apart from the “ambiguous customer service” nature of the hospitality industry the lack of clear women sexual harassment policy that defines sexual harassment and put in place appropriate measures to prevent women sexual harassment is another glitch that forces staff member to draw the line of boundary between appropriate staff customer relations and SH to protect themselves (Giuffre & Williams, 1994). Gilbert et.al (1998), strongly insist the necessities of clearly defined

anti-sexual policies with well displayed information on ways of confidential reporting; to take all reports seriously and ensuring that immediate corrective action is taken against the perpetrator(s) of sexual harassment.

- **Complaints/Grievance Procedures**

The complaints procedure should be clearly explained using simple language. If necessary, it should be made available in suitable formats for those who are unable to read the language. The procedure should ensure that any worker wishing to make a complaint has no doubt about what to do and whom to approach. The procedure should be appropriate for the organization's size and structure.

If necessary, an existing procedure addressing other types of work-related grievances may be used or adapted for this purpose. It is recommended that both informal and formal grievance mechanisms be offered. This measures that simultaneously aim both to modify perpetrator behavior and to protect the target include discussions with the parties involved, potentially with a neutral mediator present, and counseling or training for either or both parties (Salin, 2009).

- **The Penalties and Compensation**

The company policy on sexual harassment should clearly indicate the disciplinary action to be expected in the case of non-compliance. Depending on the severity of the case, consequences can range from an apology to the victim or disciplinary warning to counseling, transfer, demotion or dismissal; such disciplinary action should be included in the company's regulations. It should be clear that immediate disciplinary action will be taken against anyone who victimizes or retaliates against a person who has complained of sexual harassment. Punitive measures primarily send a clear signal to the perpetrator about the unacceptability of his or her behavior. Such actions may also deter others from engaging in similar behavior. However, although punitive responses may be important to restore the target's belief in justice, these responses primarily focus on the perpetrator rather than on the target (Salin, 2009).

If a victim of sexual harassment has suffered damages, such as a demotion or denial of a promotion, as a consequence of the harassment, it is appropriate that this person be compensated appropriately. The victim should also be compensated for any monetary loss arising out of a

denial of employment-related benefits which were rightfully due to him/her. Non-staff members, such as clients or contractors should also be informed that if a complaint against them is rightfully upheld, it could result in termination of a contract, suspension of service or business cooperation.

- **Other Additional Measures**

The company policy on sexual harassment should propose measures which will ensure maximum confidentiality for all parties concerned, both at the time of reporting and while the complaint is being investigated. It should be made clear that staff members will not be victimized or subject to sanctions for (a) making a complaint in good faith; (b) giving evidence in proceedings; or (c) giving notice of intention to do so. It should also be made clear that in the course of investigating a complaint the employer will make no assumptions about the guilt or innocence of the alleged harasser. Chappell & Martino (2006) argued that changing work practices to limit dissatisfaction from clients is also extremely important. The most influential factors for reducing client aggression are speedy and efficient service, which can be stimulated by various strategies such as rotating staff for particularly demanding jobs, roistering more staff at peak periods, designing how staff moves between different working areas, tailoring client flow systems to suit needs and resources, and keeping waiting times to a minimum.

In addition, they put forward that changing the system of work in a way to give workers a less face-to-face contact with the public is another option for reducing sexual harassment. And, this limits the opportunity for violent and threatening behavior. It linked with a technique of permanent separation of target and the perpetrator, i.e. by transferring either the perpetrator or the target. Here the main focus is on protecting the target from further victimization by the same perpetrator in the future, though without necessarily addressing any of the other root causes (Salin, 2009).

2.8 Sexual Harassment and Legal Provision of Ethiopia

The FDRE constitution, under a section of fundamental rights and freedom, article 24 (1), declare that everyone has the right to respect for his human dignity, reputation and honor. And, it's is with the understanding that this right shall be enjoyed by all citizens irrespective of backgrounds (FDRE, 1995). This right should be in line with the fundamental principles of

universal declaration of human rights to which every global community respect for. The constitution in its article 35 (1) proclaims that women shall in the enjoyment of rights and protections provided for by the constitution have equal right with men (FDRE, 1995). This proved that women have equal right and freedom with their counterpart, men in all sort of entitlement.

The constitution further provides that all international treaties ratified by the country are integral parts of the law of the land, article (9.4) and fundamental rights and freedoms recognized shall be interpreted in a manner conforming to these treaties article (13.2) of the constitution. Therefore, any act of male or women that have an element of abuse of women right shall get punished as they transgress of the supreme law of the country. With regard to the revised Criminal Code of Ethiopia, Helen (2010), argued that the revised criminal code of Ethiopia does not recognize sexual harassment as a crime on its self. But many of the acts constituting sexual harassment can be found to be punishable under this criminal code. However, article 664 of the criminal code, clearly deals with the circumstances where a female is coerced to have sexual intercourse, or where acts which correspond to sexual intercourse is forced upon the female by a person who has authority over the female including other support staffs, where they use their power unlawfully. The article also deals with what it calls “indecent acts” which it does not define or does not provide any interpretation to.

Helen (2010) argued that while interpreting the law is the task of the courts, while preparing a case for the courts it can be interpreted to include those acts that are humiliating like touching, caressing etc... by the perpetrator. The other article in the criminal code is article 625, which is a clear case that can be used to punish sexual harassment acts committed by anyone as stated in the article. It is the most relevant one as it deals mainly with the violence that is directed against a female person. It is applicable only upon complaint and the offence is punishable with simple imprisonment. The article covers also all other acts that constitute sexual harassment since it also uses the phrase “any other indecent act”.

2.9 Theoretical Explanations for Women’s Workplace Sexual Harassment

Gerdes (1999) argued that although the body of research on sexual harassment has grown, researchers, legal experts, and policy makers continue to disagree on what causes sexual

harassment. Though, some scholars defined the causes of sexual harassment through different theoretical lenses. These scholars, classified theoretical explanations for women sexual harassment into different categories; the natural-biological model; socio cultural explanations and organizational model (Tangri, Burt & Johnson, 1982; Pina, Gannon & Saunders, 2009; Macdonald, 2012).

2.9.1 The Natural-Biological Model

Gerdes (1999) explained that many authorities argue that sexual harassment is a result of differences between men and women—some claim these difference are socially learned while others believe sexual harassment is a natural phenomenon. The natural-biological model argues that “sexual harassment is a natural extension of mate selection evolutionary theory. In other words, sexual harassment represents an expression of sexual attraction, a form of a natural element in mate seeking Pina, Gannon & Saunders (2009) and Tangri, Burt & Johnson (1982) further explains that both men and women participate in natural, sexually-oriented behavior in the workplace that emanates from their strong natural urge for sex but men's sex drive is stronger hence, resulting in men more often initiating sexual approaches. This model holds that "either the woman is incapable of handling an overture or she is overly sensitive ... (or) a man may be too assertive or unable to properly control his sex drive" Gutek (1997) as cited in Chung (1993). Thus, since biologically men have a stronger inner drive to be sexually aggressive and to find a mate, such sexual behavior is not meant as harassment (Pina, Gannon & Saunders, 2009).

2.9.2 The Socio-Cultural Explanations

Some researchers believe that society has established specific roles for men and women that are the source of sexual harassment. Men who harass women, they suggest, are simply conforming to the traditional male roles of aggression, power, and dominance while women are socialized at a very young age to believe their self-concept is dependent upon establishing and maintaining relationships. Hence, the socio-cultural explanations argue that such sexual urges men possess is learnt through social interaction. It has its roots in patriarchy and its attendant perception that men are superior to women and that some forms of violence against women are acceptable (Gold, 2004). Our society adopted a gendered division of labor that has been described as a “separate spheres” ideology.

These divisions are based on stereotypes that portray men as the breadwinners, suited to function in the “public” sphere of the workplace (Gold, 2004). The socio-cultural explanation is pioneered by early feminists, who argued that the extension of male dominance in society includes organizations, where the phenomenon is thriving where men are expected to be aggressive and dominant, and females are expected to be passive and accepting (Farley, 1978 as cited in Pina, Gannon & Saunders, 2009). From socio-cultural perspective women sexual harassment is seen as the product of the gender socialization process in which men claim power and dominance over women both at the public sphere (Mackinnon, 1979).

This explanation is rooted in the dominance of social power and how women sexual harassment is one of the ways of marginalizing women i.e. harassers choose victims according to their vulnerability and that victims perceive harassment as a function of the relative power of the harasser (Sheets & Braver, 2012). The element of aggression that is so deeply embedded in the masculine gender role is present in sexual harassment. So, men will engage in rating women’s bodies, pinching women, making implied or overt threats, or spying on women. Women are the game to impress other men. When men are being encouraged to be obsessively competitive and concerned with dominance, it is likely that they will eventually use violent means to achieve dominance (Gerdes, 1999).

2.9.3 Organizational Model

Others propose that sexual harassment is a result of unequal power relationships not gender differences, arguing that sexual harassment is merely a form of discrimination (Gerdes, 1999). According to organizational model women sexual harassment can be explained by a wide variety of organizational-related issues including; power, status inequalities within the organization, permissiveness of the organizational climate, gendered occupations, and organizational ethics, norms and policies, affect the likelihood of women sexual harassment occurrence (Pina, Gannon & Saunders, 2009). The organizational model assumes that organizational characteristics set the stage for sexual harassment.

It points to certain aspects of the workplace's infrastructure that are conducive to sexual aggression; among them are hierarchies, the differential of power, visibility and contact in sex-integrated jobs, sex ratios, occupational norms, and job alternatives (Chung, 1993). Most sexual

harassment is used by men against women as a display of power with the intention to intimidate, coerce, and degrade. Sexual harassment happens frequently in high pressure working environments and in workplaces where the stresses and challenges facing supervisors and managers are not always recognized or acknowledged (Bergstorm et.al., 2017).

A wide gap in earning ability still exists, particularly for women who do not hold high-paying professional jobs. Full-time female employees still earn less than that of male workers. This forced them to get harassed by their colleagues because a hostile work environment is engaging in unwelcome sexual behavior that is sufficiently severe to alter the employee's experience of the work environment (Gordon, 2017). Moreover, poverty also one of the causes of sexual harassment because most victims crave for financial or material favors from their superior without the intent of being harassed however; the harassers do take advantage of them by asking them for sexual favor (Haruna et.al., 2016).

Under this model, certain individuals appear more vulnerable to sexual harassment than others; they are younger people, those earning low salaries, minorities, those economically tied to their jobs, and women working in traditionally male jobs. The explanations of the organizational model for WSH are appropriate to explore the issues raised in this study since it helps to examine WSH beyond gender. One of the theories that are rooted in organizational model is Sex-role Spillover theory that has been used as theoretical framework for studies dealing with women sexual harassment in hospitality industry.

- **Sex-Role Spillover Theory**

Sex-role Spillover theory argues that when occupations have a skewed sex ratio, the gender-role expectations for the dominant sex may spill over into the occupational role (Gutek & Cohen, 1987). As an explanation for the reasons behind women sexual harassment directed towards women the theory proposes that;

Women in female dominated occupations are often in situations in which attributes associated with their occupational role may overlap attributes associated with their gender role. Because the traditionally employed female's gender role is made more salient by the expectations of her occupational role, it may be difficult to perceive the extent to

which she is being treated sexually and unprofessionally (Burgess & Borgida, 1996, p. 64).

Sex-role spillover theory explains that sexual harassment occurs differently in traditionally labeled women's jobs where these jobs replicates women's traditional roles such as serving and caring for others and where individuals expect that workers are available as sexual objects, such behaviors as flirting, teasing, or touching Gutek (1982) as cited in Huebner (2008). On the other hand Gutek (1985) cited in Samuels (2003) argued that it is most likely to occur when women are employed in traditionally labeled men's field of occupation as their gender is particularly noticeable and they are treated as women first and only secondly in terms of their work.

Females in male-dominated occupations are in an environment in which male gender-role attributes spill over into the occupational role. In this context, the female employee's gender attributes may be made salient by virtue of the contrast between her gender and her masculine work role. On the other hand, the female in a nontraditional workplace may be perceived to have assimilated male gender-role attributes and hence may be stereotyped as unfeminine; butch, lesbian, and so forth. (Burgess & Borgida, 1996, p. 64).

