▶ Through-Time Evaluation of Better Work Training on Sexual Harassment Prevention in Honduras, Indonesia, and Nicaragua

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FROM PERCEPTION TO PRACTICE AND PREVENTION:

Through-Time Evaluation of Better Work Training on Sexual Harassment Prevention in Honduras, Indonesia, and Nicaragua[1]

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Contents

Executive Summary

ILO GALLUP Survey (2022) estimates that "205 million people in employment globally—almost 1 in 15—have been subjected to sexual violence and harassment at least once in their working life and the gender difference is large where more women than men experience sexual harassment and violence. This number has remained steady for a decade and, as the World Health Organization (2021) reported, violence against women has been exacerbated by the COVID pandemic. Through targeted and systemic approaches to sexual harassment awareness, prevention and remediation, Better Work (BW)-facilitated trainings on sexual harassment prevention (SHP) have been introduced and are an important intervention in workplace gender-based violence (GBV) across BW country programs. The BW program runs in 13 countries, and at least 9 of them have developed and implemented training programs that are intended to prevent sexual harassment and GBV.

Initial research that focused on Indonesia, Jordan, Nicaragua, and Vietnam has found that Better Work interventions are showing positive results in these countries (English, Pike and Mathew 2023). Progress has been made and BW sexual harassment training programs have facilitated an underlying and critical shift with basic recognition of sexual harassment as a workplace issue calling for systemic and sustained intervention.

The overall objective of this second-phase study is to conduct an analysis of the efficacy of Better Work's ongoing SHP training in Indonesia and Nicaragua, and the initial impacts of SHP trainings in Honduras based on the Nicaragua model, as part of a larger multi-country comparative study of the year-over-year impacts of BW sexual harassment programming in different country settings. The analysis is undertaken with the overarching goals to: 1) assess ongoing understanding, awareness, and incidents of sexual harassment; 2) assess the impacts of understanding and awareness-raising on attitudes toward the behaviour, subjective norms, and perceived behavioural control; 3) assess existing processes and practices around reporting and remediation to better effect responses to sexual harassment at the individual factory level; and 4) assess changes in perspectives year-over-year on training impressions and effectiveness.

The current study utilizes qualitative methods primarily but is complemented by an online quantitative survey. Interview and focus group discussion questions fell into 4 categories: 1) understanding, awareness and incidents of sexual harassment; 2) understanding of reporting and grievance procedures; 3) attitude toward the behaviour, norms, and perceived behavioural control toward intervention; and 4) training impressions and effectiveness.

Overall, findings indicate that there is evident expansion, deepening, and more nuanced understanding of sexual harassment and its difference from other types of workplace harassment, processes for reporting, and behavioural changes. There has been an increased emphasis on sexual harassment as something that impacts everyone—despite their gender—which helps move forward goals of gender equity and inclusive workplaces and communities. Positive results have come from sustained attention to generating buy-in for sexual harassment mitigation efforts and building trust at all levels of engagement, from the factory floor to management, HR, and senior management.

Continuity is critical both in the context of developing and maintaining institutional memory and, importantly, creating capacity so that the training program is self-sustaining. Frequency of training matters, both to address high turnover across the sector and to provide opportunities for refresher trainings. Further, for the refresher trainings, participants were

interested only if there are new scenarios, new modes of presentation, and new concepts to expand knowledge and understanding.

Honduras had the trainings for the first time. Some participants had a more nuanced understanding of sexual harassment, for example the importance of perception and the climate created by certain behaviours, while some had a vaguer understanding like "a lack of respect toward others". In Indonesia, greater continuity of the program was seen in a factory where there is a "champion" point-person. There was still some hesitancy to report which is not necessarily rooted in distrust in the reporting and grievance processes themselves, but the much harder to dislodge feelings of embarrassment, shame, or fear of retaliation from the perpetrator. Nicaragua participants exhibited a high level and nuanced understanding of and awareness about sexual harassment, also greater confidence in reporting and interventions. Further, Nicaragua factories tend to address sexual harassment by changes in procedures, putting into place practices to limit the interactions of male and female workers; for example, women-only hallways as well as separate lunch lines for men and women to avoid touching. The study participants were vocal about the importance of creating and maintaining a safe and welcoming workplace and demonstrated a sense of community, which included support from their peers and supervisors as well —a feeling that one is not alone in combating sexual harassment.

Positive results can be attributed to increased knowledge and awareness and its continued influence on attitudes and norms that are shifting as factory stakeholders at all levels internalize and incorporate respectful behaviours into their day-to-day routines that in turn have spillover effects to homes and the wider communities. It is in moving from harassing conduct to signs of sustained behaviour change, from awareness to action, that Better Work's initiatives to mitigate sexual harassment and thereby support respectful workplaces are having their most visible and arguably important impacts.

1. Introduction

UN Women (2023) estimates that "736 million women globally—almost one in three—have been subjected to physical and/or sexual intimate partner violence, non-partner sexual violence, or both at least once in their life (30 per cent of women aged 15 and older) and this figure does not include sexual harassment". This number has remained steady for a decade and as the World Health Organization (2021) reported violence against women has been exacerbated by and since the COVID pandemic. Further, since the pandemic began, "seven in 10 women said they think that verbal or physical abuse by a partner has become more common and six in 10 felt that sexual harassment in public spaces has worsened" (UN Women 2023). As violence against women and girls is an intensifying issue and because of its long-lasting impacts, WHO characterized it as a major public health problem and a violation of women's human rights. "Women make up the large majority of workers in global supply chains, especially factories in the apparel supply chain. These workers face significant inequalities in wages, workplace hazards, and a special burden of GBV and harassment. These "normal" conditions have been compounded by the impact of the COVID-19 pandemic, which has exacerbated long-standing structural inequities" (Brown 2021). Gender-based discrimination remains systemic within the sector as a result of such factors as unequal power relations between women and men, gender stereotyping, conscious and unconscious gender bias, gender-related occupational segregation and undervaluing of "women's work" (Clarke 2021). Women in the garment sector are concentrated in the low-skilled, low-paid jobs, and sexual harassment can force them into absenteeism and turnover, and reduce productivity (Clarke 2021).

1.1 Background

The June 2019 ratification of ILO Convention no. 190 on Violence and Harassment established clear global benchmarks for adopting an inclusive, integrated, and gender-responsive approach for the elimination of violence and harassment in law and policy. Article 10 of the Convention calls for the inclusion of violence and harassment in policies and consideration during implementation of safety measures by extending or adapting occupational safety and health measures. As further delineated in the UN Model Policy for the Prevention and Remediation of Violence and Harassment, through proactive measures to prevent violence and harassment and to provide access to effective remedies, this includes company commitments to the creation and maintenance of diverse, inclusive, safe, and respectful workplaces strongly rooted in gender equality.

These advances in recognizing and addressing GBV and harassment are colliding with the normative standards of labour across the global garment industry, which are characterized by long hours, low wages, along with poor and precarious working conditions. Historically and at present, these common labour standards have impacted female wage earners disproportionally and negatively (English 2013; Pike and English 2020). These labour standards were exacerbated as demand plummeted during the COVID pandemic with severe market contractions resulting across the apparel sector. COVID disruptions further destabilized steady waged employment and the independence, stability, skill development, and improved quality of life that wage earners realized from manufacturing employment, while automation continues to reduce garment jobs in the lowest-skilled positions where women are often employed in higher numbers. Now, even as the global economy and garment sector have largely recovered from the pandemic downturn, structural power dynamics persist and

function to replicate economic inequalities that perpetuate a range of gendered inequalities and are incredibly difficulty to dislodge (English 2013).

Against a backdrop of GBV against women intensifying with the outbreak of COVID (UN Women 2020), Better Work introduced SHP training across garment factories in order to combat the issue of GBV and sexual harassment therein. The Better Work programs have evolved over the years into a major intervention approach to develop anti-sexual harassment policies and to facilitate awareness through innovative training methods including videos and posters aimed at encouraging reporting, and responding to those reports effectively through capacity building of managers, supervisors, and workers (Clarke 2021).

1.2 Better Work trainings to address sexual harassment

Through targeted and systemic approaches to sexual harassment awareness, prevention and remediation, Better Work-facilitated trainings on SHP have been introduced and are an important intervention in workplace GBV across BW country programs. As a partnership of the International Labour Organization and the International Finance Corporation, Better Work's industry-wide and multi-stakeholder approach to sexual harassment mitigation through workplace trainings has the potential to elevate standards across the entire garment sector, without negatively impacting competitiveness both longitudinally across the international supply chain, and within individual supplier countries.

Broadly, the Better Work country-based programs on sexual harassment have four key objectives: 1) to raise awareness on gender equality and sexual harassment; 2) to build the capacity of factory teams to conduct their own trainings and awareness-raising campaigns; 3) to improve policies, grievance mechanisms, and other management systems to prevent and address sexual harassment; and 4) to equip factories with the tools for long-term success. SHP trainings, delivered in specific country contexts and environments, focus on educating around definitions of and what constitutes gender, gender equality and sexual harassment, mechanisms for reporting, responding, and supporting victims of sexual harassment, and SHP, in order to lead to behaviour change and lessen incidents of sexual harassment and thereby create more respectful and equitable workplaces. While the development of an SHP training program is complex, an ideal training program can develop a broader recognition of problem behaviours and resolution-handling skills through an orderly presentation of the training materials through videos and lectures (York et al. 1997) and that makes the Better Work SHP training program very unique. Country programs are equipped with the flexibility to adapt from the broad objectives and adjust the training according to their own cultural contexts and needs. For example, Better Work teams in Nicaragua and Indonesia identified key objectives and expected outcomes from their respective POSH and RESPECT program implementation at the factory level in the context of understanding, awareness, and incidents of sexual harassment as below (the Honduras program is currently developed and implemented by the BW Nicaragua team):

Nicaragua and Honduras (POSH)
- *Increasing understanding and awareness*: making people aware of all the acts that can be considered sexual harassment, and facilitating the ability to identify situations of sexual harassment so that it can be reported.
- *Changing behaviours*: changing behaviours that constitute sexual harassment, even behaviours that they perhaps did not know could be sexual harassment (e.g., touching

any part of the body of a person without consent) but that might be very common in some cultures (e.g., touching a pregnant woman's belly).