Chapter Three

3 Research Methodology

3.1 Research method

Social science researchers are interested in how to study human behavior, its causes and consequences. They look at factors within society and try to find ways to understand and explain human actions and the results of these (Walliman, 2006). Similarly this study has been conducted with the objective of identifying women restaurant workers experience of WSH and their coping mechanisms whenever they experience sexual abuses at work. Accordingly, a qualitative research method was deployed and Denzin and Lincoln (1994) define qualitative research as multi-method in focus, involving an interpretive, naturalistic approach to its subject matter. This means that qualitative researchers study things in their natural settings, attempting to make sense of or interpret phenomena in terms of the meanings people bring to them by involving the studies use and collection of a variety of empirical materials like case study, personal experience, introspective, life story interview, observational, historical, interactional, and visual texts-that describe routine and problematic moments and meaning in individuals' lives.

Brennen (2013) also described qualitative research as being interdisciplinary, interpretive, political and theoretical in nature. Thus, using language to understand issues based on people's experience, it attempts to create a sense of the larger realm of human relationships. Accordingly, the interest of the researcher lies in the process, meaning as well as in the insight to be gained through words or illustrations. Thus, this study employed a phenomenology qualitative research design which focuses in exploring the totality of each individual participant's experiences which helps the researcher to understand the WSH from those who have firsthand experience.

3.2 Sample Selections

3.2.1 Study Population

There are 10 Weredas in Arada sub-city and a total of 21 Kebele recreation centers run by each Weredas' Consumers' Cooperative Unions (Shemachoch varied form Mahber). Among these centers the study sample population is employees who work at 5 Kebele Recreation Centers. This is for diversification of sources thereby to collect reliable data from informants since one

data can have a chance to verify against the other. The Centers were selected based on their location with regard to the hub of recreational spot within the sub-city. The centers duration of service provision is another factor for selecting the restaurants because this would give them to absorb plenty of experiences. In addition, attraction to huge customer's volume was also considered as the main selecting criteria.

3.2.2 Study Sample

The study followed purposive sampling techniques of qualitative research approach (also known as judgment, selective or subjective sampling) in which researcher relies on his or her own judgment when choosing members of population to participate in the study. Purposive sampling is a non-probability sampling method where by the researcher by taking different issues into consideration will select research participants from a given population (Tongco, 2007). Thus, I have identified women service givers who have direct engagement with customers and colleagues, the recreation centers' supervisors and the cooperative unions' administrative managers as samples (participants) for the study.

In order to meet objective 1 (to examine the women's understanding of WSH) and objective 2 (to identify the most common coping mechanisms of WSH prefer by the women) of the study within the predefined scheduled time 32 women service givers (waitresses, bartenders, cahiers, dishwashers, store keepers and sales persons) have been selected purposively based on length of experience, their willingness to participate in the study and their availability with in the centers. In order to meet objective 3 i.e., to examine the recreation centers' institutional mechanisms to address WSH, 7 supervisors, 4 administrative managers and the Arada Sub-city Administration Cooperative Society Agency Manager have been selected as key informants based on their job position within the Recreation Centers.

3.3 Data collection methods

This study was conducted with the objective of exploring Women's experience with WSH and identifying women coping mechanisms at recreational centers. Hence, in order to better achieve its objective the study has employed qualitative data collection method. It has employed a combination of both secondary and primary data sources. These all are described in the sub-sections that follows;

3.3.1 Primary data collection

To obtain primary data in-depth interviews and observation were applied in the field to acquire firsthand information from selected informants.

- **In-depth interview**

In-depth interview as qualitative data collection tool is praised for being useful for gaining insight into topics under study by allowing respondents to describe what is important to them in order to use quotes and stories for holistic data analysis (Alshenqeeti, 2014). Alshenqeeti (2014, p.40), further elaborate the significance of in-depth interview as;

More specifically, as interviews are interactive, interviewers can press for complete, clear answers and can probe into any emerging topics. Hence, interviewing is expected to broaden the scope of understanding investigated phenomena, as it is a more naturalistic and less structured data collection tool.

Thus, to gain insight into the women restaurant workers' experience in-depth interview has been conducted with 32 women service givers (Waitresses, Bar-tenders, Cashiers, Dishwashers, Sales Persons and Store Keepers). Key informants interview has also been undertaken with 7 Supervisors (6 male and 1 female), 4 Administrative Managers (all men) and the Arada Sub-city Administration Cooperative Society Agency Manager (who is also male). The data collection process took a month (From March 27/2018 – April 30/2018). The interviews lasted 20- 30 minutes per person depending on each person level of comfort to discuss the interview questions.

- **Observation**

Not all qualitative data collection approaches require direct interaction with people. Observation is a technique that can be used when data cannot be collected through other means, or those collected through other means are of limited value or are difficult to validate (Hancock et.al 2009). Taking this definition into consideration, I have observed in person some of the issues related the issues of workplace sexual harassment in the recreation centers and the glimpse of what the employees went through on a daily basis using the check list I have adopted from Abnet (2011) study which have dealt with similar issues and modified according to the issues raised in this paper.

3.3.2 Secondary data collection

Besides primary data, published and unpublished materials like books and articles related to the study have been reviewed. Any written material on the subject was taken as a valuable asset for the study in identifying the research gap in existing literature and to broaden my understanding on the subject. To this end, I have reviewed several literatures on WSH and women's coping mechanisms.

3.4 Data analysis

Content analysis, a form of qualitative data analysis techniques has employed as a driving wheel of the whole process of analysis. Hence, first, transcriptions of the audio-taped unstructured interviews took place in collaboration with my research assistant. The transcription arranged according to the research questions and I carefully tried to understand what the transcription would like to explain. Then, I pointed out ideas that related to each research questions based re-assessing the transcription. Following this, I kept all those ideas separately with the purpose of not to mix them one another and to easily draw patterns based on meaning they constitute.

Different techniques of identifier also used to achieve aforementioned clustering of idea in to single explaining of statement. Subsequently, I collected those ideas that are of similar meaning from the transcription and put them together under the relevant research questions depend upon the identifier. After having completed the inference exercise, I listed down all possible topics based on the impression obtained from the reading of the transcription. Then, I figure out the most descriptive and comprehensive topics that capture the full content or the essence of each theme. The themes discussed in respect of literature and the research finding that I have reviewed in the study

3.5 Ethical consideration

While doing this study the researcher was forced to ask women to share what is socially taken to be the most private experience of their lives. In order to uphold the big responsibility to be sensitive and respectful of research participants and their emotions same measures have been taken by the researcher. First the researcher made clear the aim and objectives of the study as well as the procedures to be followed up front to everybody taking part in the research. Second

all participants were told that participating is voluntary and for some reason if they want to withdraw from participating they have the right to voluntarily do so at any time. Third because most of them were cautious about being recorded, permission was asked before recording any of the informants and they were assured that the materials will be used for educational purposes only. Further they were not asked to give out their names on the record. And finally while interviewing a certain supervisor the researcher was careful not to disclose any specific information/incident mentioned by the female employees under him. So instead of mentioning the female employees' exact quotes I used phrases like; what I heard in other centers, what I saw around here or what is taken as a norm.

3.6 Reflexivity

Reflexivity is a process of self-examination on the role of subjectivity and recognizing, examining, and understanding how their social background, location and assumptions affect their research practice in the research process (Hesse-Biber, 2007 as cited in Palagana, Sanchez, Molintas & Caricativo, 2017). The key to reflexivity is to make the relationship between the influence of the researcher and the participants explicit (Jootun, McGhee & Marland, 2009 as cited in Palagana et al., 2017). Accordingly through the process of this study, the researcher identifies her position as a woman and former hotel employee as aspects that might influence the research process to be less objective. Thus measures have been taken to avoid a know-it-all attitude and color the data collection and analysis with personal bias.

One of the measures taken is that during the interviews with female employees the researcher didn't disclose her experience in hospitality in order to encourage informants to paint a complete picture of their experiences. The other two measures were based on Berger (2015) proposition that suggests seeking peer consultation and repeated reviews practical measures for maintaining the necessary balance between researcher's own experience and that of the participants. Likewise data transcription was done by an individual with Master's Degree who is male and has never worked in hospitality and then the transcription was edited by the researcher. The researcher also reviews what has been written in the data analysis part with fresh eyes after a couple of days and tries to eliminate any ideas that may have been dabbed with the researcher's emotion. Being aware of the issues related to reflexivity the researcher was attentive of 'unconscious editing' that crept out through the whole research process. On the plus side due

to personal experience, the researcher was also able to have in-depth understanding of participants' perception and know how and when to probe for more information and further explanations.

3.7 Methodology Challenges

In the beginning the researcher aimed to include focus group discussion among female participants of the study. But due to most of the participants' lack of willingness to be part of a group discussion and not being able to find enough amount of women to take part in the discussion the researcher was not able to have one. So in order to compensate for the lack of alternative data gathering method the researcher increased the number of in-depth interview participants until data saturation stage was reached.

The researcher also wanted to include male employees' about on their insight about WSH and their position in the issue. But the researcher also wasn't able to meet this aim because male service givers hold two jobs and have no time to spare for an interview, some of the Centers have no male service givers and they male service gives I came across were unwilling to participate. Thus, the researcher probed female participants and supervisors about male employees' stance on the issue of WSH in their Centers.

Chapter Four

4 Data presentation and Analysis

4.1 An overview of the Kebele Recreation Centers in Arada Sub-city

According to the Arada Sub-city Administration Cooperative Society Agency Manager, there are 21 Kebele Recreation Centers in *Arada* Sub-city. Each *Wereda* has 1 up-to 4 Centers with exception to *Wereda* 9 which has no centers due to the government's urban re-development program that put its Centers out of service. The Centers were established with an idea of serving as entertainment units for the general public with relatively low costs and proximity and most of the Centers were in business for more than a decade. After 2004 E.C the Centers were reorganized under the Cooperative Unions and were tools in the Ethiopian government's plan for market stabilization.

The Centers provide services like food, beverages and games like pool, foosball and table tennis but the majority of the centers focus on the provision of beverages mainly alcoholic drinks such as beer. The Centers are open for business from 1AM up-to 4PM local time every day but afternoons and evenings are the busiest hours in the Center because of the low cost for alcoholic drinks. In addition to the provision of affordable services, the Centers also contribute to the society by creating job opportunities for the youth and women. About 75-80% of the staff working in the Centers is women because the job positions are suitable for women who have low educational background and are willing to work in shifts for minimum wage as the sub-city's Cooperative Society Agency's manager explained.

4.2 Demographic characteristics of study participants

The total number of female employees' who participated in the research is 32, who work as waitresses, bartenders, cashiers, dishwashers, salespersons and store keepers. All of them participated in an individual in-depth interview. The background characteristics of female study participants with regard to different categories are described in the table below:

Table 1: Demographic information of female study participants

NO.	Categories		In Number
1.	Age	18-24	10
		25-30	17
		31 and above	5
2.	Educational Background	First cycle elementary education (1-4)	5
		Second cycle elementary education (5-8)	17
		First cycle secondary education (9-10)	7
		Second cycle secondary education (11-12)	2
		Degree student	1
3.	Marital Status	Single	22
		Married	6
		Divorced	4
4	Religion	Orthodox	29
		Protestant	3
5	Job Description	Waitresses	16
		Bartenders	6
		Cashiers	3
		Dishwashers	3
		Store Keepers	2
		Sales Persons	2
6.	Work Experience	6 months -2 years	5
		2 – 4 years	4
		4 – 6 years	7
		6 years and above	16

As shown in table 1, the age range of the majority of the participants is 24-30 and the majority of the participants' education background is grade 5-8 complete. This shows the minimum job qualification needed to work the Centers. During the interviews all except one confirmed that they are not currently enrolled in schools and only two of the female employees have a plan to pursue their education in the future. With regard to their marital status and religious beliefs the majorities of the participants are single and follow the Orthodox Christian religion. With regard to their job experience the majorities of them have job experience of 4 years and above which indicates that though most of them have no proper educational background to work in the service industry, they have pretty good exposure that counts as an asset to build their resume. Most of the informants work experience is acquired from working at different workplaces.

In addition to the female employees 7 supervisors are in-charge of the Centers and 4 administrative managers of *Wereda* Cooperative Unions also participated in the study. Among the 7 supervisors only one is female and all the administrative managers are male. The age range of the participants range 27 – 50.

In order to protect their confidentiality participants' names will not be stated, the researcher used identifiers for the female participants: W1, W2, W3,...W16 for waitresses, B1, B2,...B6 for bartenders, C1,C2 & C3 for cashiers, DW1, DW2 & DW3 for dishwashers, SK1 & SK2 for store keepers and SP1 & SP2 for sales persons. Similarly managers are labeled M1, M2, M3 &M4 and supervisors are identifies as S1,S2,...S7.

4.3 Defining of workplace sexual harassment

As it is indicated in the literatures parts, there are various ways of defining women sexual harassment despite the context in which such social phenomena happen. Though, there seems to have a consensus among scholars regarding the different contents of sexual harassment as they define it as a necessary input for deciding any act as sexual harassment. Therefore, as Chung (1993) explains, since the phrase, the so called "sexual harassment" was introduced in the 1960's; various definitions have been decreed, legislated, and promulgated. It is now generally agreed that specific unwelcome verbal comments, gestures, or physical contact of a sexual nature and/or such conduct that creates an intimidating, hostile, or offensive working environment

constitutes sexual harassment. There remains, however, much confusion and contradiction over the identification, prevention, and elimination of and responsibility for sexual harassment. Therefore, the study incorporated the female workers' understanding of WSH and the attitude of the supervisors and administrative managers for appropriately discern and determine the organization stance against women sexual harassment.

4.3.1 Female workers understanding of Workplace Sexual Harassment

The female waitresses, cashiers, bar tenders, dishwashers, store keepers and sales persons working at the recreation centers describe WSH as any act of verbal, emotional violence customers subject them to using their position. The lists of sexually harassing acts identified by female workers as verbal attacks are insults, asking for sexual favors, catcalling, demanding sexual relationships and inappropriate sexual remarks (usually about the waitresses being sex workers on the side). While retaliation for saying no to sexual advances (usually bad mouthing them to other customers, stalking, spiting, throwing glasses, causing unnecessary arguments over drinks) is listed as emotional attack whereas; grapping breasts, slapping body parts, unwanted kiss, inappropriate touching, forcefully grabbing body parts are labeled physical attacks.

Most participants explained that WSH can have different forms but the core similarity is the various range of discomfort it causes. W13 explained her opinion on what constitutes as WSH in the recreation centers' context as follows:

“WSH is when you are mistreated in different forms in your workplace based on your gender. WSH doesn't have to cause serious injury or death to be classified as harassment. It could be insults that make you feel value less, some trying to buy you with money, someone roaming up and down your body with their eyes and anything that make you feel uncomfortable”

While listing down the above acts of sexually harassing behaviors most of the informants indicated that what is considered SH depends on the feeling of discomfort one feels with such acts. According to SP2 even though it never happened to her she witnessed her colleagues encounters with WSH and describe it as feeling uncomfortable and doubting a person's intentions; *“I see waitresses being uncomfortable after somebody saying inappropriate things to them it shows in their faces and their moods, sometimes they tell me what have been said to them*

and ask me if the person has hidden intentions”. B5 also support this idea “it doesn’t matter if it is taken as a joke by the customer but if he grab me or said offensive sexual remarks about me and I lose my peace of mind as result of his behavior, I call it harassment.”

On the other hand DW3 indicated that most of the catcalling, the caressing body parts and other related ‘harmless encounters’ is just men’s way of expressing their interest in wanting to have relations with the female employees; “*I see men trying to get the attention of the waitresses they might grab their hands or pinch them, it just to show that they are interested in you. Once they show you their intention it is up-to you to accept or decline the offer*”. C5 also agrees with this idea by stressing the point that most acts of that could be described as SH are the result of the encouragement the harasser gets from female employees. This idea is similar to the biological model of explaining WSH which suggest that sexually-oriented behavior in the workplace emanates from men and women’s strong natural urge for sex but men's sex drive is stronger hence, resulting in men more often initiating sexual approaches (Tangri, Burt & Johnson,1982).

The degree of familiarity is also has been raised as factor in deciding if an act is considered as WSH or not. W5 explains this point as:

Most of our customers are regulars who live in this neighborhood just like most of the workers here. So we know some of the customers pretty well so if one of these customers said anything about anyone here we won’t take it seriously because we most of the time they are joking or are under the influence of alcoholic drinks. But if a different customer with no degree of familiarity to the employees comes and acts in sexually harassing ways it will be taken as offensive and violation of our dignity.

The above point was also been raised in the study findings of Waudby (2012) in which participants revealed of not being affected by individuals who are regulars and have a certain degree of familiarity with the staffs.

Though, the responses of the respondents on what is considered as WSH slightly varies from one women to another, they all indicated to having had experienced and witnessed a fellow employee experiencing the above list of sexually harassing acts at one time or another. This suggests that working at the Centers makes female employees vulnerable to WSH and their understanding of

WSH is shaped by their previous experiences and socially perceived relationships between man and woman. In order to develop ways to measure the prevalence of sexual harassment and come up with possible intervention measures providing definition for SH necessary. The definition should be based on the understandings and individual experiences since individuals understanding of what constitutes as WSH might differ from one person to another due to social and personal attributes (Gutek, 2012).

4.3.2 Managers and supervisors understanding of workplace sexual harassment

In hotel industry; supervisors, managers and any other higher level operators of this industry are crucial in terms of setting the defining character of the organization (Noi, 2015). Accordingly, the study poses fundamental fact finding enquires to these supervisors and administrative managers regarding their knowhow about women sexual harassment.

One idea that has been raised by the supervisors and managers is that customer in the Centers get involves an act of undermining women potential as purposeless while giving a devaluing prescription for possible harassment. They claimed that women because of their feminine gender, they usually experience some sort of verbal or physical harassment. They also indicated that women sexual harassment is when people devalue women's potential based on backward thinking that women are no good and whatever they do they cannot perform well. This highly related with misperception theory asserting sexual harassment may result from men's misperceptions of women's behavior and intentions. It is hypothesized that men who tend to misperceive women's friendly, outgoing behavior as a sign of sexual interest or availability are more likely to endorse and engage in the sexual harassment of women. S3 describes his perspectives regarding women sexual harassment at work place as follow; *"Its characteristics can be insulting, devaluing one's value, rape, sexual remarks, grabbing body parts, pinching, slapping"*. Even, he elaborated the disposition sexual harassment as follow;

"I can give you a practical example, my sister used to work as a junior cook in a small hotel and the chef always acts as a "mean husband". He would insult and degrade her work every time, I mean in his opinion she couldn't do anything right. So she always felt bad about her ability. But one day I overheard her tell her friend that the chef asked her out and insinuated that the treatment she gets at the kitchen will get better if she agreed to go out with him. I mean she was actually considering taking

the option and it hurt me so much, I yelled at her and forbid her from every going work again. You have to understand she was my little sister and we have the luxury to make her quit work. But for others this might not be the issue”

Managers also expressed that woman sexual harassment can be defined as discrimination that occurs at workplace based on one’s gender. It can be expressed by the way employers favor male workers over female workers for job placements and promotion opportunities. As Gerdes (1999) pointed out, sexual harassment is a result of unequal power relationships not gender differences, arguing that sexual harassment is merely a form of discrimination. M2 defines organizational sexual harassment in this way;

Women sexual harassment is mistreating individuals at a workplace based on his or her gender. For example, using once own organizational power to force women into doing sexual favors and rewarding those who agreed to the proposition by various job benefits. I believe women sexual harassment highly relates with organizational power one hold in a given institution and how he manipulates his power to get certain benefits.

One supervisor classifies women sexual harassment in two ways. It can be verbal and physical, the first uses seduction techniques the later uses force. It can be forcing or urging vulnerable women to use addictive substances, so that the women will be willing to do things they won’t do under normal circumstances. In other ways, women sexual harassment can be seen in different forms; they could be denied of their rights, impose unnecessary burdens on them, using various techniques to use them to satisfy their sexual needs as it indicated.

Almost all of the supervisors defined sexual harassment in a more similar ways of what a scholar defines the situation through theoretical bases. The majority of them define women’s SH as a drawback practice that has emerged out of the long existing dominated stereotypical attitude of the society. This explanation is rooted in the dominance of social power and how women sexual harassment is one of the ways of marginalizing women i.e. harassers choose victims according to their vulnerability and that victims perceive harassment as a function of the relative power of the harasser (Sheets & Braver, 2012).

4.4 Types of workplace sexual harassment in the recreation centers

Myriads of sexual harassment are being happening in different domain of spheres ranging from a lower level of socio-economic structure up until higher form of structure. Nevertheless, it is undeniable that some settings are far better suitable for nurturing such behaviors based on the nature of the sector, such as hotel industry. As elaborated in the literature part, the sector has many unfavorable conditions that make the women worker to feel discontent, in fact to be abused by their male counterpart. The distinct natures of the sector intermingled with the deprived portfolio of women employee at the sector make the situation even worse.

Even though WSH can be classified in legal sense as quid pro quo and hostile working environment, most of the study participants argued that in their cases it is mostly the customers that subject them to SH making their WSH encounters the form of hostile working environment. According to the study participants there are rare cases where supervisors sexually harass female employees and such incidents mostly occur when the supervisors are new. The female employees indicated that such behaviors from supervisors is not tolerated by the staff, W3 explained the length they go to protect on another as follows:

“I have worked here for almost 9 years now, I started as a dish washer I worked my way up to bartender position. Through all these years our supervisors comes and goes frequently but rest of the staff stays put. Let us say a new supervisor comes and ask one of the cleaners for sex and threaten her to fire her or make her working condition worse so the moment we hear about it we will take measures in to our hand and handle it on her behave we use different methods to deal with such behaving supervisors like directly asking him to stop harassing our colleague or retaliating as a group”.

The interviewee who claimed to experience or witness any sort of sexual demands or advances being made on behalf of their supervisors in exchange for some sort of employment benefits said that such things happen in very rare occasions and usually such encounters are dealt with effectively. However there are rare case like the case of W1 who have been sexually harassed by her supervisor who constantly was ‘finding ways to make her pay’ for not accepting his relationship requests.

“before it happened to me, I have heard from others that he has a trend of getting in to relationships with every other waitress. He asked me to be his girlfriend repeatedly and I have declined the offer saying "I come here for work and nothing else and you are my boss and we can't engage in such acts because it will lead to bad situation". For this response he has deducted my five day salary on various times without no substantial reasons, I have been banned from work without pay for a full month and reassigned me to lower position when i come back to work. At one event he even accuses me of scheming the customers for money by falsely claiming a shortage of money from cash counter: when in fact 1. there was actually a shortage of money from the cash counter and 2. I never asked anyone for money the customers simply help me out when they saw me crying”.

Other interviewees from this particular center supported her story saying that the supervisor under quote had really bad reputation with regard to his inappropriate relations with the waitresses, *“he has no respect for us”* explained W3.

What is said to be a day-to-day challenge and very difficult to avoid is hostile working environment type of WSH female workers face in the Recreation Centers. Sexual harassment in service industry is the result of the characteristics of both the employees and the nature of service, which involves close relationships between employees and customers (Poulston, 2008). Yagil (2008) further elaborates that customer misbehavior is enhanced by the basic and widespread philosophy that suggest the customer is always right and the sign of good service is manifested by pleasing customers, indulging them and giving them what they want and such acceptance of customer superiority implies, for customers as well as for service providers that customers are entitled to misbehave, while service providers are expected to put up with such misbehaviors. In support of this idea the participants said that the employees who have direct contact with the customers, i.e., waitresses and bartenders are the target of WSH than those who don't have direct contact i.e., cashiers, cooks, dishwashers, storekeepers, and cleaners.

I see waitresses more than bartender get harassed, as you can see I have a good view from my station right here to see what goes on in this place on a daily basis, For example just yesterday I saw a customer throwing glasses at one of the waitresses and called her a prostitute who is only here to sell her body just

because he thought she is favoring other customers. It was a busy night and she was only running around serving customers who came before him. Such reaction of customers for such silly reasons is so common around here.

explained DW1 who works in one of the Centers.

According to most of the female waitresses and bartenders, customers' use trivial excuse for their harassing behavior such as the waitresses didn't come fast enough, they are favored some other customer, they are cheating them out of the price, they drinks are not the appropriate temperature and so on, which they don't normally use on male waiters or bartenders. *"They know the boys here have zero tolerance for such misbehaviors and they are men. The customers are not interested in giving them hard time, who harasses a male worker just because he is working here? That is unheard of"* W7 stated her view on how only the female waitress and bartenders are subjected to SH. B4 expressed her view on the treatment she receives from customers as a women bartender as follows:

Let me tell you my daily experience as a bartender, I pour them drinks. The amount complaints I hear match the amount of drinks I pour. I understand I might not pour every drink perfectly, but the way they complain is so demeaning. They say this is no job for a woman, the management should have hired men bartender so the job can be done correctly. I am telling you pouring drinks doesn't require any exceptional technique anyone can master it in maximum a week. But just because I am a woman they disrespect me and my work.