Indonesia (RESPECT)
- *Increasing understanding and awareness*: promoting a safe, discrimination-free working environment through providing sexual harassment awareness training for management and workers/trade unions.
- *Increasing understanding of victim and bystander perspectives and create empathy thereby leading to appropriate interventions*
- *Expanding action plans and initiatives*: encouraging the respective factories to lead the initiative for their factories and to continue to expand the initiatives so that sexual harassment understanding is universal as part of a broader factory culture.

Initial research focusing on several country programs—Indonesia, Jordan, Nicaragua, and Vietnam—published in July 2023 has found that Better Work interventions are showing positive results in these countries (English, Pike, Mathew 2023). Improvements have been made both in the levels of recognition of sexual harassment, including what behaviours and actions it encompasses, and attempts to curb it in the factories as a result of better awareness through training on definitions of sexual harassment, reporting mechanisms, and known consequences. Addressing sexual harassment at the workplace level is an important intervention in and of itself to build buy-in for creating safer and more respectful workplaces, as is giving people the information they need to be able to recognize sexual harassment issues in their workplaces and say something about them if they choose to do so. Progress has been made and Better Work SHP training programs have facilitated an underlying and critical shift with basic recognition of sexual harassment as a workplace issue calling for systemic and sustained intervention (English, Pike, Mathew, 2023).

The first-wave impact assessment for this project demonstrated that even simply improving awareness and recognition of sexual harassment had a positive impact on worker well-being, health and safety, and workplace relationships. Given the broad objectives of the BW SHP training program and country-specific objectives including behaviour changes and building empathy, in this follow-up study, we sought to dig deeper into whether the BW SHP training programs were meeting their key objectives. Regarding awareness-raising, though we saw positive changes in the first round, we wanted to examine whether these were continuing to develop within and across factories, what other benefits or challenges factories were experiencing, and whether they were translating into behavioural changes. A new section was thus included in the interview questionnaire on "attitude towards the behaviour, subjective norms, and perceived behavioural control" drawing from Ajzen's (2019) Theory of Planned Behaviour. According to this theory, improving the participants' attitude towards the behaviour, norms, and perceived control over the behaviour, can influence their intention to perform the targeted behaviour (Pike and Mathew 2023).

2. Methods and Data

This paper focuses on an online survey and fieldwork conducted in Indonesia in December 2023 and Nicaragua in January 2024—the second round of data collection in these countries—and in Honduras in January 2024 with the overarching goals to: 1) assess ongoing understanding, awareness, and incidents of sexual harassment; 2) assess the impacts of

understanding and awareness-raising on attitude toward the behaviour, subjective norms, and perceived behavioural control; 3) assess existing processes and practices around reporting and remediation to better effect responses to sexual harassment at the individual factory level; and 4) assess the changes in perspectives year-over-year on training impressions and effectiveness.

2.1 Country contexts

The garment industry is a key manufacturing employer and generates significant export value across the three countries in this study. Indonesia is among the top 15 textile and garment producing countries in the world, according to the Observatory of Economic Complexity, with the sectors together employing over 5 million workers countrywide and contributing over 20 percent of the country's manufacturing output (World Integrated Trade Solution-WITS, World Bank). With nearly 70 percent of the garment sector's production destined for international markets, Indonesian apparel manufacturers produce a wide range of both luxury, athleisure, and fast-fashion apparel, including for globally recognized brands such as GAP, Banana Republic, Old Navy, Under Armour, H&M, Tommy Hilfiger, and Calvin Klein. Capitalizing in part on apparel companies shifting production out of China, Indonesia's garment sector continues to expand. Following a pandemic contraction, the sector has rebounded and is anticipated to grow at an annual rate of more than 3 percent over the next 4 years.

Nicaragua and Honduras are both partners along with Costa Rica, El Salvador, Guatemala, and the Dominican Republic in the US-Dominican Republic-Central America Free Trade Agreement (CAFTA-DR). The garment industry in Nicaragua produces 1.5 billion USD of exports annually according to the World Bank, and employs nearly 125,000 people, with the country's garment sector representing some 28 percent of national exports (WITS, World Bank). The apparel industry in Honduras is the 12th largest exporter of garments in the world, employing over 105,000 and representing nearly 75 percent of jobs in the nation's export processing sector. CAFTA-DR provisions spurred the expansion of the country's foreign- and domestically-owned textile sector that provide fabric to direct-owned apparel factories within multi-unit enterprises, so much so that Honduras is now the number one exporter of apparel to the United States in the CAFTA-DR region. The United States is the largest importer of Nicaragua's garments, with Nicaraguan sourced apparel representing some 38 percent of US apparel imports (WITS, World Bank). Both countries produce apparel for globally recognized retailers and brands, including Walmart, Target, Kohl's, H&M, Gap, Old Navy, Nike, Adidas, Under Armour, Hanes, Gildan, and Fruit of the Loom.

The regulatory landscape across the three countries varies, with potential impacts on the delivery and efficacy of sexual harassment awareness and mitigation efforts. In Indonesia, for example, although the country has not ratified ILO Convention No. 190 on eliminating violence and harassment at work, attention has increasingly been paid to curbing GBV and sexual harassment in the workplace. These efforts are part of the broader efforts of the Indonesian government to support expansion of the country's manufacturing sector generally—and textiles and garments specifically—through tax incentives, infrastructure improvements, and a focus on environmental sustainability. The enactment of Law No. 12 of 2022 created specific offences for sexual violence. This was followed in May 2023 by Minister of Manpower Decree No. 88 establishing specific guidelines on preventing and handling sexual harassment in the workplace. These guidelines include specific definitions of acts

constituting (and forms of physical and non-physical) sexual violence and harassment, requirements for employers to create a task force for preventing and dealing with sexual violence in the workplace, and enumerates potential sanctions against perpetrators. These task forces are responsible for a variety of activities including arranging and executing prevention programming, receiving complaints, gathering information, providing assistance to victims, and providing recommendations for complaint resolution.

Neither Nicaragua or Honduras has ratified Convention 190, though the relatively high number of Honduran apparel workers—nearly half—that are represented by collective bargaining agreements (CBAs) mean that there are mechanisms in place in Honduras' garment sector for redress of grievances around workplace issues ranging from unsafe working conditions and high production targets to verbal abuse and sexual harassment. A 2022 study by the Center for Global Workers Rights found that female workers covered by CBAs are nearly 120 percent more likely to have a mechanism at work for addressing GBV and harassment in their workplaces (Anner et al. 2022). Conversely, as Nicaragua's overall human rights situation continues to worsen by many indicators, GBV and sexual harassment remains a human rights and workplace concern where Better Work and buyer-initiated programs are critical mechanisms for intervention.

2.2 Data Collection

This study employed qualitative methods for data collection through semi-structured interviews with individuals and focus group discussions (FGDs) with managers, supervisors, union representatives, workers, and members of sexual harassment teams across the three country settings. The quantitative data collection was complemented by an online survey. Interviews were conducted in five Better Work Indonesia factories located in the Bogor-Sukabumi area South of Jakarta and representing large and small manufacturers and varying international management; in five Better Work Nicaragua factories that have received BW's Program on Sexual Harassment (POSH) trainings, representing small-, medium-, and large-scale producers, all located within an hour's drive from the city center of Managua; and in Honduras at one factory employing some 1,500 workers in the Export Processing Zone of Choloma where initial POSH trainings have taken place. This was the second round of data collection in all five Nicaragua factories and three of the five Indonesia factories which were surveyed in Fall 2022 (for the first round of data collection, reported in the 2023 study referenced above). These factories did not receive any other SHP training program of a scale similar to that of Better Work during the study period, except some trainings incorporated in new hire orientation programs and some App-based questionnaires provided by brands.

The authors were able to access and include two factories from Indonesia that were not trained as a control group for some baseline comparisons in the second phase. Researchers have used control groups in earlier studies to evaluate training interventions in the context of garment factories, for example Ruchira et al (2018). The control group is chosen from different factories to eliminate the risk of interactions among trained and untrained respondents. The findings from those two untrained factories are included in this paper as it can provide preliminary and valuable insights on how Better Work training programs are impactful and contribute to knowledge and awareness about SHP in garment factories.

The quantitative online survey questionnaire was made available in "Bahasa Indonesia" for Indonesian factories and in "Spanish" for Nicaraguan and Honduras factories after the translations were reviewed and revised by BW experts in the respective countries. Similarly, the interviews were conducted in "Bahasa Indonesia" with the help of an interpreter

in Indonesian factories and through a Better Work staff member in Nicaragua who was comfortable speaking "Spanish". The researchers spent adequate time with the interpreters and delegates making sure that the requirements for the study were met. Several virtual meetings were organized with collaborators from these countries well in advance of the project launch. One of the authors was present in-person in the Indonesian factories along with the interpreter while doing the interviews and focus group discussions, while the Nicaraguan and Honduran factories were managed remotely. Follow up questions were asked to the participants and to the interpreter or to the delegate whenever more clarity was needed to make sure that any key information was not lost in translation.