Asking sexual favors in exchange for money is also another sexually harassing behavior encountered by mainly the waitresses. Participant indicated that on various occasions they witnessed or personally experienced a customer offering money for sex.

Let me tell you what happened to me, one day after my shift ended I was on my way to home and I heard a car horn repeatedly blown and I turn around to see an old guy who is one of my regular customers waving me to come, so I went to the car and said hello. The old guy just started counting money and I thought did I forget to make him settle his bill?! But then he kept counting till he reached 2000

and handed it to me and said lets go somewhere private. I got really mad and slapped him and walked away.”

W16 shared her experience on the matter. According to most of the participants such experiences are very common among the waitresses.

Sexual jokes and sexual remarks and insults also can be found in most of the interactions the waitresses make with customers. Boland (2005) suggested that some women join in these sexual remarks and joking thinking that if they join in the joking it will lessen the impact of the harassment. Which is also the attitude of the participants, taking part in the joke and treating it as if it is a normal way of conversing makes the service flow smooth in most cases, “*beside such customers don’t mean anything by it really, it is a force of habit*” as one of the waitresses explained.

The managers of the cooperative associations on the other hand indicated that they have never heard of any issues where supervisors trying to take advantage of female employees using their status. M2 said:

We are under the Woreda administration so we are governed by similar rules and regulation that governs other civil servants. So anyone who comes forward with sexual harassment complaints will be assisted according to the Labour Proclamation. But no one comes to make complaints and if there are in fact victims they have to come to us otherwise we can’t go around asking employees ‘is your boss harassing you?’

This is an opinion which is shared by the other managers. The Labour Proclamation No. 377/2003 states that no one should be discriminated on the basis of sex, age and race it doesn’t go in to specifics of detailing the forms of discrimination and how to deal with them. M2 admitted that it is up to each governmental institution to come up with employee guidebooks that are in line with the proclamation but according to most of the managers and supervisors their employee guidebooks don’t specifically mention ways to deal with WSH.

With regard to the existence of SH at the centers caused by customers, all supervisors and managers indicated that there might be some cases where the female employees be subjected to

WSH. M5 further explained this opinion by taking the working conditions of the employees in to account:

These women work in shifts and spend all most all of their time at the center running around to give good customer services, so if there is any SH taking place at the centers it has to be only from the customers there is hardly any time for supervisors to ask sexual favors from the women.

On the other hand all supervisory respondents asserted that there are some sorts of women sexual harassment from customers at their restaurants though they don't know what exactly constitutes an actual form of women sexual harassment at workplaces. For example, the female supervisor replied like this;

To my knowledge the workers have never been subjected to sexual harassment during work. There might be cat calling or insults or grabbing body parts. Breaking glasses and arguing over the payment and even try to heat the women, insulting them for no reason. There is nothing major that happens here, it all the small staff.

However, some supervisors even go more than assuring the existence of the harassment and get involve in defining the types of harassment that occur in their restaurants. Therefore, Individual customers either verbally or physically abuse women workers or any women customers in the restaurants through deploying different techniques. A supervisor at a restaurant defines his experiences as follow;

There are different types of sexual harassment that occur in our center, some of the harassers use force by simply attacking the workers verbally like catcalling, insults, sexual remarks, bad mouthing them ... or psychically like beating, grabbing body parts, pinching, slapping While others use negotiation like showing up repeatedly, giving generous tips, trying to seduce the girls despite being rejected, using different techniques to buy them. Some of the customers consume lots of alcohol which leads them to take out whatever emotion they are harboring by harassing the women.

Adding to this, such form of women sexual harassment hinders women's activities at work places as they intermingle with unnecessary interaction. Supervisors explained that grabbing, holding or blocking of paths of waiters is a defining character of the restaurants. S3 said that "*In appropriate body contact, verbal harassments like cat calling, insults, sexual remarks, being an obstacle to perform ones task, repeatedly asking for sexual relationships, following the tables they serve and demeaning comments*" account for the types of SH that occur in the Center he works in. Although such acts have a lot of negatives psychological and physical impacts, still some supervisors believe that these situation become normal in their restaurants. This is one way or another related with the frequency of the act occurrence in the hotel industry and tolerance level with regard to the behavior. "*There are sexual harassment that occur frequently like touching body parts, grabbing, trying to seduce them, catcalling, and other minor staffs; which doesn't affect the women that much*" a S5 explains his workplace situation.

The other supervisors strengthening this ideas as follow; "*The most common type of harassments are cat calling, inappropriate body contact, insults, signaling waitresses repeatedly to offer money in exchange for sexual favors, repeatedly sitting at waitresses' who decline sexual relations just to insult them or mistreat them.*" In addition, basically customers come to restaurant for drinking alcohols or getting services of all kind, though they choose to act in some inappropriate way, as a result, customers mistreated the waiters in a more abusive manner. S4 explained this as follows:

Some of the customers who came here undermine/disrespect the workers, when our waitresses ask them for their orders they will simply neglect them or keep chatting with their company. There is also cat calling and trying to flirt with the waitresses from the customers, which is not a big deal and even entertaining to watch sometimes.

However, only one supervisor said that sexual harassment is not the case in the restaurants in which he runs the operational activities. He argued that sexual harassment could only happen if the women allow and let such act to be; otherwise he verified that there is no any form of sexual harassment in the restaurant. He elaborated that there is no any form of sexual harassment unless and otherwise a women allow her customers to act in that ways. He detailed in this way; "*In my*

opinion there is no sexual harassment that occur in our institution unless the women agreed to it, no one forces them to get involved with anyone”.

4.5 Causes for workplace sexual harassment in the recreation centers

Chung (1993) argue that a hostile environment situation exists, not when the solicitation of sexual favors is directly linked to job-related consequences, but, rather, when the employee is continually subjected to sexual innuendoes and propositions, making the workplace environment hostile and discriminatory. Such a situation may be created by a co-worker, supervisor, or a non-employee. For the question of “why women are vulnerable for sexual harassment in hotel industry?” It is possible to mention a list of factors that are peculiar for the sectors. Strengthening this idea, a number of factors, either alone or in combination, directly or indirectly, may contribute to women sexually harassed at work places specifically in hotel industry and thereby lead them to stress and violence, and which are more or less characteristic of the sector.

- **The demand to deliver best customer service**

Vettor & Nicolaidis (2016) described that hotel industry is especially susceptible to incidents of sexual harassing behaviors as a result of its social characteristics. The hotel industry as then now also faces high staff turnover, and thus high labor costs, and a shrinking supply of employees. Sexual harassment has had a significant role to play in this situation and presents severe economic, social and competitive issues for a hotel. Therefore, with respect to causes of women’s vulnerability for WSH, almost all supervisors agreed that hotel environment might put women at risk. One supervisor expressed the nexus between catering service and how it conducive for sexual harassment as follows;

The service giving aspect of our institution makes workers to be prone to harassment. What I always tell our employees is to smile and treat customers well so that we have regular customers and we get steady revenue every time. We tell our workers to be as patient as possible with every customer and find a calm way to solve issues whether it is harassment or other work related staff. Also the customer know that if an employee is being aggressive or showing any unfriendly faces they can come up to the management and make complaints which can create

a bad reputation for the worker. So to not jeopardize their future in the institution workers tend to let go of maltreatments from the customer even it is harassment.

The fact that different customers are coming to the sector; there should be diverse ways of responding to their needs based on their preference. Vettor & Nicolaides (2016) pointed out that the very nature of the service production practices are inextricably related to the close involvement of guests, and behavioral norms are usually established around the notion of satisfying a guest's expectations and ideally exceeding their expectations.

This created a condition where a woman loses confidences as they have fallen short of expectation by the sight of customers as a result of giving services versus divergence needs. Hence, it perpetuates waiters to mistreat by various individuals of variance behavior as they encounter their daily labor. M2 elaborated this situation as follows

It is a customer service, and the employees working here face various types of people with different personalities and they are expecting to treat each and every one of them with a friendly manner. So some times the customers abuse this privilege and try to take advantage of the women."

Since *"there might be confusion when to be hospitable and when to take caution. Especially when we tell our workers to be patient with customer who misbehave a little and let things go so that we won't lose the business from that specific customer for minor incidents"* the other supervisors elaborated.

- **The society's perception of bar and restaurant workers**

On the early days the provision of sexual favors by barmaids was a sign of good hospitality which somehow persisted as a tradition within the industry, and transformed into sexual harassment thus customers sometimes presume more of hospitality service providers than is implied in the products and services sold (Poulston, 2007). The experience of female employee of the center affirms the above point as they categorized the societal view of them in three forms; having little respect for their occupation, regarding them as commercial sex workers and overly exercising the customer privilege.

“They don’t think highly of us” was echoed by almost all female employees when asked why they are subjected to so much harassment during their shifts. These women are young, with low educational background and low income which place them somewhere around the bottom in the social hierarchy making them easy targets for social scrutiny and bias. W12 said *“they think trying to work here and expect to survive in the salary we get is a joke.”* in an attempt to explain her encounter with people who think waitressing is a demeaning job and should not be done unless a person is open to using their sex appeal to get money. This opinion is also mentioned by Haruna et.al (2016) who listed poverty as one of the reasons that subject people to sexual harassment as people who are in the lower position of the economic barrel mostly lack the power and luxury to protect themselves from such horrendous acts.

Some of the participants admitted of knowing female employees (especially waitresses) who are willing to use their sex appeal and engage in sexual activities with customers. They said it is a combined effect of poverty and low societal fondness shown towards them. *“I mean people already think we are prostitutes we might as well make money out of it, even though I might not agree with what they are doing I understand what force them to do it”* said W6 explaining her colleagues inappropriate engagement with customers and being regarded as commercial sex workers. Most of the participants on the other hand condemned women who get involved with customer at any degree just for money.

From what I observe there are some girls who are willing to go into further relationships with customers such as flirting, being open to inappropriate touching and other staff as long as the customers tipped well and provide gifts. And because of them, people think that all girls working here are willing to do anything as long as one provides generous tips and gifts.

W17 explaining how people’s perception of women who work at the Center is further validate through few women’s actions. Such societal perception follows these women around and affects their private life. W16 described her experience *“5 years ago when I got my first job as a waitress in a small restaurant and bar my boyfriend got very offended and though just because I worked there that I will follow any guy who flashes me some money like an animal.”* Another waitress explained how people’s perception affected her even during her pregnancy. She said customers make assumption of who the father might be among the regulars, *“it shows how little*

they think of me by thinking I would do such a thing to my husband when they all know I am married”.

Service businesses are dependent on customers, it give customers the privilege to demand their need be satisfied even it is at the expense of employees toiling to serve them (Albin, 2017). Albin (2017) further analyzed the customer having the ultimate power in the customer to server relationship since the customer is part of the factor that affect the service business’s revenue. As such participants of this study agreed that customers demand must be met, usually at the cost of the employees comfort. *“This is a service giving business and when you give service you have to have a certain welcoming demeanor like smiling, fulfilling people’s needs and making people fill comfortable which in return the customers reward us with tips”* explain one waitress. Most of the waitresses said that most of the customer are very ill-mannered and doesn’t deserve to be treated as ‘kings’ but that is the motto an institution like theirs functions by. But usually their effort to give good service is taken as they are showing interest in customer to establish sexual relations which creates additional burden of monitoring one’s self from lading on customers while being hospitable. This in the cases of these women is difficult to accomplish since most customer already comes with a mindset that the women are here to offer additional service.

In addition most of the study participants believe that places like these Centers serve as a place for people to meet and develop their relationship further. So, some people might try to use the opportunity and ask female worker for relationship, sexual favors or other related stuffs. Some of them might get excited and try to use persuasion, verbal attacks or force, which they don’t understand as harassment. Further elaborating this, one supervisors described his experience in this way;

“Let me give you an example just last week one of our customer saw our sales women, he complimented her on her beauty& she said thank you and left him there, he follows her to her office and said I am interested in her. She declined his offer but he got offended, he thought just because she replied to his comment she was interested. We had to get in between of their argument to settle it”

- **The presence of Alcoholic drinks**

Intoxication is the foremost contributing factor for occurrences related to sexually harassing behaviors in the service industry and many thought alcohol gave people the courage to relax and let it all out (Waudby, 2012). The same idea is supported by the participants of the study. Almost all participants blamed the consumption of excessive alcohol for the causes of most customers displaying sexually harassing behaviors. Most of their experiences with SH revolve around their interaction with drunks as one of the waitresses pointed out, even the regular customers who are friendly at the day time change into mean drunks after a couple of drinks in them. *“Some of our customers are normal when they come in but the moment the alcohol kicks in they will start harassing us”* explained W5.

The customers harassing behavior could be manifested in verbal and non-verbal manners. For W7 verbal attacks from drunken customers is a daily challenge, *“we have shortage of glasses so when the center is busy we have to take empty glasses from customers’ tables so that it gets cleaned and we can serve it to other, when we try to collect empty glasses from their table some accuse us of trying to give it to our lovers”* even performing one’s obligation could be taken as a reason to get attacked.

Others face physical attacks such as grabbing body parts, throwing objects, beating and inappropriate touching are also encountered on a daily basis by women workers who cover the evening shifts. B6 painted a vivid picture of her experience as follows: *“I remember one time a customer grabbed one of my colleagues breast out of the blue and she got so mad that she damped a whole glass of beer on him and he pulled a gun on her. We had to beg him to calm down. He looked determined to pull the trigger. As a waitress worse things could happen than your breast being grabbed, you have to remain calm and try to deal with every situation patiently, because you never know what your harasser is capable of.”*

The supervisors and managers also justified the above argument suggesting drunkenness is one of factors that deprived women of their rights and increases their vulnerability for any form of sexual harassment. One of the supervisors detailed how such behavior put women’s existence in the sector more in danger in his verbal account of *“Alcoholic drinks makes people to be bold than they are. Look at people you know who are shy; they turn into the bravest people. Some*

people confuse our service with other places who offer sexual pleasures along with their services. Strengthening of this ideas, other supervisors responds like this " When customers drink passing their limit they don't know what to say or do, so usually they end up trying to create inappropriate body contact or force women workers into something they don't want."

- **Conducive working conditions**

Women working in hospitality business have lower socio- economic background which forces them to be dependent on their risky work and become submissive for all the mistreatment. ILO (2010) though women comprise between 60 and 70% of the hospitality industry globally they are paid less since they engage in the lower and informal job positions where they are more likely to experience poor working conditions, inequality of opportunity and treatment, violence, exploitation, stress and sexual harassment.

The average salary paid to employees at hospitality business is lower than those in comparable occupations in other sectors which subjects them to additional burden of scavenging for extra income on top of their regular jobs (Hoel, 1993). There is also the matter of service charges taken from every customer's bill which then be redistributed to all employees of the institution to substantiate their income. However according the participants of the study even with the service charge the net salary they earn monthly ranges between 800 – 1800 birr which they all confirm is not even enough to pay house rent. Their monthly earning couldn't possibly be enough to fulfill their basic needs on its own so those who have direct contact with customers depend on the generosity the customers bestow on them in the form of tips. In most cases the customer tries to buy some sort of sexual favors from the employees. *"They know the money we get in the form of tip is really valuable to us, so they assume we will say yes to any offer they propose, we can be bought easily. For example give generous tips every time you serve them, and since you need the money you will be eager to serve them with more enthusiasm which the customer takes as an affirmation that you are willing to do whatever he wants"* W8 perfectly phrased most participants' explanation how their low income makes them vulnerable to WSH.

Dress codes are also mentioned as an institutional issue which makes the women vulnerable to WSH. Studies found out that the dress code (uniforms) hospitality employees are obligated to wear encourage a customer to display sexually harassing behavior because the clothes reveal

most parts of a woman's body (Chung, 1993; Huebner, 2008; Dirks, 2004 & Waudby, 2012). On the contrary to these findings, the participants of this study believe that the lack of uniforms in general is one of the reasons for customer induced harassment. One of the waitresses' explained the reason as follows:

"In our center we don't have uniforms and it also decreases the level of professionalism to some extent. For example when things get out of control we call the security guard and when the harassing customer sees them they automatically assume they are our boyfriends (because they also don't have uniforms) and instead of suppressing the fight it generates another fight"

From what I observed the women dress in random jeans and t-shirts but even though so of them admitted being confronted by the customers who argued saying *"if you are a waitress, where is your uniform? You're here to do business [referring to the as sex workers]"*. On the other hand study findings of Huebner(2008) showed that waitresses have been targeted for uniforms that expose body parts. Such uniforms show bare legs and lots of cleavage which serve the purpose of attracting more male customer in to the organizations. Thus lack of uniforms might be a blessing in disguise for the women working in the Centers but the employees argue that with appropriate matching uniforms (trousers and shirts) at least it would be clear that they are there to do their jobs and nothing else.

The working hours these institutions guided by are also mentioned as reasons for causing WSH. A woman works in the night shift as waiter or related job as part of supporting livelihood, would have great probability to encounter a drunken customer that surly badly treated service givers. As Hoel & Einarsen (2003) pointed out that a characteristic potential stress factor for many workers in the hospitality industry originates from changing timetables and work during unsocial hours including evenings and nights. In support of this, S3 said that *"Now you see this place being calm but it is only like this because it is too early, if you come a little bit later it will be crowded and some people use it as a means to act in harassing behaviors."*

W9 who works most of the night time shifts explained that *"the customers who come at night are more aggressive than those who come during the day light. Because most of them are here to drink beer and let loose, and they keep on drinking past their limits which brings out the worst in them"*. Most of the night shift workers confirmed that inappropriate body contact is common

encounter. SP2 point out that some customer make walking around table hard for the waitress with the constant touching, pinching and creasing of body parts. She says *“I see them [the waitresses] struggling to move around tables. Mostly in an attempt to distance themselves from the hands of such behaving customers, the waitress end up spilling drinks or breaking glasses”*.

4.6 Coping Mechanisms against Workplace Sexual Harassment

Cruz & Klinger (2011) explained that Gender-based violence is described by many as the most prevalent human rights violation that both reflects and reinforces inequalities between women and men. While governments are responsible for ensuring that national legislation and institutional frameworks address workplace violence, the workplace itself is recognized as a relevant context in which this matter can be discussed with a view to prevention. However, participatory approaches include confronting common challenges and using dialogue and collective bargaining to address them in order to produce efficiently services and/or products while ensuring respect for workers' human rights is very crucial. Specially, coping mechanisms by individual waitress should take the responsibility if any specific hotel industry doesn't have clear strategies to deal with harassment. This might be through discussions or other form of simple confronting of the harassers as a simple ways of dealing with frequently happen harassment as most respondent disclosed.

Almost all of the women have their own coping mechanism to defend themselves against unethical customers or harassing behaviors. They portrayed that the organization to which they are employed for; don't have any formal ways of dealing with sexual harassment. The researchers also observe that most of these hotel industry or cozy bars have a deteriorated quality house or building. Thus, their service delivery and protection for their workers has equally been diminishing. Women also engage over their hotel tasks in a seemingly an expansion of their domestic workers while without caring for the other extraneous variable. Therefore, the following are, some of the techniques that woman deploy as a coping strategy against harasser. Thus, informing supervisors, mastering the art of letting go, depending on fellow employees, negotiation, using force or separation of work life and real life was an identified coping strategy among the respondents.

- **Ignoring the occurrence sexual harassment**

As indicated in the literature part, nonintervention responses are responses where the harassed person ignores the situation/acts as if nothing has happened. The most important reasons for this were fear of secondary victimization and fear of escalation of the harassment. Most informants clarified that they choose to ignore as if nothing has happen whenever they experienced some form of sexual harassment. *“Usually I get angry when a customer harasses me but then leave it like it is nothing because being exposed to such behaviors is part of the job for us”* as W13 defined. Some respondents expressed that harassing behavior is a natural trend of the industry; therefore, workers should tolerates those who perpetuate such acts; *“when sexual harassment happens to me I try avoiding aggressive measures, I always keep in my mind that customers should be respected and if they act out of like I usually defer to explaining and trying to handle the situation in a calm and easy manner”* W3 explained.

W15 even stated that being silent and letting go of such acts should be the accepted norm, otherwise trying to solve the differences through negotiation become cumbersome. She said that *“You need to be so patients while being a waitress, you have to learn how to let things go even though it is degrading. Equally engaging in heating conversation with them is bad idea, you can’t do it and it won’t solve your problem it wills just fuel the situation to worsen.* The following verbal account elaborates how a women passing through a harrowing situation of hotel industry and their techniques of responding for harasser.

W6 said:

Most of our customers are regulars and we have relations with them. So we know some of them turn into harassers when they start passing their limits, so we handle them according to their behaviors. Because we know they come back the next day saying sorry. So we just let go whatever they say or do. Handling such misbehaving customers is part of the job. We smile and joke with them, we don’t take anything they say seriously even sometimes whatever they say hurts our feelings;

B4 also expressed her opinion as:

For example one time I was working as a waitress in another community center one customer comes in and ask for an order of beer and called me again to order Gin also. So I served him the Gin first because it was ready and the customer throws the drink on my chest saying I order beer first. I said nothing I change my cloth washed my face and went back out to serve him the beer and the Gin because it is my job and I can't afford to get into a fight with customer who mistreats you for invalid reason. Plus if you leave things to be peaceful you will kill the ill doer with kindness and in my experience there will be a great chance he will regret it and apologize the next day.

W8 express the same form of responding techniques as follow;

I try to handle situations by not giving too much concern, because if you are going to fight such maltreatments with the same force as your harassers you will make things worse for yourself. First you will be violating your responsibility of handling a customer with appropriate manner and two you won't be able to find anyone to be by your side because people sympathize with us more if we are vulnerable and we makes them feel like this could happen to their mothers or sisters. If we equally start throwing things, insults or try to fight them with, things even more worsen. Since I am a woman and expected to be the calm one, I will take it as an advantage and use it to my benefit to get other customers to side with me and act as my rescue.

S4 also witnessed while waitress addressing such issues in some form of silence than confronting; *"I see them trying to negotiate with such customer; they smile and try to move on from such customers as much as possible because, the nature of their job doesn't allow them to handle such events differently. When things get out of hand they report to the supervisor".*

Sometimes, the waitress also don't want to negotiate with the harasser so to not disturb the other customers as W16 disclosed; *"So when a person uses such force you smile and try to let things slide, otherwise if you yell with them it will disturb the house, makes the other customers uncomfortable and material will be destroyed in the process."*female participants claimed that if women respond to such behaviors as it happens, it going to daunting as it occurs frequently in the

industry. Colleagues and customers support always encourages not get involve any form of negotiating with those individuals of such behaviors. This indicated that peoples are in favor of addressing such squabble with a very simplistic ways as the tradition dictates as SK1 pointed out *“Patience is the key at this place, you need to learn to let go of every insult and attack a customer make towards you. Smile and negotiate your way out of it, because, you can’t fight violence with violence.”*

W2 elaborated how she ignores such acts once she goes out from her shift work and return back to her home.

Honestly now I have adapted to it all, the insults, inappropriate body contacts, sexual remarks are like a cloth for me. When my shift ends I take it off and leave it all here and go to my family and get into my real life. Plus we are intact with each other we know we have to side with one another against harasser, because it is a matter of time before it happens to me or the next girl.

Such detachment techniques are very common among service givers (Yogil 2008) since the issue of SH is daily occurrence for these women it is important they develop ‘thick skins’ as echoed by the study participants.

- **Informal Ways of Complaining**

The literatures parts of this study, explained that informal assistance may be called for from colleagues, supervisors, partners, and friends. This strategy may have positive as well as negative effects depending on the reaction of the person the respondent speaks with: if the person reacts with understanding and support then the strategy is successful. As per this, average number of the respondents expressed that once they find the situation is very fierce, they complain to their colleagues or supervisors. This is to get support from colleagues or to share once own grievance as a way to letting things out from a mind. W6 elaborated how she is going to find assistance from her colleagues whenever she finds difficulties as *“for example we have 4 or 6 table we are responsible for per hour shifts and if a person repeatedly comes and insults and humiliates me and it is beyond my capability, I will tell for my supervisor or ask my colleagues to take my table for me.”*

For others, just telling one's own harassing experience to colleagues is a normal ways of dealing with such problems in the industry. W2 describe this situation as follow;

Telling the story to another colleague and laughing about it with each other, not obsessing on every little insult or remark a person throws towards you. We here are also close with one another and we enjoy each other's company which also gives us some familiar ground to be in the seeing.