The purpose of the online survey, interviews, and focus group discussions were clearly explained to the participants and consent was taken in advance. They were provided the opportunity to not continue with the process at any time without providing any reason. The interviews were conducted in a private room which was not accessed by the management, offering the respondents a sense of safety and confidentiality. Managers and workers were interviewed separately considering the fear of retaliation that could emerge from the hierarchy of control. Managers and workers, as well as males and females, were separate from each other in the focus group discussions. Every effort was taken at every point throughout the process to provide privacy and confidentiality to all the participants. As this was the second phase of data collection in Indonesia and Nicaragua, some participants were familiar with the authors and/or the purposes of the study and were more comfortable to share their experiences. The participants were also offered support for counselling or for anything else, if any of the questions caused any inconvenience at any time.

Table 1: Summary of participants and data collection methods.

Factory Name	Training Status	FGDs	Interviews	Total Participants
I1	RESPECT	3 (9 Females, 6 Males)	2 (1 Female, 1 Male)	17 (10 Females, 7 Males)
I2	RESPECT	3 (7 Females, 7 Males)	2 (1 Female, 1 Male)	16 (8 Females, 8 Males)
I3	RESPECT	3 (4 Females, 7 Males)	2 (1 Female, 1 Male)	13 (5 Females, 8 Males)
I4	Not Trained	4 (7 Females, 7 Males)	2 (1 Female, 1 Male)	16 (8 Females, 8 Males)
I5	Not Trained	4 (8 Females, 7 Males)	2 (1 Female, 1 Male)	17 (9 Females, 8 Males)

N1	POSH	7 (8 Females, 6 Males)	4 (3 Female, 1 Male)	18 (11 Females, 7 Males)
N2	POSH	3 (3 Females, 3 Males)	10 (6 Female, 4 Male)	16 (9 Females, 7 Males)
N3	POSH	4 (4 Females, 4 Males)	8 (4 Female, 4 Male)	16 (8 Females, 8 Males)
N4	POSH	5 (3 Females, 7 Males)	6 (2 Female, 4 Male)	16 (5 Females, 11 Males)
N5	POSH	4 (5 Females, 3 Males)	7 (5 Female, 2 Male)	15 (10 Females, 5 Males)
H1	POSH	3 (3 Females, 3 Males)	9 (8 Females, 1 Male)	15 (11 Females, 4 Males)

The broad objective of the study was to gather country-specific information about sexual harassment trainings and their factory-level impacts in order to compare dynamics and program effectiveness across the different countries, including whether and how these dynamics and varying degrees of effectiveness are changing year-over-year and to see if they are translating to any behaviour changes. The main interview questions for this study fell into four categories: 1) understanding, awareness and incidents of sexual harassment; 2) understanding of reporting and grievance procedures; 3) attitude toward the behaviour, norms, and perceived behavioural control toward intervention; and 4) training impressions and effectiveness. The main difference from the first study was that we included an additional section on attitude, norms, and behavioural control.

3. Training development and implementation

3.1 Nicaragua and Honduras: POSH trainings

Better Work's Program on Sexual Harassment implementation in Nicaragua and Honduras consists of a phased, 5-step series of interventions. The Better Work team begins the implementation of POSH at the factory level with an orientation and expectations-setting meeting with senior management and other factory staff (e.g., HR, compliance, etc.) to introduce the components of POSH, discuss the roles and responsibilities of Better Work and the factory teams in enduring program success. The BW team next undertakes a diagnostic survey of the factory in order to be able to tailor the content to be covered in the training of trainers (TOT) as well as ongoing advisory sessions. This diagnostic includes reviewing existing sexual harassment policies and grievance mechanisms, awareness raising and training activities, and roles and responsibilities on SHP and redress. This diagnostic also includes interviews and conversation with key stakeholders—senior management, HR

personnel, personnel responsible for prevention and grievance processes, and workers—so as to tailor trainings to the needs of the factory.

The third step of implementation moves into training of trainers, first selecting and inviting a group of factory personnel from a pool of self-identified interested individuals, demographically representative of the broader workforce, to receive a TOT on the POSH curriculum. Over 21 training hours, factory classes of 10 participants are trained on gender equality, sexual harassment, and facilitation skills needed to conduct their own trainings for workers, supervisors, and managers. Better Work then supports these factory teams in developing training and awareness-raising plans and developing training materials. Trainers are then shadowed by the BW team as they conduct training sessions to provide feedback and additional coaching and guidance as needed.

The fourth and fifth steps of implementation include advisory on management systems wherein the BW team guides the trained factory teams in identifying root causes of sexual harassment at the factory and to develop strategies and plans to strengthen policies, grievance mechanisms, and management systems for prevention and remediation. Finally, BW advisors work with factory teams to review progress and to develop and implement sustainability plans which are then shared with senior management.

3.2 Indonesia: RESPECT Trainings

Better Work's Respectful Workplace Programme implementation in Indonesia follows a similar process to that in Nicaragua and Honduras. In the first phase of implementation top management is engaged in building awareness and gaining commitment and buy-in for their factory's involvement in the program, to understand the existing situation related to sexual harassment in the factory, and to gain consensus on the best approach for factory-level implementation. Better Work staff then undertake TOTs with selected factory TOT participants. At this point the process becomes largely driven by the factory teams, with trainings then being rolled out to middle management, supervisors, and "worker champions." From here these individuals undertake a broader dissemination of information in consultation and coordination with the factory teams: peer to peer learning sessions facilitated by worker champions, supervisors undertaking short morning briefings and socialization sessions, and by management through the posting of RESPECT materials throughout the factory, periodic PA announcements, and so on. Throughout implementation by the factory teams and through the larger factory workforce, Better Work continues to advise and undertake follow-ups as requested and needed.

4. Findings

4.1 Multi-country level findings

Better Work trainings on SHP include modules that equip participants with skills to recognize different forms of sexual harassment in the workplace, understand why sexual harassment is prevalent in garment factories, and its impact on working environment and productivity. The training also helps participants to develop strategies to address and prevent sexual harassment at the factory level. The Model Policy for the Prevention and Remediation of Violence and Harassment defines sexual harassment as, "any unwelcome or unwanted conduct of a sexual nature, which makes a person feel offended, humiliated, and/or intimidated."

4.1.1 Understanding, awareness, and incidents of sexual harassment

In Nicaragua, responses from study participants—many of whom have participated in multiple training sessions—show a high level and nuanced understanding and awareness about sexual harassment. Across all five factories included in the data collection, common types of sexual harassment were well-known, including the ability to differentiate between harassment types including verbal and non-verbal harassment, looks, whistling, jokes and unwelcome or vulgar comments, touching, and quid pro quo interactions. Respondents were better able to generalize about sexual harassment, for example, as "any practice, phrase, or touch of a sexual nature that is not welcome or accepted", and any act of a sexual nature that "violates the integrity of another. It makes the victim feel bad, pressured, bothered". Study participants likewise noted that this understanding and awareness has led them to change their behaviours. For example, a male machine operator at N1 noted that he used to greet female colleagues by touching their shoulder, but after the training he stopped because this might have been perceived as an unwelcome touch. Another respondent at N3 noted that, "I used to hear whistling among my coworkers but now people are more educated. People have distanced themselves from those actions". In the online survey, 77.27 percent responded that a supervisor asking the worker to have sex with the promise that it will help them on the job is sexual harassment and 73.13 percent noted that it is the case when someone touches you on private parts of the body; for example breasts, buttocks, etc. This shows improvement from the first study where participants were just starting to understand and recognize the different types of sexual harassment. Over a period of one year, through trainings, refresher trainings, and reinforcement at all levels of stakeholders, the respondents are now better able to identify and call out incidents of sexual harassment.

Understanding and awareness of sexual harassment among interview participants at RESPECT trained factories in Indonesia (I1, I2, and I3) show a similar level of sophistication and sensitization, with a majority of study participants having had at least one initial round of training plus a follow-up "refresher" training. Their knowledge of sexual harassment included awareness about verbal and non-verbal forms of sexual harassment, body shaming, power dynamics and quid pro quo harassment, and the importance of taking into account a victim's feelings and perspective in determining when something crosses a line from joking or being friendly to harassment. At these factories too there was general understanding of sexual harassment as something that "can happen in all directions".

At the Indonesia factories that have not received RESPECT training (I4 and I5), study participants have some understanding and awareness of sexual harassment, similar to where I1, I2, and I3 were in the first round of data collection in 2022 at the beginning of the RESPECT program there. Interview participants at the untrained factories noted that their understanding of sexual harassment was learned through social media, from casual worker-to-worker information dissemination especially from workers who had previously worked at RESPECT-trained factories, from app-based trainings from GAP (at I4), and as part of general onboarding. There was a marked lack of clarity about what was considered "right" and "wrong" in the context of sexual harassment. Interview participants discussed sexual harassment mostly as something done by men to women but had many different views and definitions of sexual harassment and its types. This lack of clarity was evident in the online survey responses as well. For example, 82.14 percent believed that "making comments about you or your appearance meant to be insulting" is never sexual harassment and 85.71 percent

responded that "telling sexually oriented jokes" is never sexual harassment. Whereas more than 40 percent in the trained factories believed that these acts constitute sexual harassment.