Some customers aggressively interrupted women's tasks at work places by refusing to pay what they consume or service they get. In this time, most of the informants claimed that they complaint to their immediate supervisors about the improper responses of the customers. *"If it persists, I take measures like calling my supervisors, cutting the customers of drinks, to avoid unnecessary arguments telling them what they have consumed so far and how much they owe with each drinks you serve"* explained W3.

W5 express waitresses'bond with one another and how they defend each other whenever a harassing behavior happens in their vicinity as follow;

We are pretty intact here and we support each other when we see our colleague getting bothered by a customer we do our best to help out, it could be meddling in between, asking the customer to stop harassing her, covering her tables or in any other way we can to make it better for her. Because we know it could be one of us the next day in her shoe.

Against all this rhetoric, W14 said that *"I never went to supervisors to complain because it makes me feel like I am not strong enough to handle issues"*. Along with this, supervisors also responded with some sort of reaction as they feel the pain of the waitress. SK2 describe her reaction against misbehaving customers as *"we get in between arguments between customers and our workers, especially I usually settle arguments, people tend to hear what I say because I am aged women and I lived here my whole life they have respect for me. So I use that to stop whatever mistreatments customer giving to our workers"*

- **Negotiating with harassers**

When you are sexually harassed at work, your choices are pretty straightforward; either you ignore it or do nothing. You can make a joke of it. You can avoid the harasser if possible. You can ask or tell the harasser to stop (Boland, 2005). The victims of WSH try to solve the problem on their own personal ways. A personal response may be ‘contacting the harasser to talk about the unwanted sexual behavior’ or ‘avoiding the places of harassment’. Accordingly, a few informants described a circumstance in which they try to solve problems by their own art of negotiation. W1 express her experiences as follow; *“Mostly telling to our supervisors is not the option we use, sure we tell them after the issue passes and we handled it in our way. Even when a supervisor gets called on the harassers may or may not listen to the threats the supervisor made. Sometimes it works, sometimes it doesn’t”*. S4, described how a women employed a very appealing a negotiation techniques below;

The women always use a negotiation tactic; they plead with such behaving customer by saying “don’t you have a mother? Or a sister?, we are here to work” raising such things makes the harassers to be uncomfortable continuing their act. Also makes them feel bad about what they were doing. They always cover for one another, when one employee have a problem with a customer the other will take her table and try to handle it for her.

Some waitress avoid any appealing and welcoming face that might invites individuals to get involve in harassing behaviors. Whenever customers pass the limit and show some kind of sexual interest the waitresses respond in affirmative way to stop him. W13 at a restaurant expressed her experience *“draw a line by saying I am married, I am not looking for anything other than serving you and doing my job You are responsible for the way people see you. If you laugh and flirt with customers, some might think that you are interested in a lot more than friendly conversation”* Sometimes women that have serious demeanor as part their personality are able to confront such individuals upon their action. The above waitress explained that *“Plus I am a pretty serious person by nature so people don’t feel comfortable approaching me , I don’t joke around, I do my job effectively and try not to have unnecessary contact with anyone. As long as I keep being like this people won’t dare to approach me”*.

However, some waitresses even involve in drawing a serious line between customers services and that of personal line. B6 described this form of behavioral response as follow;

I think just because this is a service giving organization you don't need to act the way they need you to be without your willingness. So I draw a line on when to be friendly and when to pull a serious demeanor, from my experience I can judge what a customer wants from me and I act accordingly to protect myself. I am serious person so people usually take me seriously; they took one glance of my face and know I am not willing.

They are also attentive of some form of positive treatment by customers because they know that such acts always end with tragedy. Therefore, taking tips from customers may not be only getting a money, it may also a get way to have a further contract with the waitress as a W10 disclosed;

For example if a customer is giving me extremely generous tips, I will try to judge his intention and if I feel like he has hidden agenda I will ask my colleagues to serve him , I will totally avoid him until he takes the hint. If he kept finding ways to approach me I will point blank tell him that I am not interested in him, if he still tries to pursue me I will inform the guard or my supervisor and they will handle it.

In a nutshell, most of the participants replied that if there is no guideline or company policy that suggests how to deal with sexual harassment, women workers try to handle it by their own rather than usually go to supervisors.

4.7 Consequence of Workplace Sexual Harassment

Sexual harassment has an impact on the personal well-being of harassed employees as well as on the work situation. In general, more than half of the harassed employees reported negative consequences for their personal well-being as a result of being sexually harassed: emotions such as mistrust, fear, anger, and humiliation; psychosomatic complaints like headaches, stomach aches, and sleeping problems; stress reactions and depression. Further, a third of harassed employees describe negative consequences for the work situation, such as resignation, reduction of tasks, change of workplace, and poorer working conditions. Also, the respondents were more

dissatisfied about and indifferent to their work and the working climate, concentration and motivation decreased (EC, 1998).

As per this, most of the informants claimed that sexual harassment has an impact over their psychological wellbeing and work atmosphere. A former waitress, now bartender highlighted sexual impacts in a nutshell in this way;

It is very exhausting emotionally and physically, it drains your energy. I was a waitress first now I am a bartender see how I am moving away from having any contact with the customers. If I move on to other positions, it has to be a position that has zero to little contact with the customer. This is the effect the job it has on you don't wish it on anyone really.

Similarly, all participants have the same notion that any forms of sexual harassment have a negative impact over their psychological makeup. It forced them to think that such problems happen on them just because of their feminine gender and it's impacted their identity at large. W16 described her feelings of negative emotions as:

It makes you devalues your worth, for a person to come in and treat you as you don't matter and then to treat you differently just because you are a women is very irritating. It makes you hate your job, for examples I don't advice any women to work as waitress or bartender and I won't do it once I have something to look forward too.

It is claimed that sometimes disrespectfulness that any customers can simply disturb waitress while she is doing normal tasks. It's a humiliating experience as W8 mentioned:

When a person disrespects you in front of other customers or touches you inappropriately, it is very humiliating. It makes you really hate your job. In various occasions I went home with bad mood and find it hard to be happy for the rest of the day. In days like this I feel worthless. It makes me hate my job so much. I would never advice anyone to work with customers in settings like this.

Even sometimes irritating and daunting experience for most of the waitress as they are involve in a cycle of such situation in daily manner. This clearly impacted their hope of growing up through

a ladder of career and become an independent woman. *“It makes you hate your job, sometimes ruin your whole day, makes you feel as if you have no value like you can’t do anything on your own. Sometimes it exhausts your energy just by simply thinking of going to work as having the same irritating day facing the same irritating people”* as a W11 narrates. As Crouch (2001) explained, women are sexually harassed by men because they are women, that is, because of the social meaning of female sexuality, here, in the employment context too.

Hence, these respondents experienced all forms of psychological impacts ranging from hating their situation up until daunting and depressing. Since sexual harassment injuries constitute claims of emotional distress, also referred to as mental suffering, mental anguish, mental or nervous shock, may include emotional pain, suffering, and loss of enjoyment of life. The terms *emotional distress* and *emotional injury* cover a wide range of responses, including “all highly unpleasant mental reactions, such as fright, horror, grief, shame, humiliation, embarrassment, anger, chagrin, disappointment, worry, and nausea” Keeton et al. (1984) as cited in Gold (2004).

Given these serious health effects, it is not surprising that sexual harassment affects immediate work outcomes, such as reduced job satisfaction. Respondents has also expressed that sexual harassment has a negative consequences over their work environments. In fact, almost all respondents endured the negative impacts of such harassing behavior without tendering resignation letter for their organization. This is not because a kind of harassment they experienced is some sort of bearable or tolerable, it is just because they don’t have anywhere to go. One W9 replied like this: *“personally it makes me hate my job. This isn’t something you encourage others to do if they have options. I know how exhausting emotionally and physically I am after each day. The disrespect you get from people makes you question your value. This is a job I do as long as I have other better options”*. In support of this a W6 replied that *“It makes me mad for the time being but since it is my job and I need it to cover my school expenses I let it go, because this won’t be my life forever.*

Moreover, it’s their wish if they change their work place for escaping the treats; even they don’t want other fellow sisters to be employed in such industry and pass through the same harrowing life experience. W1’s verbal account verified this;

Most of the time I don't like my job, waitressing is really hard job to handle because you face so many customer with various behaviors and it all becomes too much at times. To be honest I don't wish waitressing job on anyone. Plus when you show friendly face to some people they take it as if you are interested in more than serving those drinks, and when you show people a serious face so that you can't lead them on to something else they take it as if you are bad waitress and might not tip you. So it also affects your means of income.

Sexual harassing behavior doesn't allow them perform their duties properly, *"the job is tiresome at it is and such misbehaving customer makes it to be so much more difficult"* as explained by SP1. Such acts would invariably force them to lose their job and make them suffer from lack of income to lead a descent life. *"I lost my job because of such harassments, even now at times I easily get fed up by my work. It sometimes leads you to have really low self-esteem, have frequent bad day"*, B4 explained. The female participants claimed if they experience repeated form of harassing behavior, the only option is leaving their work places. C3 clearly portrayed the emotional impact of SH on waitressing job as follows; *"Sometimes you start hating your job; you will say what if I don't do this job anymore. Why do I subject myself to such abuse? Aren't I a human? Why do they keep humiliating me just because I do this job?"*

Other waitress indicated that she doesn't have anywhere to go, the only skill that she endowed is waitress, so she resort to withstand with such harassing behavior in the hotel industry as follow; *"I feel really sad when such things happen and think to myself that this is happening because I am poor and I have nothing for myself. If I had no one will ever insult or humiliate me. I only pursue waitressing job because it is all I can do I have no other option"*. Therefore, these women are bearing all these harassing behavior, ranging from simple verbal insulting up to a higher form of bullying and physical attacks. Furthermore, these women also accused of mistreating customers when they tries to defend themselves, this also make them to be under a fire.

Surprisingly, most of them also claimed that some women also charged by their partners as they flirting with customers because of her defending techniques. W16 narrates most waitresses' experience as *"you work as a waitress because you need the work to survive, but it doesn't have*

any satisfaction. Even, when you get married or in a relationship your partners tend to accuse you of flirting and having intimate relationship with customer”.

4.8 Institutional Mechanisms to Address Workplace Sexual Harassment

Workplaces has already been a main platform where in sexual harassment occur in a more complex way as it intertwined with some sort of structural problems. Hotel industries are a hot spot of women sexual harassment problems across the world, though the extent of its occurrence varies among countries, or place to places. Specifically, in some country, such as Ethiopia the problem of sexual harassment becomes a normal life trend as they social platform tolerates the situation as mundane (Marsh et al. 2009; Tibebe 2009 & Bewket et al., 2016). In support of this, Abbi & Admasachew (2010) depicted that many structural features of Ethiopian society inherently encourage violence. For instance, there is a widespread tolerance of violence perpetrated against women at individual, family, community, peer-group, school, religion and state levels. Though, such problems become surfaced over the social platform of the nation, it summons a multifaceted response for the state of affairs.

With regard to explaining the institutional mechanisms to address WSH, all the supervisors responded that their organization has no any policy or strategy, by which to formally deal with sexual harassment. Instead of formal method of coping with sexual harassment, supervisors deploy traditional techniques of preventing women’s workers from such acts. S3 expressed the dominant prevention techniques of sexual harassment; *“Even though this is a governmental institution and gives employees the benefits similar to civil servants, there is no women’s affair office in our Wereda cooperative. So whatever institutional help the workers get it depends solely on their supervisor’s ability and willingness to handle the issue”.*

With regard to supervisors’ ways of handling WSH, S7 explained that women worker get some form of introduction about how they treat the customers and so to escape such form of problems. He articulated such introduction in this way; *“on the first week of their employment period we advise the female employees to be more self-sufficient and try to handle customers according to their behaviors and try to always to be patient with everyone”.* In a similar fashion, S3 also described that

We have monthly meetings and we discuss the issues we have, we also discuss daily issues they keep me updated with what goes on in our institution. I always tell them that they don't need to tolerate extreme harassing behaviors, call the security guard or the bartender for help. We have the power to ask them to leave, take them to community police centers and even ban them from our centers.

Creating a common ground for these two supervisor's views (demanding the women to be patient and telling them not to tolerate harassment acts) is a challenge not only for these Centers but also for other hospitality service institutions (Gilbert et.al,1998).On one hand giving good service and being hospitable is manifested by the service giver's abundant patient toward misbehaving customers. As explained by most of the female participants of the study facing hostile working environment is one aspect of the job and anyone who is not able to deal with it without involving supervisors is not cut to work there. On the other hand, studies reveal the negative effects of WSH on workers (Boland 2005, Bergstorm et al., 2017, Marsha et al., 2009 &Boland 2005) so having an authoritative body's support is crucial in dealing with the issue.

The other techniques of preventing of women workers from any form of sexual harassment is by making women employee to a day shift wards. Some organization deploy women worker at day time to delink the workers with drunken male customers, who are predominantly the case in the night shift. These supervisors made such decision after a lot of women faced such problems and obstructed the daily tasks of the services. In addition, as long as there is no any formal ways to respond sexual harassment, organization relayed on their guards. The women workers security along with many more customers' safety has always been left with organizational guards. Therefore, these guards always try to solve quarrel of different kind that may arise out of service delivery or any forms.

M3 clarified this situation of as" *For the safety of the women who work at the centers we have placed security guards. If a customer's behavior is posing a trouble for the workers they can easily get them at the gates and ask them to handle the problem*". More pronounced way of defending women workers at such institutions can be considered as supervisors intervention as respondents stated. A handful of supervisors elaborated their prime encounter whenever such problems happen in the restaurants. A supervisor shares his willingness and ability to address the issue below;

As a supervisor am pretty much around especially in the afternoon and evenings, and personally I have sisters and I feel protective over the women who work here so if they ever complained about somebody harassing them I will go out and talk issues with the harasser and even ban him from our institute if things persist. Just last two weeks a customer's was constantly harassing one of our waitress, grabbing her as she passes pay, pinching her, pulling her trays She was so uncomfortable and she told me that it is bothering her a lot so I went out and told him that 'you came here for drinks and you are getting it, so stop harassing the girl otherwise I will ban you'. But just because I went out and defended her he assumed she is in a relationship with me.

Along with this, supervisors tell customer that this is a place of work and such behaviors are unacceptable. If customers persist on doing such acts time and again, the customers are told not to come back and if he dares to come, no one going to serve him. Sometimes, supervisors has a great probability to control quarrel and saving women workers on such spot as the customers get ashamed of defending with supervisors. One supervisor provides the following accounts as an evidence for the above statements;

I am well known here, so none of the regular customers try to harass the female employees. They don't want to offend me so if the customers harass the girls I am always around to back them up. I always tell the girls to contact me whenever they feel like things are getting out of hand, or they suspect a fellow employee is having a hard time with a customer".

With regard of the lack of appropriate procedure to deal with daily encounters of WSH most female participants said that it would be nice to know there is some guideline that supported them. But there are a little weary of its effectiveness, as B1 explained: *"It is good to have some sort of written procedure that guides us. But it needs to be effectively translated on the ground otherwise it is better to handle it yourself than referring to a rule book that doesn't do anything for you"*. Some of the female participants are even not sure if a procedure could help solve their problems, since most their problems are caused by people's perception towards them. So according to the female participants without a change on people's perception institutional procedure won't do much on the issue at hand.

Accordingly, literatures argue that hotels and catering industries should employ a straightforward technique for responding to sexual harassment. For example, a feminist discourse over sexual harassment usually dominates over workplace or related settings for addressing the root causes. Feminist also put forward various mechanisms by which to manage work places sexual related behaviors and acts. Nego-feminism is among many techniques that focus on negotiation with the harasser for possible solving of any quarrel or argument. Yet, organization or any workplaces should need to have their own specific strategy or customize standards of mechanisms for effective responding of such problems.

In addition, hotels require effective anti-harassment policies and simple complaint procedures to be in place. It must be made clear to guests that this type of behavior cannot be tolerated and is a criminal offence (Vettor & Nicolaidis, 2016). As literatures indicated that any efforts to protect women safety should focus on regulating the stressful situation, its meaning, or the emotional response. When the situation becomes chronic, unique coping patterns are thought to arise because coping does not entail a reaction to a sudden threat or alarming event. Instead, coping “. . . evanesces into ordinary routines and mental habits” for managing stressors that are “deeply embedded in the fabric of life”

4.9 Women’s preferred solution for sexual harassment

Chappell & Martino (2006) argued that, eliminating the organizational risk factors at the source usually proves much more effective and less costly than increasing the coping capacity through intervention at the individual level: Unsolved, persistent organizational problems cause powerful and negative mental strain in working groups. The group’s stress tolerance diminishes and this can cause a ‘scapegoat’ mentality and trigger acts of rejection against individual employees. Therefore, there must be a well formulated organizational level of sexual harassment strategy that can defend women’s right as part of a pertinent part of operational activity. The study quest for carving out the sustainable procedure means to preserve and incorporated an inside out perspectives of women workers in such places.

Consequently, most of the respondents pointed out that there should be some form of protective environments that in such industry, thereby to make women feel safe. C3, as a solution for such catastrophe, expressed the need to institute a women office in specifically governmental hotel

service sector, as her verbal accounts verifies this; *“since this is a government organization it should function as one by having all the benefits a governmental organization gives to its employees. Like having a women’s affairs office where we can express our grievance.”*

Other informants argued that personal protection also should be delivered for women workers because these women facing human rights abuses as well. W15 replied for the question of “what should be done for these women?” as follow;

The salary is so low. We have so many expenses; they don’t even cover our food during our shifts. Some customers even steal our tips from our own pockets. We have rents to pay, children to rise and other necessary expenses. Such pressure might even drive you pursue a life you don’t even want. So the job needs to be valued, starting from raising our salaries, recognizing the energy we waste doing it and the pressure we are in.

On contrary to most study findings that showed how revealing uniforms that fuels WSH for female employees (Huebner, 2008; Dirks, 2004 & Waudby, 2012), the female study participants of this study propose that there should be a uniform that any women waiters or any works in the Center can be defined with. According to the informants, having matching formal trousers and shirts just like most cafeteria workers, would have a probability in terms of hiding their appealing body and can reduce the unnecessary sexual harassment that might otherwise come as a result of dressing. The above informant said that *“we also need to have appropriate uniforms so that when people see us they don’t assume we are anything other than bartenders or waitresses”*.

Some informants suggested changing the perception of the public toward women workers in such industry and women in general is a basic solution. They believed that individuals negative attitudes regarding women always impacting their daily tasks as they always run into some forms of quarrel. B5 said that *“People need to understand that we are at work here, and we only want give the services provided by our institution and go home”*. With the same notion W12 in such settings provided identical responses *“People need to understand and start giving value to our work, because we are hard workers. We don’t deserve to be subjected to such misconducts on top of getting small amount of salary”*.

A few women informants provided a sort of mechanisms that give a chance to control those who transgress the norm of the context. They prefer for the establishment an order of law or guideline that bestows special power for the industry to control those who drunken and involve in some inappropriate movements. Two of the informants explained their possible solution respectively, seemingly in similar ways; *It better if our center develops a mechanism to control such misbehaving customers. A way to manage them especially when they drink passed their limits. Especially on busy hours we really need someone to stand guard on our behalf.* Besides this, B6 also propose a kind of similar form of solution for preventing women sexual harasser as follow; *“may be creating a mechanism where we can cut customers off drinks when they consume too much, because I believe that is the root cause.”*

Some of the respondents express their grief about the lower salary and demanded for salary incremental in their work places. ILO (2013) explained that minimum wage may provide an effective protection for women in low-wage industries. In such industries most workers are covered by legislation and there is less room for sex-based discrimination. They argued that it's the tips that sometimes forced them to treat the customers in some higher form and finally end up them being harassed in an exchange for the tips. Economic dependence of women on men contributes a gross share for sexual harassment in general. Poverty, illiteracy and dependence as a whole has a lot to contribute for the prevalence of sexual harassment as people with these problems tend to submit to ill treatment in order to fulfill their basic needs (Helen, 2010).

However, some of the women workers respondents in such sectors have no any hope that such industry would be free from such problem though various mechanisms deployed to tackle it. Hence, the only option for them would be leaves out such work environment as much as possible and get employed in protected sectors.

Chapter Five

5.1 Conclusion

Sexual harassment has always been a complicated term since what constitutes such behaviors is still vague among various gender scholars' discourses. However, there seems to be an underlined understanding about the coverage of such acts that enable researchers to create common understanding over the subject. Hence, it is with this consideration that the study tried to focus on those women who are working in a hotel and related industries. The study began posing a question of "define women sexual harassment" based on their own perspective to arrive at inside out perspectives. Accordingly, it is discerned that most of the respondents have an average understanding regarding sexual per se. They refer such behaviors in almost a very similar way ranging from a simple verbal insulting attack up to the higher form of physically implicated acts. A handful of respondents both supervisors and women workers claimed that sexual harassment is directly linked to a bold harassment experience.

This might include a seriously oriented act of bullying and so forth which might be easily identifiable. Other than that, they considered some form of trending behaviors that exist in any hotel industry. Moving to types of such harassing behaviors, almost all of them directly or indirectly experienced one time or more form of harassing behaviors. Majority of the respondents claimed that they experienced as sexually harassing conduct of looking up and down a person's body; staring at someone; cornering a person or blocking a person's path; following the person; intentionally standing too close to or brushing against a person; pulling a person onto one's lap; displaying sexist or sexual calendars; massaging or touching a person's clothing, hair, or body. This harassing behavior is not only centered over the waitress but also oriented toward women on the cashier or barest a position as well. Moreover, such a situation is more predominantly the case in point almost the entire restaurant's the study covers.

The informants are prone to such acts of harassment as they frequently encountered with the above mentioned list of incidences. As a result, most harassment becomes a normal trend of the industry rather than a taboo within that gathering. However, there was no informant that reported that a very serious physical attack has been experienced. Therefore, the study concluded that sexual words and acts are the dominant form of the sector. Such problems are highly related with the sectors because of the nature of the sector, which is dwelled on entertaining. Most of the

customers of such industry are coming to that spot with the aim of get entertainment; therefore they drink alcohols and get drunk. This forced them to involve in unethical acts especially over customers or any women workers at the restaurants.

There is a wide spread of insult and unacceptable mistreatment of the waitress at this moments. Such problems become more worsen in the night shifts and it is unbearable for most of the waitress. In addition, most of the harasser are young individual belong to a lower socio-economic backgrounds. Most of these Individuals spend their most of working time in such settings while drinking until they lost consciousness finally, ending up abusing waitress and any workers within that specific confinement. As a result of such various form of sexual harassment, women are subjected to psychological to physical impacted problems. Most of the women workers declared that whenever they experience such problems, they do think that the act is humiliating and degrading.

The act makes them to think that women are incapable of living a descent life that is free from male operation and control. It makes them to worry about the rest their existence in the hotel and get depressed while thinking about its vicious circle of incidences. In fact, some of them also engage in frequent absent from workplaces and even changing workplaces as a result of such harassing behaviors.

Despite all this experience, there is no formal ways of responding to WSH problems within such sectors as respondents asseverated. All these sectors deploy traditional ways of dealing with any sort of workplaces problems. Especially in the case of sexual harassment case, always the supervisors take the leading role in bringing solution. Usually supervisors negotiated with such harasser to refrain from such act of violence in a way of coaxing manner. It's is a very serious cases that brought to police for further consideration and rendering of legal measures over the cases. Negotiation with harasser is a dominated technique of preventing women from harasser. Nevertheless, majority of the women choose to ignore such acts as if nothing happen because there is no any solution for their complaining. They also ignored or resort to letting go of their bad experiences because they fear the harasser might revenge them for she vocal about her problems. Some women get ashamed of reporting such problems to their supervisors for the reason of not get fired from the hotel. Some supervisors already set the tone of tolerance of such

behaviors as a standard of serviced delivery in their setting. Therefore, women refrain from complaining to supervisors.

In opposition to this, a few women informally complain such acts to their fellow colleagues or friendly supervisors, so that they get support to defend such problems. There are some women workers who are naturally rough and dare to preserve their own right that appropriately respond to such acts whenever it happens. Such women don't want the support from anybody else rather they use their own techniques of defending their dignity though they are not as such successful. But, most probably, it is a traditional way of problem solving techniques that dictate such hotels and catering services. That's why some of the women also depend on disciplined customers for meddling between them and unethical customers.