In Honduras at H1, where POSH programming has just been rolled out, all but one study participant had attended a POSH sexual harassment training, and several—including the participant that had not attended a POSH training—had attended some kind of gender-focused or sexual harassment trainings at previous places of employment. Here, interview responses show a broad range of understanding about what constitutes sexual harassment. Many respondents identified common types of sexual harassment, including name calling, vulgar comments, touching, looks, blowing kisses and other gestures, and "something in return for a sexual favour" (e.g., quid pro quo). Some respondents had a more vague understanding, for example a female respondent who described it as "a lack of respect toward others", another who described sexual harassment as "when someone intimidates another through words or actions", and a third who said generically, "it is something to be avoided". Somewhat problematically as well, "verbal abuse" was discussed across several interviews, without differentiation between verbal abuse as a generally harassing behaviour, and verbal abuse that would be considered sexual harassment. This ambiguity was reflected in the online survey responses where, for example, 31.82 percent noted that "the flattering looks of supervisor or coworker" is never sexual harassment and according to 27.27 percent respondents "making sexually offensive comments" is never sexual harassment. However, 72.73 percent believed that "touching on private parts of the body" is always sexual harassment.

A smaller number of study participants in Honduras at H1, however, did have a more nuanced understanding, citing for example the importance of perception and the climate created by certain behaviours. "[I]f someone tells me that I'm pretty but if I'm not offended then it is not harassment", said a female HR coordinator, "It depends on my perception". Around 40 percent of the respondents in the online survey noted that "someone making comments about your appearance or dress that are meant to be complimentary" is never sexual harassment. A male supervisor, also highlighting the importance of perception, noted as well that sexual harassment "can create a hostile environment". A female production supervisor also emphasized the role of power dynamics in sexual harassment, calling out especially, "when a supervisor takes advantage of their position to obtain sexual favours".

In Indonesia, the interviews show that while RESPECT trained workers tend to have a common understanding of sexual harassment, at the untrained factories this was not the case. Some discussed overt physical behaviors like touching and intentionally rubbing against someone, some described actions like leering looks and whistling, others talked about superiors asking for "favours". Reflective of broader social and religious standards where gender boundaries are firm, among both male and female participants at these factories there was a general agreement that the way a woman dresses can trigger sexual harassment and happens when workers "don't know their limits". There was likewise general consensus that sexual harassment can be curbed not through better understanding, awareness, and willingness to intervene or report, but through enforcement of modesty standards, separation of genders in the common spaces of the factory (e.g., toilet areas, canteens, entrances and exits), and self-policing of dress.

Across all country settings, participants noted they had never personally been a victim of or witnessed sexual harassment but that, despite a general high level of awareness, incidents of sexual harassment continue to happen in the factories. In Nicaragua, study participants noted that verbal sexual harassment, along with leering looks and whistling, continue to be the most common. In Indonesia, interview participants flagged verbal harassment, especially cat calling, as common and ongoing. A majority of study participants

in Honduras said "serious offenses" of sexual harassment were uncommon but that verbal abuse such as when "someone says that they like me" was common. A female at H1 who worked in packing noted that "verbal harassment, also physical, there is a lot of that." Though there were a small number of responses that flagged sexual harassment as a persistent and widespread problem, these responses tended to be from individuals who were untrained or noted that they were not very familiar with the material covered in training and responded with less clarity to the question asking what constitutes sexual harassment.

Taken together, interview responses across all countries pointed to an increased level of sophistication of employee awareness of sexual harassment. In Nicaragua for example, numerous respondents cited "hostile work environment" as one of the most common types of harassment that exists in their workplaces, with one female interviewee at N2 noting this "is not always obvious to detect". A male supervisor at N3 noted that he has seen a hostile work environment manifest itself when "people take advantage of their role" because a woman is "pretty or has a nice body". When this happens, "it affects someone's work. They won't work in the same way". In Honduras at H1, a male union representative also noted that there is a gendered dynamic to the harassment, noting that, "For us men, it is not very common … it affects women more". A female manager at I4 noted that it's important to keep everybody on the same page to combat sexual harassment, "we train not only women but men as well so they can be more careful. Further, we have these things [sexual harassment related] clearly mentioned in our collective bargaining agreement and code of conduct." Ninety-seven percent of the Nicaragua respondents noted in the online survey that they can recognize sexual harassment behaviour, compared with 100 percent of respondents in Indonesia and 72 percent in Honduras. While this refers to the overall awareness level, some context and variations across the three countries have been discussed in the previous paragraphs.

Information dissemination in Nicaraguan factories is ongoing through POSH committees, trainings, annual sexual harassment prevention campaigns, and a variety of day-to-day tools and reminders including flyers, monitors with sexual harassment-related messaging, and information posters throughout the factories. Of the Nicaragua online survey respondents, 92.43 percent confirmed that they are aware of the contents of the sexual harassment prevention policy in their factories. At some Nicaraguan factories, sexual harassment is also being addressed by changes in procedures, putting into place practices to limit the interactions of male and female workers. At N4 for example, a male manager and POSH committee member described how they created a women-only hallway as well as separate lunch lines for men and women to avoid touching. Information dissemination is ongoing in Honduras at H1 with respondents noting that they get additional information from notices and flyers posted on the walls, monthly roundtables, and that sexual harassment information is part of onboarding training. Information dissemination is likewise ongoing in Indonesia's onboarded factories through the RESPECT teams, often working in concert with the union, through frequent follow-up and reminder meetings and training sessions, through regular factory floor announcements, as well as via visual reminders like posters and banners. 95.24 percent of respondents in Honduras confirmed through the online survey that they are aware of the contents of the sexual harassment prevention policy in their factories, compared with 92.31 percent of respondents in Indonesia.

4.1.2 Understanding of reporting and grievance procedures

Study participants from factories that have received training, across all the country settings, generally said they feel safe reporting incidents of sexual harassment, expressed a

high level of willingness to report, and a high level of trust in reporting mechanisms because, as one female sewer at N1 succinctly put it, "We don't need to tolerate it". Another Nicaragua study participant at N1 noted that the trainings focusing on victims and bystanders have been "very useful" in equipping factory employees to intervene and "act in these situations". Participants collectively expressed comfort with encouraging victims of harassment to report. At N1 one participant noted that when sexual harassment was witnessed it was important to "speak to the victim first and let them know that they can get help". More than 90 percent of the Nicaragua survey respondents noted that reporting of a sexual harassment incident is a good behaviour and 92.43 percent mentioned that they are confident enough to intervene when they witness sexual harassment incidents.

Likewise there was a high level of confidence in what was described by one individual at H1 as a "very secure" process. All the survey respondents in Honduras believed that sexual harassment complaints are investigated. Here and in Nicaragua where POSH committees are in place at the factory-level to facilitate information sharing about the reporting and grievance process, balancing transparency and confidentiality is important. As a POSH committee member at N1 explained, "They expect me to be transparent throughout the entire process" so that the resolution and consequences are not perceived as random but that, "The confidentiality part of the process is [also] very important. We have to assure the victim that their confession will be dealt with care". Still, while there is a strong stated willingness to report, follow-through to the investigation is more problematic. As an HR manager at H1 noted, "We encourage people to remain involved throughout the process because sometimes people only want to report but not continue with the process". Ensuring confidentiality, removing the fear of retaliation, and timely redressal of grievances can all help build trust in the existing mechanisms.

Maintaining confidentiality was cited over and over as a critical element of the process. An HR coordinator at H1 described the process there as, "We speak to the people involved and ask them to maintain confidentiality. As the investigation evolves, we involve supervisors, witnesses, and the perpetrator and we ask all of them to respect the confidentiality of the process. We even ask everyone to sign a confidentiality agreement". If members of the union, accused perpetrators also have union representation so there is another level of accountability for a fair process. For the victim, another HR manager at H1 also noted, "we keep them informed throughout the process and inform them of the result. We also provide psychological assistance". Still there was some hesitancy noted, not just with the investigation follow-through but with reporting in the first place. "I might not report it because I am afraid of the repercussions," said a female packing employee. "I need more support and assurance from the factory".

In Nicaragua and Honduras, reporting and grievance processes followed a general pattern across the factories: a report is made, individuals involved are called as witnesses, and an investigation takes place with the goal of finding a solution for the victim. At H1, processes for reporting and grievance procedures are set by the company and funnel through the compliance, human resources, and legal departments. Some respondents there had a general understanding about reporting and investigations—"I know management investigates and they come to an agreement", one interview participant noted for instance—but others had a clearer understanding of the process. Across all country settings, promptness of response was also emphasized as something that increased confidence in reporting and grievance processes. There is a range of resolution options, depending on the severity of the situation, from a warning to an on-the-job sanction to dismissal. In Nicaragua, as one respondent noted, part of the grievance procedure is also that victims can receive "legal and social support," and

can be assisted with making a formal complaint to civil authorities. Most of the study participants indicated their satisfaction and confidence in the reporting mechanisms and punishment for sexual harassment noting that the management would take appropriate actions through investigations if any such untoward incidents are reported.