Hence, these women responded that a safe working environment and legal protection for women's worker should be provided in this sector. There should even a form of legal context by which supervisors or any workers in the hotel can have a say over the limit of entertainment. And, this invariably helps workers to control all anti behaviors that might arise out of unethical customers in the hotel. Therefore, this situation heralded that women are passing through a harrowing working condition while their right constantly abused by male customers. However, there is no any ways of formal techniques of responding to such problems rather it is a traditional way of problem solving techniques that deploying so far. Hence, it summons any concerned body to respond to the situation and make the working environment safe for women.

5.2 Recommendations

In the course of this study, there are various problems that impede a working environment to be free from sexual harassment. Accordingly, it's the working environment of many hotel industries create conducive rooms by which women workers can expose to harassing behaviors. This arises out of the alcoholic drinks these organizations sell out to customers and the night working hours women's assign to serve the customers. In addition, there is no formal way of dealing with sexual harassment problems rather workers solve their problems traditionally. In most cases, women tend to ignore such acts as if there is nothing happened. Therefore, all these problems summons multilateral efforts both from government, non-governmental institutions and other

concerned body. Hence, I put forward the following selected recommendation as a solution for the difficulties as follow;

- Every workers in hotel industries should be aware of the so called ‘sexual harassment’ and need to have a clue to that enable them to define whether an act is sexual harassment or not. For this to happen, continues training that equips them a skill of identifying and various techniques of responding should be delivered. These invariably make all the workers a firm custodian of such evil acts at any time and places. It is clear that a person who don’t know what his/her right will ever be guardian of the privileges.
- The public also should be aware of the sexual *per se* as and be active advocators of women safety in any settings. Speaking of workplace harassment, they have to refraining become part and parcel of the problem, instead they should be an ardent fighter of the cause in many settings. For this to happen, the public should be aware of the situation that sexual harassment has many negatives impact not only over a single woman but also over the society at all. There must be a swift attitudinal change over the mainstreaming societal understanding and women must be regarded a human being to be live without any unwanted influences. Regarding the awareness, the media should work for education the public through various means including different community based institutions like Ikub, Edir, religious institutions since these institutions have a means to address large sum of people at once.
- There must have some rooms by which a supervisor can control or have a say over a drunken man so to have some form of preventive atmosphere. This might include a supervisor can take a precautionary measures such as firing off customers from the hotel as the customer shows unnecessary behaviors. This has to be taking care of by leaders of such hotel industries and must have a linear format for all institutions as well. Otherwise, such entertaining places turn to be a setting whereby a drunken man can be act like as he/she pleased without any ethical standards.
- Shift working hours should also be rearranged thereby women workers granted a day out working hours and the male workers for the night shift. This customarily reduces the vulnerability of women workers for sexual harassment since there are various harassing behaviors particularly for a night time as many drunken personnel exist. This is a very

simple exchange of workers by supervisors however, requires convincing colleagues to have a common understanding about women safety within the settings.

- There should be an incremental of salary for women's workers because there some waitress that enduring unacceptable harassing behaviors for gaining tips from customers. Salary incremental would help them to be independent from customers influence and can done their work appropriately.
- Legal measurements that inflicted upon harasser should also be strengthened and there should be financial fine even for those who committee a petty harassing acts. Otherwise, inflictors will never be refraining from engaging such acts as if the legal measurement is not a stalwart. These responsibilities should be taken for consideration by legal apparatus and legal officers and they are expected to immediately revised the existing documents or set out new tough directives for the problems.
- Government or concerned governmental office has to carve out a formal system or techniques of responding against sexual harassment specifically and should disseminate to such institutions promptly. In line with this, a strict follow up procedures should also take the way for the full implementation of such system of dealing with harassment at work places. Though it's difficult to institute a women office at each hotel, but it is possible to create a committee that can handle and control over such issues at least a handful of hotels. The committee will be tasked with reviewing and assessing women workers situation regularly while having making discussion and observing their working environment.

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Annex 1: An Individual In-depth Interviewing Guide for Women workers

This interview questionnaire will be used as a tool to gather data for the thesis conducted by Bethelehem Fiseha, a student in College of Development Studies in Addis Ababa University, in order to fulfill the requirement for Degree of Master of Arts in Gender Studies. The title of the thesis is “Women’s experience of sexual harassment & their coping mechanism: The case of Arada Sub-city Kebele Recreation Centers”. The objective of the study is to explore women’s experience with workplace sexual harassment and the ways they deal with it. Given the sensitivity of the issue neither names nor the name of your Recreation Center workplace will be mentioned. Participation in this research is on voluntary basis so that there will be no payment at the end of your interview. Once volunteered to be in this study, individuals have the right to withdraw at any time and refuse to answer questions they don’t feel comfortable with.

Section 1: Informant’s background

1. Age
2. Religion
3. Education background
4. Work experience
5. Salary
6. job position
7. length of time working at this *kebele recreation center*

Section 2: How does a woman employee in the Center describe women’s sexual harassment?

1. How do you describe WHS? What are the characteristics that you think is the manifestation of such act?
2. What is the difference between sexual harassment at work place and anywhere else?
3. What type WSH have you experienced or have you seen a woman that faced such act of violence? describe it with example?
4. What kind of psychological or physical impact you faced whenever you experience or witness sexual harassment against women?
5. What are some of the most predominant form of sexual harassments you have ever witness?
6. Do you think the setting that you’re in perpetuates such maltreatment for women’s? If yes, in what ways does it contribute?
7. Who are the perpetrators of this action? Why do you think they get involved in such action?

8. What can you tell us about perpetrators' perception of WSH or do you think they have an intellectual capacity to differentiate an act to be either harassment or not?

Section 3: What are the most major forms of women's ways of dealing with sexual harassment?

1. What do you do whenever you're facing sexual harassment at work place or how do women react to it?
2. Have ever had an encounter where yourself or a fellow worker succeed in handling WSH by acting in one way or another? If yes do you think the measure taken are effective in handling WSH in your context? And Why?
3. What are the reactions from the perpetrators when a woman reacts to prevent themselves from WSH? Does your reaction have a deterrence effect?
4. How are you acting in response to perpetrators? Is it by yourself or you tried to counter in alliance with your fellow co-workers? Why?
5. Do you think your reaction or ways of dealing with such ant-social act would invariably help you to get relief?

Section 4: What are the institutional mechanisms that put forward to deal with women sexual harassment?

1. Is there any legal procedure or code of conduct that address sexual harassment at your restaurant? If yes, describe?
2. To what extent does your institution can go to prevent you from harassment or make sure that you're safe from abuse?
3. Have you ever witness when your institution tried informally to solve or deals with such case as part of a solution? If yes, describe it more?
4. How do fellow employees or customers react against case of (perceived) sexual harassment at your work place?

Section 5: What are the challenges of working in recreational center for women safety?

1. What do you think is the most challenging aspect of working at a restaurant with regard to women's safety?
2. What do you think are the challenges of institutions (restaurants) to set up a procedure that safeguard women's safety?

Annex 2 :An Individual In-depth Interviewing Guide for Key informants

Section 1: Informant's background

1. Age
2. Religion
3. Education background
4. Work experience
5. job position
6. length of time working at this *kebele recreation center*

Section 2: Informant's understanding of workplace sexual harassment in relation to their particular Center.

1. Tell me about the Kebele Recreation Center?
2. How do you define women's sexual harassment? What are its characteristics?
3. Do you think that sexual harassment happens in your recreation centers? If yes, explain it?
4. To what extent that this sexual harassment has become an issue in your restaurant?
5. What sorts of sexual harassment mostly occur in your restaurant?
6. Why do you think people get involved in such acts? Who are perpetrators of these acts with respect to their age, sex, and any class of identity they may be known for?
7. How do women respond to such maltreatment? What are their techniques they deploy? How would the perpetrators respond to these affected women?
8. Whenever you find such act of violence in your restaurants, how do you handle it?
9. In what ways you would express people's perception about WSH and their reaction against it at restaurant?
10. Are there any specific procedures or legal ways of dealing with such acts in your restaurant?
11. What do you think the most challenging aspect of restaurant when it comes to preserving women's safety?
12. What do you recommend as a solution for a work place that is free from sexual harassment?

Anex 3: Direct Observation Checklist

No.	Points	Remarks
1.	The working environment: Busy/relaxed and with regard to day and evening shifts	
2.	Uniform	
3.	How does the women workers approach customers	
4.	What would waitresses/bartenders do after serving a customer	
5.	Observable relationship of women workers with co-workers, managers and customers	
6.	Observable sexual harassment against waitresses and bartenders	

Code Name	Age	Educational Background	Marital Status	Work-Position	Religion	Work Experience	Monthly salary
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Annex 4: Background Information of Female Research Participant

W1	28	9 th grade	Divorced	Waitress	Orthodox	8 years	950
W2	29	3 rd grade	Single	Waitress	Orthodox	12 years	900
W3	25	3 rd grade	Single	Waitress	Orthodox	7 years	900
W4	27	10 th grade	Single	Waitress	Protestant	3 years	950
W5	18	8 th grade student	Single	Waitress	Orthodox	6 months	900
W6	21	8 th grade	Single	Waitress	Orthodox	1 year	900
W7	27	8 th grade	Single	Waitress	Orthodox	5 years	900
W8	27	10 th grade	Single	Waitress	Orthodox	8 years	900
W9	26	10 th grade	Married	Waitress	Orthodox	7 years	900
W10	21	8 th grade	Single	Waitress	Orthodox	7 month	900
W11	23	8 th grade	Single	Waitress	Orthodox	5 years	900
W12	22	8 th grade	Divorced	Waitress	Orthodox	5 years	900
W13	22	8 th grade	Single	Waitress	Orthodox	1 ½ years	900
W14	19	7 th grade	Single	Waitress	Orthodox	5 years	900
W15	24	7 th grade	Married	Waitress	Orthodox	6 ½ years	900
W16	25	10 th grade	Single	Waitress	Orthodox	6 yr & 3 mn	900
W17	20	8 th grade	Single	Cashier	Orthodox	2 ½ years	1000
W18	28	10+2	Single	Cashier	Protestant	5 years	1000
W19	26	8 th grade	Single	Cashier	Orthodox	3 years	1000
W20	37	7 th grade	Married	Dishwasher	Orthodox	4 years	900
W21	35	4 th grade	Divorced	Dishwasher	Orthodox	5 years	900
W22	30	4 th grade	Single	Dishwasher	Orthodox	5 years	950
W23	21	BA Degree student	Single	Storekeeper	Orthodox	1 ½ years	1000
W24	30	12 th	Married	Storekeeper	Orthodox	8 years	1200

W25	40	8 th grade	Divorced	Sales Person	Orthodox	15 years	2000
W26	31	8 th grade	Single	Sales Person	Orthodox	7 years	2000
W27	25	10 th grade	Married	Bartender	Orthodox	6 years	1200
W28	25	3 rd grade	Single	Bartender	Orthodox	6 ½ years	1200
W29	25	12 th grade	Single	Bartender	Orthodox	7 years	2000
W30	34	6 th grade	Married	Bartender	Orthodox	7 years	1200
W31	29	8 th grade	Single	Bartender	Orthodox	6 ½ years	1200
W32	27	8 th grade	Single	Bartender	Orthodox	8 years	1500

Annex 5: Background Information of Supervisors and Managers Research Participant

Code Name	Age	Sex	Educational Background	Marital Status	Religion	Work Experience in their
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						current position
Arada Sub-city Administration Cooperative Society Agency Manager	37	M	BA Degree	Married		2 years
M1	40	M	BA Degree	Married	Orthodox	3 years
M2	50	M	BA Degree	Married	Orthodox	4 years
M3	35	M	BA Degree	Single	Orthodox	2 years
M4	40	M	BA Degree	Married	Orthodox	2 years
S1	27	F	BA Degree	Single	Orthodox	1 year
S2	28	M	BA Degree	Single	Orthodox	4 years
S3	37	M	Cetificate	Married	Orthodox	10 years
S4	40	M	Diploma	Married	Orthodox	6 years
S5	30	M	Diploma	Married	Orthodox	7 years
S6	31	M	Diploma	Married	Orthodox	5 years
S7	32	M	Diploma	Married	Orthodox	5 years