Study participant across all country settings identified a variety of reporting paths. In Honduras, for example, respondents highlighted that they can report to their supervisors and that there is an "open door policy" with HR for reporting, which can be done in person, over the phone, through the suggestion box, and/or as an anonymous tip. "There are many communications channels" a supervisor noted. Across POSH trained factories in Nicaragua, information about reporting is streamlined into trainings and at N1 through regular refresher "chats" that take place. Reporting options and resolution processes are covered in the trainings, and touchpoints for reporting—including HR and POSH committees, supervisors, reporting boxes, factory-specific phone numbers and email addresses for reporting, and on WhatsApp—are emphasized. Participants in one mixed focus group at N1 noted, "[T]hey investigate and provide a just answer and solution. I feel confident that I can go to HR and they can help me". POSH committee members are encouraged to "get to know" the workers in their factories in order to "help build trust and communication". Supervisors provide another important touchpoint for reporting, especially in regards to witnessed behaviours. "I would let my supervisor know", focus group participant from N1 said. "I know some victims don't feel comfortable reporting". At Indonesia's RESPECT-trained factories, suggestion boxes and reporting through a buyer-supplied app have facilitated confidentiality in the reporting, investigation, and grievance process. In fact, the lack of visibility into reporting and grievance mechanisms was, in a positive light, attributed by some to the maintenance of confidentiality throughout the process.

At RESPECT trained factories in Indonesia, progress has been made in creating and maintaining clear reporting channels through the RESPECT teams and procedures for resolution of cases. A large majority (92.31 percent) of the online survey respondents indicated that they know the steps to report if they witness sexual harassment. At each of the three RESPECT-trained factories though, it is unclear if these processes are effective because all interview participants note that there has never been a case to their knowledge that has worked its way through them. Interview participants, managers and workers, indicated that mutual agreement and consensus between the parties is more frequently used for resolution of reported issues rather than through formal mechanisms where there was a perception that this involved lengthy investigation processes.

At untrained factories in Indonesia—similar to the wide variation in understanding of what constitutes sexual harassment—there was wide variation in the understanding of reporting and grievance procedures. Only 28.57 percent of the survey respondents strongly agreed that they know the steps to report sexual harassment incidents. Interview participants knew that sexual harassment had consequences but could not articulate specifically what those were. Most assumed that there would be some kind of warning issued but landed on a default punishment of "contract termination" (e.g., firing). Further, participants did not have a clear sense of where or to whom to report, with some saying incidents should be reported through a hotline number or a now defunct app, some saying to HR, others saying to supervisors, compliance managers or union representatives, and still others directly to the police. Compared to employees at trained factories where 100 percent of the online survey respondents expressed a high confidence level, untrained participants' confidence levels in reporting were low, not only with everyone choosing a different path for reporting, but having limited or no understanding of grievance processes and no confidence in management's

commitment to resolution of cases. Further, there was no visibility into investigation processes. Female workers said that without this knowledge they were not "brave" and were "shy" about reporting harassment, especially when it involved someone older or in a supervisory position. Interviews revealed that sanctions for harassing behaviours were often informal forms of social punishment where offenders are made to feel shamed and embarrassed and thereby the behaviours are not repeated.

Study participants across all the Indonesia factories that had received training revealed that there can still be hesitancy for victims to report. This was the case even though the topic of sexual harassment "used to be taboo" but was not now. One HR manager at I3 explained, "I still find that many people, especially women, are afraid to come forward", noting that "it is often a friend or colleague that comes forward". At I3, supervisors are asked to sign statements pledging their commitment to prevent sexual harassment in order to help increase the confidence of victim reporting. The hesitancy to report, as gleaned from interview answers, is not necessarily rooted in distrust in the reporting and grievance processes themselves, but the much harder to dislodge feelings of embarrassment, shame, or fear of retaliation from the perpetrator. Across all factories these sentiments stood out despite the gender of the RESPECT team and management. A female supervisor at I4 bluntly observed, "Personally, I wouldn't want everyone to know that I submitted a report". This underscores the critical importance of confidentiality throughout the grievance process.

4.1.3 Attitude toward the behaviour, norms, and perceived behavioural control toward intervention

Workers and managers do not always know or believe, or have realized that certain behaviours or attitudes are harmful or illegal and it is important to assess the training design and effectiveness from the perspectives of changing attitudes and behaviours (Hayes et al, 2020). Our research has found in both earlier and current rounds of data collection that knowledge gained through training and personal behavioural responsibility is a starting point for sexual harassment intervention and prevention. One current study participant from N4 said, "In the past, I participated in harassment without meaning to. For example, whistling. It used to be so common. You would hear it everywhere, in schools, on the street, in the bus. I didn't see it as anything wrong". According to a male supervisor at H1, "I have learned how to treat people. How to avoid bothering others or getting into situations that are not ok", while the union representative also highlighted the importance of learning the POSH material because, "I have learned how to avoid accidently bothering other people[,] to avoid ambiguous or uncomfortable situations". A female social compliance manager at H1 summed up the importance of attitude and behaviour changes observing, "[W]e have a domino effect. People start to be more aware and even check the behaviour of others". Importantly for workers, "Supervisors have become more careful about their behaviours after the training". An HR coordinator at H1 noted, this "is important to me that people respect each other and have positive working relationships". According to the online survey, 87 percent of the Nicaragua respondents and 76 percent of the Honduras respondents believed that their supervisors, coworkers, and subordinates would approve of their decision to report sexual harassment. 75 percent of Nicaragua and 66 percent of Honduras participants believed that the people that they look up to at the work place would intervene when they witness sexual harassment.

Across both the RESPECT trained and untrained factories there was a commonly held belief that everyone should be sensitive about their own behaviour to avoid sexual harassment. Here too, personal responsibility then is a starting point for sexual harassment

intervention and prevention. In trained factories this tended to show through interviews where participants talked about self-policing their behaviour and being more mindful about how another person might receive a touch, look, or gesture. In the untrained factories this was also true but, as noted above, the self-policing was not just by potential offenders but by potential victims in terms of dress and behaviour as well (this was also a view expressed in one male FGD at a trained factory). Across the factories, particularly in untrained factories, workers still attribute their own behaviour and appearances to any untoward incidents that may happen which originate from the notion of "victim-blaming". These notions can only be changed through repeated trainings and also by bringing the whole community under the purview of trainings or by sharing the knowledge and awareness with everyone somehow, otherwise the trained workers are returning to the same community which makes the learnings from trainings short-lived (Nieder et al. 2022). According to the online survey, all the Indonesia RESPECT trained respondents and around 85 percent of the untrained respondents believed that their supervisors, coworkers, and subordinates would approve of their decision to report sexual harassment. Whereas in the case of perception about interventions by others who are valued by the participants at the workplace is 100 percent and 66 percent for RESPECT trained and untrained respectively.

Self-advocacy too has become an important part of the increasingly nuanced attitudes and behaviours toward intervention. As one N5 manager noted, "I work with males in my department, but I tell them to respect my limits and boundaries", while a male worker stated, "I see things differently after the training. Harassment can't continue". There is likewise a general sense of responsibility not just around self-policing of behaviours but to assisting coworkers as well. Some of this comes from supervisors reminding departmental employees about what makes for respectful behaviour. Some of this comes from a sense of responsibility to the factory and how harassment can impact a factory's reputation. As a POSH member at N5 observed, "If people hear that harassment happens here and no one does anything then people will not want to work here". According to a study participant at N4, creating and maintaining a welcoming and safe workplace and "because we want no one's rights to be violated" were other key elements of workers' motivations around behaviours and interventions. Here, individual behaviours that support recognition and reporting of sexual harassment contribute to a sense of factory-wide support and respect, whether that's by helping a co-worker who cannot read and write to file a complaint or calling out behaviours at the moment they are seen. "Silence", a female engineer at N2 asserted, "can lead to problems that are even worse. Intervention is key". A male operator at N1 asserted, "I am not alone … There is a process and a group that backs me up".

Across all factories that had received sexual harassment training, study participants expressed a general willingness to intervene in a situation of sexual harassment, though in the untrained factories there was less confidence in support from supervisors, and the motivations for this intervention often differed from the sense of responsibility to the factory and co-workers seen at trained factories. At RESPECT factories in Indonesia for example, interview participants discussed their motivations in the context of creating and maintaining a welcoming and safe workplace, saw intervention as something that would have a group and factory-wide effect in the context of production and turnover, and as something important so that small issues would not lead to bigger problems later on. But, at the untrained factories, motivations were discussed in more individualized ways. They were often talked about by female participants as woman-to-woman care or by male participants who said they would intervene because they would not want a wife or daughter to be subjected to harassment.

Study participants talked in a variety of ways about how their increased knowledge of sexual harassment and related interventions have been important for improving morale, creating empathy, and a better, more respectful workplace. "I can put myself in the shoes of the victim and would speak up", a female packing worker at H1 said. Another woman in the same department noted, "my co-workers are more comfortable discussing the topic and I think I now know how to help someone in these situations. A female production supervisor similarly noted, "Our minds are more open and we communicate more". She continued, "If we don't stop harassment, it will continue to impact more and more people" According to a female HR coordinator at H1, "People are respectful … In other places where I have worked, I have had instances where people have touched my hand but not here". Another female interview participant from H1 said, "People are learning and the trainings have helped", adding people are "aware that [harassing behaviours] are not allowed". A majority of respondents across all country settings noted explicitly that they feel "safe" at the factory, including one female who worked in packing who had in the past been a victim of sexual harassment. "I feel safe now. In fact, 4 years ago, I was a victim of sexual harassment. I didn't tell anyone because I was new but now, I know that I can and should report". To the question about the trained participants' intentions to report or intervene prior to the training, 100 percent in Indonesia, around 31 percent in Nicaragua, and around 43 percent in Honduras, responded that they wouldn't have. This stayed the same in Indonesia after the training, with 100 percent of respondents expressing confidence that they will report or intervene when witnessing sexual harassment, but jumped from 31 to 84 percent in Nicagaragua and from 43 to 54 percent in Honduras.

4.1.4   Training Impressions and Effectiveness

1. Nicaragua and Honduras (POSH Training)

In the implementation stage in both Nicaragua and Honduras, factory-level participants in the POSH trainings said that the most effective elements of the trainings were interactive scenarios and role-playing which one respondent at H1 called "very fun and dynamic. The exercises helped me remember the training and its information." Those who initially received COVID-era online trainings expressed a hope for more trainings so they could participate in an in-person session and be able to participate in the interactive parts of it.

A desire for increased frequency of trainings was also highlighted by study participants in both Nicaragua and Honduras. This was true both in the context of wanting refresher trainings as well as wanting more in-depth information. "The topic is complex and repeated training can help us expand what we know", observed a female packing worker at H1. This was true both in the context of wanting refresher trainings as well as wanting more trainings to help address high turnover across the workforce. "Sometimes people come into the factory and leave before they are trained", a POSH committee member at N5 observed. "If we have more trainings, the people that stay a short time can still be trained". Turnover is one of the major challenges that garment factories around the world face. While it can impact production and training efforts in general, researchers also face challenges when they conduct evaluations and longitudinal studies on the effectiveness of various programs. For example, Toosi et al. (2020) noted in their study of the effectiveness of financial literacy training that the typical turnover varies between 1% and 12% per month in apparel factories and they themselves experienced some attrition between the baseline, midline and endline of their study.

Across all the factories in the study, employees and managers alike stressed that one of the most important outcomes of training has been the increased sense of trust not just among employees but between employees and management and, in Honduras, between employees and union representatives. At N2 for example, one participant noted, "There is more trust between the workers and the HR office. Training brought everyone on the same page". Another important outcome is a more nuanced understanding of the differences between generalized labour harassment and sexual harassment specifically. "Before the training, the policies were mixed in with labour harassment and they were generalized", a female compliance manager at N2 said. "It is much more clear now from a sexual harassment perspective".

Trainings too have been important in underscoring sexual harassment as an "all of us" issue rather than a "some of us" (e.g., a women's) issue. For male workers this is especially salient. "I wouldn't have reported prior to the training because I was afraid of the repercussions", a male operator at H1 observed, while a co-worker concurred, "[W]ith men, they don't want to report. They get teased for reporting and are called gay but now, through the training, they say, 'I have the same rights as you'". In fact, "gay people are more respected now", because of the training's inclusion of LGBTQ awareness and information sharing observed a male worker at N1, noting the importance of this because, "Gay men are also victims very often". Honduras study participants highlighted that the module focusing on the difference between sex and gender was very helpful, as was information about LGBTQ individuals. For many this was their first exposure to this kind of information and at H1 noted, "More training about gender would help as the society is not always accepting and tolerant." In fact, a common theme was the ripple effect of information learned in trainings, that one female study participant at H1 characterized as, "information that we can use in our personal and professional lives".

2. Indonesia (RESPECT Training)

Tracking to findings in the first round of data collection, an effective delivery system in Indonesia has included: Training of Trainers (TOT), dissemination of information to key stakeholders (management, supervisors and worker champions), and then broader factory-wide dissemination of information. Respondents at RESPECT trained factories noted that the most effective parts of trainings they received were those that included role play, videos, and opportunities to explore real-world scenarios. Reminders about material covered in the trainings were present on posters, banners and PA announcements, though study participants said that refresher trainings to "sharpen the memory" were especially beneficial in reinforcing key concepts and introducing new ones. Interview participants noted that they were not particularly interested in undertaking additional training unless it included something new— new scenarios, new modes of presentation, new concepts to expand knowledge and understanding—or unless the training was done directly by ILO or BW staff. RESPECT team members at I1 suggested something like a "RESPECT Summit" would be useful, where teams from different factories could meet and share information and best practices. The teams also expressed the importance of taking feedback from training participants at regular intervals to measure effectiveness. Still, as noted in previous rounds of data gathering, fitting the trainings around production schedules remains a key challenge. Here, participants wondered if Better Work might be able to develop an app or other online delivery method that would allow workers to do training on their own time, but with more useful content than available, for instance,

through the GAP app, and more closely aligned to content available at the in-person trainings.

At the untrained factories, respondents throughout their interviews expressed a hope and even a sense of confidence in Better Work trainings. One male participant at I4 noted for instance that training can "get rid of the taboos". Others said that they would prefer BWI training rather than company or other 3rd party ones because, while app-based trainings like the one provided by GAP have the benefit of being flexible and able to be completed by workers on their own time without impact on production, questionnaire-based trainings do not effectively engage or instruct. RESPECT trainings then are more complete, comprehensive, and offered in a way that is more understandable, accessible, and applicable to real-world scenarios.

Table 2: Summary of key strengths and broad challenges across all countries

Areas of Examination	Key Strengths	Broad Challenge Areas
Understanding and awareness	Deeper and more nuanced understanding of sexual harassment and its difference from other types of workplace harassment year-over-year where trainings, refresher trainings, and policy changes inspired through trainings/adapted from trainings have been implemented.	Vaguer understanding and initial recognition of sexual harassment types where trainings have just been implemented. Gaps in reinforcement and lack of understanding among newer workers where there has been turnover and structural changes in the SHP teams at the factory level.
Reporting and grievance mechanisms	General sentiment of a sense of feeling safe reporting incidents of sexual harassment, a high level of willingness to report, and a high level of trust in reporting mechanisms through creation and maintenance of clear reporting channels where consistency in sexual harassment prevention teams was observed.	Varied reporting channels, confidentiality related concerns, and mutual agreement and consensus between parties for resolution as opposed to using formal mechanisms owing to the perception that it involved lengthy investigation processes don't always lead to standard reporting processes and investigating procedures. There is also the need to further socialize about the efforts of RESPECT/POSH teams which can lead to streamlined reporting mechanisms.

Attitude toward the behaviour, norms, and perceived behavioural control	Incorporation of respectful behaviours and self-advocacy into day-to-day routines with spillover effects to homes and wider communities especially at places where respondents demonstrated a high level of confidence in reporting and interventions gained through training interventions. The sense of community, the belief that respondents will be supported by their colleagues, supervisors, subordinates, management in their intervention efforts is aiding in shifting the attitude, norms, and confidence levels. Feelings of empathy and care towards the victims, importance of safe work environment and being a reputed factory.	Feelings of embarassment, shame, or fear of retaliation from the perpetrator or lack of support from colleagues, managers, or other stakeholders or a lack of trust and confidentiality in reporting and investigation procedures could adversely affect the progress.
Training impressions	Refresher trainings and consistency with respect to the ToT teams have contributed positively to developing and maintaining institutional memory, and importantly, creating capacity so that program is self-sustaining in the context of the generally high turnover and pressures of production in garment factories. Refresher trainings "sharpen the memory" and are appreciated by respondents.	Turnover, particularly, sexual harassment prevention team leadership changes at the factory level could adversely affect the expansion and progress of the program, and delimit the capacity. Further, there is the need to have new or advanced content in refresher trainings which can facilitate more "visual" learnings and create curiosity among training participants.

4.2 Summary of country-level findings

4.2.1 Honduras

Honduras implemented the BW training for the first time in one of their factories. Some participants had a more nuanced understanding of sexual harassment taking into consideration different contexts, environments, perspectives, their prior learnings and experiences, as well as knowledge and awareness gained through training. Others had a vaguer understanding of it by just defining it as "disrespectful" behaviour toward others. The respondents are starting to recognize that it is important to self-police their behaviours while keeping others in check. In general, the participants expressed views in FGDs and interviews that an increase in knowledge and awareness and related interventions are all important for improving the morale, creating empathy, and building a respectful workplace.

A majority of the study participants have had at least one "refresher" training after the initial training over the year. Refresher trainings help to remind participants of the key concepts and guide them with options to report or intervene. It also helps to bring everyone under training, given the high turnover and production pressures. While the majority of the participants were satisfied with respect to the training content, some mentioned the importance of having new content, case studies, or scenarios that are more "visual" in further trainings. They believe that it can help retain the learnings and ensure application of the knowledge across different contexts and over time. In addition, it can attract more participants towards the training.

The knowledge and awareness from the trainings have translated in several different ways among the participants. The participants exhibited not only an improved and better understanding of verbal and non-verbal forms of sexual harassment but also stressed the importance of taking into account the victim's feelings and perspectives in determining whether something crosses the line from being friendly or joking to sexual harassment. Attitudes and norms are starting to shift and the participants believed that sexual harassment is something that needs to be stopped and they believed that their efforts towards that will be supported by their managers, supervisors, and colleagues. They also expect that the learning will reach the workers' families and the wider community so that everyone thinks about the issue in a similar manner. The factories implemented some policy changes to ensure a safe workplace by enforcing standards like separation of genders in the common spaces of the factory (e.g., toilet areas, canteen, entrances, exits, etc.) and self-policing of dress.

Some gaps were noted as well in the study. Increased knowledge and awareness did not always translate into reporting and interventions. Some participants noted that workers might resort to mutual agreement and consensus between parties as opposed to formal grievance mechanisms as they perceived that such mechanisms and investigation processes are quite lengthy. Some other participants, although they trusted the grievance mechanisms, mentioned their hesitancy to report citing the reasons as embarrassment, shame, or fear of retaliation from the perpetrator or their friends. They emphasized the importance of confidentiality in reporting and investigation processes.

Moving from Jakarta to countryside villages, the shift in the attitude and norms might take longer as the general community is not necessarily on the same page as that of the trained factory workers. Cities like Jakarta have a lot of corporations and migrant workers - national and international - and hence the communities in general are exposed to different cultures and values and seem to have a better understanding and awareness of acceptable behaviour among people. They also tend to exhibit greater tolerance and respect towards the ways in which people, despite their gender and appearance, work and co-exist. Whereas in the countryside villages this exposure is very limited and the communities tend to be traditional and wary of change. However, the participants hope that everyone in the community receive the training somehow and they expect that the learnings from the training are taken back to their respective communities and they all act as "change agents".

Great progress was made over the year in factories where there was a "champion" leader on the ground, who was able to track everything related to training and was focused on information dissemination and policy level interventions. Emphasis on multi-level stakeholder relationships and participation in several forums helped advance the sexual harassment mitigation efforts. Further, they have been investing in the next level leadership to be able to

continue with the momentum. Greater continuity and success of the program is attributed to low turnover in leadership teams and succession planning.

4.2.3 Nicaragua

Nicaragua made a lot of progress over the year and all the workers received at least one training annually. All the respondents of the study demonstrated a high level and nuanced understanding and awareness about sexual harassment. They exhibited a high level of confidence in reporting and interventions.

Drawing from the learnings of the training and considering the work environment, factories are attempting to address sexual harassment through changes in procedures. For example, limiting interactions of male and female workers through women-only hallways and separate lunch lines for men and women to avoid touching. The participants have developed knowledge beyond the objective of preventing sexual harassment and have talked about the importance of the factory's reputation and feeling a sense of responsibility towards the factory. They believed that it is important to create and maintain a safe, inclusive (LGBTQ), and welcoming workplace, and are committed to information dissemination and a safe and confidential grievance mechanism.

The participants also exhibited a shift in their attitude and norms related to sexual harassment. The big change was the feeling that one is not alone in efforts to combat sexual harassment in the factories — a "sense of community". The managers, supervisors, factory management, HR, compliance officers — everyone seemed to be on the same page and supporting each other. This provides better confidence to intervene when witnessing sexual harassment.

5. Limitations

This study has several limitations that require consideration. Firstly, there is potential for response bias among trained and untrained trainees. Participants may have been inclined to respond positively due to social desirability bias, fear of repercussions, or a desire to conform to perceived expectations. This could have skewed the findings towards favourable outcomes. To mitigate this limitation, future studies might consider employing strategies such as triangulating self-reported data with published survey reports or incorporating more garment factories with diverse characteristics including size of the factories, gender ratio, and regions where they are located.

Secondly, the lack of perspective from untrained respondents limits the generalizability of the findings to other countries and program effectiveness. Future research could address this gap by including untrained factories from other Better Work countries as well.

Lastly, the respondents' personal experiences and the factory environment in which the interviews were conducted would have influenced the findings. While every attempt was made to provide confidentiality and privacy given the limited time availability amidst production, it is possible that the respondents might have been under pressure which would have affected their mood and general experience. Future studies can focus on longitudinal methodologies spanning over a reasonable amount of time and even considering interviewing outside of the factories before or after working hours.

6. Conclusions

The current round of data collection supports the conclusion that year-over-year improvements are being made in factories where SHP training programs are in place. In these

factories—namely N1, N2, N3, N4, N5, I1, I2, and I3—there is an evident expansion, deepening, and more nuanced understanding around what constitutes sexual harassment, the difference between sexual harassment and other types of workplace harassments, processes for reporting, and behavioural changes. Across all the Nicaragua and Indonesia factories, study participants revealed a better knowledge of and trust in the grievance process. This appears to be because of a greater sense of both transparency—in terms of processes that are in place—and confidentiality and protections for individuals within those processes. This trust in the process and its outcomes are key to respondents' stated willingness to intervene and report.

Continuity is a key factor in program success at the factory level. This is especially true of the Nicaragua factories where all workers receive at least one training annually, and in Indonesia at I1 which has had limited turnover and a dedicated and consistent RESPECT leadership team with an especially driven worker champion. POSH committees in the Nicaragua factories have trained some 14,000 workers to date, and the most successful RESPECT program identified in this round of data collection with the "champion" point-person, is consistently working to operationalize RESPECT at the factory level. Continuity is critical both in the context of developing and maintaining institutional memory and, importantly, creating capacity so that when leadership and team members do cycle off, the program is self-sustaining. At I2 and I3, factories where there has been little attention to capacity development and/or a high amount of turnover in the RESPECT team, programs have not gained as much traction.

This round of data gathering and analysis also shows that multilevel support for sexual harassment prevention contributes to program efficacy. Positive results have come from sustained attention to generating buy-in for sexual harassment mitigation efforts and building trust at all levels of engagement, from the factory floor to management, HR, and senior management. For example, in one of the trained Indonesian factories the foreign management is aligned on SHP and is very supportive of the staff on ground to act accordingly to enhance trainings and encourage participation of workers. They provide opportunities for workers to attend training amidst the stringent production requirements. Further, they demonstrate their commitment to SHP by taking actions against the perpetrators. Responding to issues of harassment in a timely manner that aligns with the desired behaviour by the leadership can encourage training transfer and reduce instances of untoward instances (Medeiros & Griffith, 2019). Interview responses show that there is a sense that not only do workers have each other's backs in the context of recognition of harassment and support for victims and reporting, but they feel that supervisors support them too. For supervisors and upper management, there is a clear sense that it is a responsibility to take sexual harassment seriously as a workplace issue, and to make efforts to curb it and immediately and effectively address cases that do arise. In Indonesia, the RESPECT program is being implemented against a backdrop of country-specific law and policy mandating prevention of GBV, and specifically sexual harassment, in the workplace. Along with buyer and management buy-in, this yields increased participation and confidence in prevention programs at the factory level.

Related, creating and supporting a culture of gender equity and respect is a critical component to the year-over-year successes of the Better Work SHP training programs. From self-policing of behaviours to helping co-workers report to taking what is learned in factories out to homes, POSH and RESPECT are helping to create more equitable and respectful workplaces and communities. Norms learned in POSH and RESPECT trainings and continued awareness-raising are having impacts on perceptions of what constitutes a welcoming and safe work environment. The emphasis on sexual harassment as something that impacts

everyone—regardless of gender or sexual orientation—likewise helps move forward goals of gender equity and inclusive workplaces and communities.

Furthermore, after multiple cycles of data collection for past studies and this current study, a pattern is evident from replications of program implementation—in this case implementation of POSH—that can be seen in data from H1 in Honduras. Similar to what was found in Nicaragua in 2022 and 2023 following initial POSH implementation there, the initial rollout of POSH training in 2023 at H1 has been received favorably at this factory and is showing results in the context of understanding what constitutes sexual harassment, processes for reporting, and the importance of SHP for a positive workplace environment. POSH trainings are having immediate impacts, most notably in equipping study participants with knowledge about behaviours that constitute sexual harassment and seeing that translate into personal behaviour change. Company policies, processes, and buy-in play a critical part in this, by normalizing and effectuating a culture of non-discrimination and respect, and having in place a robust, confidential, and trustworthy sexual harassment reporting and grievance mechanism. Sustained engagement with POSH trainings—both new and refresher—will be critical in order to better equip all factory stakeholders with a common and more fully developed understanding of sexual harassment and its impacts on the workplace.

Programmatically, little has changed across multiple rounds of data gathering. Processes for facilitating senior management buy-in, carrying out the trainings of trainers, and working toward implementation of trainings to all factory-level stakeholders are systematized. Key systemic challenges too remain largely static, among them high turnover in the factories, demands of production schedules, and buyer-driven social compliance requirements and expectations. Still, continued engagement through the POSH and RESPECT programs are having positive and impactful results on factory-level conditions.

In this round of data gathering, there is an evident shift going on that can be attributed to sustained training and increased buy-in at all levels. Whereas increased awareness and understanding of sexual harassment was and remains a central objective—and in fact at the start of BW's work in this area perhaps an end goal in itself—improvements in the workplace are happening because awareness has led to individual behavioral changes on a large scale which in turn have acculturated trained employees to be change agents and champions. Attitudes and norms are shifting across what may be called a "spectrum of growth" as factory stakeholders at all levels internalize and incorporate respectful behaviours into their day-to-day routines that in turn also have spillover effects beyond the factory to homes and, to some degree, the wider communities. "The more people know, the less abuses we will have. Trainings are important", said one male study participant from Nicaragua. Female study participants, especially, noted they are taking what they learn in trainings home, as in the case of a female worker from Nicaragua as well who said, "I speak to my mother and daughter about what I learned".

Positive results can be attributed to increased knowledge and awareness and its continued influence on attitudes and norms that are shifting as factory stakeholders at all levels internalize and incorporate respectful behaviours into their day-to-day routines that in turn have spillover effects to homes and the wider communities. It is in moving from harassing conduct to signs of sustained behaviour change, from awareness to action, that Better Work's initiatives to mitigate sexual harassment and thereby support respectful workplaces are having their most visible and arguably important impacts.

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8. Appendices

8.1 Appendix A: Online Survey

Demographics:
1. What is your gender?

2. What is your age?

3. What is your department?
   A) HR
   B) Compliance
   C) Other ……………
4. What is your role?
   A) Supervisor
   B) Manager
   C) Staff
5. Have you attended the sexual harassment prevention training?
   a) VR training only
   b) VR training and regular training
   c) Regular training only
   d) No training
6. Have you witnessed behaviours or actions that you define as sexual harassment?
   A) Yes
   B) No

   If Yes, provide details…………….

Knowledge:

Supervisory Behaviors/Co-Worker Behaviors	Responses to Each Item			
If your supervisor or co-worker did this, would you consider this sexual harassment?	No, never	Hardly ever	Sometimes	Yes, always
1. Asks you to have sex with the promise that it will help you on the job.				
2. Asks you to have sex with the threat that refusing to have sex will hurt you on the job.				
3. Asks you to go out on a date with the promise that it will help you on the job.				
4. Asks you to go out on a date with the threat that it will hurt you if you do not go.				

5. Touches you on private parts of the body; for example, breasts, buttocks, etc.				
6. Touches you on parts of the body not considered private; for example, shoulder, hand, arm, etc.				
7. Looks at you in a flattering way.				
8. Makes gestures (signs) of a sexual nature.				
9. Makes comments about your dress or appearance that are meant to be complimentary.				
10. Makes comments about you or your appearance meant to be insulting.				
11. Makes sexually offensive comments.				
12. Tells sexually oriented jokes.				

Icenogle et al (2002)

Awareness:

Items	Responses to Each Item				
	Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
1. There is a policy around sexual harassment in my factory					
2. I can always access the sexual harassment policy					
3. The policy is clearly explained to me					
4. There is a high incidence of harassment in my factory					
5. I am aware of the contents of the sexual harassment policy					
6. I can recognise sexual harassment behaviour					
7. I received training on sexual harassment prevention					
8. I know the steps to report, if I witness sexual harassment					

9. I believe that sexual harassment complaints are investigated						
10. I am aware of my rights as a bystander						
11. Sexual harassment policy applies to females only						
12. The training is an effective tool to reduce sexual harassment						
13. I believe that transgressors are punished						
14. Complainants are protected against retaliation						
15. There is a low incidence of harassment in my factory						

Joubert et al (2011)

Attitude toward the behaviour:

1. For me to report an incident of sexual harassment would be…….(Foster and Fullagar, 2018)

		1	2	3	4	5	6	7	
a) good	Very much agree	1	2	3	4	5	6	7	Very much disagree
b) harmful	Very much agree	1	2	3	4	5	6	7	Very much disagree
c) important	Very much agree	1	2	3	4	5	6	7	Very much disagree
d) worthless	Very much agree	1	2	3	4	5	6	7	Very much disagree
e) ethical	Very much agree	1	2	3	4	5	6	7	Very much disagree
f) immoral	Very much agree	1	2	3	4	5	6	7	Very much disagree
g) selfish	Very much agree	1	2	3	4	5	6	7	Very much disagree

h) responsible	Very much agree	1	2	3	4	5	6	7	Very much disagree

(McCabe et al, 2013)

2. For me, intervening in situations of sexual harassment would be…(McCabe et al, 2013)

a) good	Very much agree	1	2	3	4	5	6	7	Very much disagree
b) harmful	Very much agree	1	2	3	4	5	6	7	Very much disagree
c) important	Very much agree	1	2	3	4	5	6	7	Very much disagree
d) worthless	Very much agree	1	2	3	4	5	6	7	Very much disagree
e) ethical	Very much agree	1	2	3	4	5	6	7	Very much disagree
f) immoral	Very much agree	1	2	3	4	5	6	7	Very much disagree
g) selfish	Very much agree	1	2	3	4	5	6	7	Very much disagree
h) responsible	Very much agree	1	2	3	4	5	6	7	Very much disagree

Subjective Norm:

1. Most people who are important to me like my Supervisor would approve of my decision to report sexual harassment. (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

2. Most people who are important to me like my coworkers would approve of my decision to report sexual harassment. (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

3. Most people who are important to me like my subordinates would approve of my decision to report sexual harassment. (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

4. Most people whose opinions I value would approve of my intervention efforts in a sexual harassment incident. (Foster and Fullagar, 2018)

Very true	1	2	3	4	5	6	7	Not true

5. Most people I value at my workplace would intervene when they witness sexual harassment. (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

Perceived Behavioural Control:

1. I am confident that if I wanted to I could report an incident of sexual harassment (Foster and Fullagar, 2018)

Very true	1	2	3	4	5	6	7	Not true

2. If I wanted to, I could intervene when witnessing sexual harassment (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

3. I have complete control over intervening in situations of sexual harassment (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

Intentions:

1. If I am the target of sexual harassment, I plan to report the incident. (Foster and Fullagar, 2018)

Very true	1	2	3	4	5	6	7	Not true

2. I plan to report on the perpetrator in a sexual harassment incident. (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

3. I plan to intervene in the instance of a sexual harassment incident. (McCabe et al, 2013)

Very true	1	2	3	4	5	6	7	Not true

Past Behaviour:

4. Before the training, I would have reported on the perpetrator while witnessing sexual harassment (Fishbein & Ajzen, 2010)

Very likely	1	2	3	4	5	6	7	Very unlikely

5. Before the training, I would have intervened while witnessing sexual harassment

Very likely	1	2	3	4	5	6	7	Very unlikely

8.2 Appendix B: Interview and Group Discussion Questions

Notes: Those participants who were not trained were not asked Section 5 of this questionnaire.

Thank you for agreeing to take part in this interview. As you know, we are trying to understand whether the VR training on sexual harassment is helping workers and managers to identify and address issues related to sexual harassment. This is for the purpose of a research project related to evaluation of training effectiveness in garment factories. So, please feel free to be open and detailed with your feedback. We will be careful to protect your information and not use your name in any materials that come from this. It is primarily for our academic purposes.

This interview has three parts. In the first part, I want to get a better understanding of your awareness of sexual harassment. The second part is about how workers can address sexual harassment issues. The third part is about your understanding of the reporting and grievance procedures. The third part is about your attitude and behaviour changes after the training. And, finally, the last section is about your learning experience with the VR training you received on the prevention of sexual harassment.

To start us off, I just want to get a bit more information about you and your role in the factory:

1. DEMOGRAPHIC INFORMATION	
1.1 Name	
1.2 Gender	
1.3 Age	
1.4 Occupation in factory	
1.5 Time employed in factory	
1.6 What trainings have you attended?	
1.7 How many times have you attended the training? When was the last time you attended training?	

2.   UNDERSTANDING, AWARENESS, AND INCIDENTS OF SEXUAL HARASSMENT

*The participants might forget sometimes. Prompt with specific hints as needed to bring their attention back.

2.1 Do you know what sexual harassment is? Can you describe it?

2.2 What types of sexual harassment issues are most common in garment factories?

2.3 Did you know about sexual harassment and the types of sexual harassment before training?

2.4 How safe do you feel at your factory? (Follow up: Why? Is it just in terms of sexual harassment or other types of harassment and/or unacceptable behaviour?)

Not Safe	1	2	3	4	5	Very Safe

2.5 How safe do you feel about reporting sexual harassment? (Follow up: Why?

Not Safe	1	2	3	4	5	Very Safe

3. UNDERSTANDING OF REPORTING AND GRIEVANCE PROCEDURES

3.1 What does the factory do to resolve sexual harassment issues in the workplace?

3.2 What does the factory do to prevent sexual harassment in the workplace? (Follow up: Is there a task force available in the factory for preventing and dealing with sexual violence at work under the 2023 guidelines? (only for Indonesia))

3.3 What options are available for the workers if they have an issue with sexual harassment? How do they learn about these options?

3.4 What are the consequences of sexual harassment investigations in your factory? Do you have enough visibility to investigations and chain of actions?

3.5 What would you like to see in the sexual harassment investigation process? Do you have any suggestions for the factory or the compliance team regarding sexual harassment reporting and investigations?

4. ATTITUDE, SUBJECTIVE NORMS, PERCEIVED BEHAVIOURAL CONTROL, AND INTENTIONS

4.1 What would you do if you witness sexual harassment in your factory? ((Follow up: Why would you act this way?)

4.2 What should your colleagues and supervisors at your workplace do if they witness sexual harassment?

4.3 What would your supervisor/subordinates/peers think about your sexual harassment prevention efforts? (Follow up: would they approve your reporting and intervention efforts?)

4.4 Why do you think it is important to report or intervene when witnessing sexual harassment? (Prompt: trying to find out if the training can influence the attitude towards the behaviour)

4.5 How would you explain your ability to intervene when witnessing sexual harassment?

4.6 How confident are you about your abilities to report and intervene when witnessing sexual harassment after the training?

Not Confident	1	2	3	4	5	Very Confident

4.7 How confident were you about your abilities to report and intervene when witnessing sexual harassment before the training?

Not Confident	1	2	3	4	5	Very Confident

4.8 How likely are you to report and intervene when witnessing sexual harassment? (Follow up: At what point/when do you think you should report or intervene?)

Not Likely	1	2	3	4	5	Very Likely

5. TRAINING IMPRESSIONS AND EFFECTIVENESS

5.1 What do you remember from the training? / What was your key takeaway?

5.2 What has changed for you after attending the training? Give an example of something that you think is remarkable.

5.3 What did you think about the role plays, characters, and scenarios in the training? (Prompt: were they realistic and contextual?)

5.4 How would you explain the contextual opportunities and challenges involved in the training? (Prompt: What is working well and what can make it even better?)

5.5 What part of the training would have contributed to enhancing your's/workers' confidence to report or intervene when witnessing sexual harassment?

5.6 Have you noticed any change in some of your colleagues/workers who attended the training? If yes, what are they?

5.7 Do you see any advantage in repeated trainings? Why or why not? (Prompt: what are the advantages? Does it help in reporting and intervention? Or has it reached a saturation point)

5.8 Would you recommend the training to others? Why so?

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