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**EFFECTS OF PERCEIVED SEXUAL
HARASSMENT ON WOMEN WORKERS' WELL-
BEING IN THE HOSPITALITY INDUSTRY**

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ABSTRACT

There are many issues about the sexual harassment happened to victim regardless of age, race, and gender. Majority of the victims are women, so for this research is most focus to the effects of perceived sexual harassment on women workers' well-being in the hospitality industry. The objectives of this research are to analyze the relationship between the working environment and women worker's well-being in the hospitality industry, also to examine the relationship between personal factors and women workers well-being in the hospitality industry. This research is using a quantitative method and the data that has been collected is analyzed. Interestingly this research has shown many the factors that have caused the sexual harassment and the effect of the sexual harassment to women workers' well-being.

Keywords: Women Workers, Hospitality, Sexual Harassment, Well-Being, Factors

ABSTRAK

Terdapat banyak isu mengenai gangguan seksual yang berlaku kepada mangsa tanpa mengira usia, bangsa dan jantina. Majoriti mangsa adalah wanita, jadi untuk penyelidikan ini tertumpu kepada kesan gangguan seksual yang dilihat ke atas kesejahteraan pekerja wanita dalam industri hospitaliti. Objektif penyelidikan ini adalah untuk menganalisis hubungan antara persekitaran tempat kerja dan kesejahteraan pekerja wanita dalam industri hospitaliti, serta untuk memeriksa hubungan antara faktor peribadi dan kesejahteraan pekerja wanita dalam industri hospitaliti. Penyelidikan ini menggunakan kaedah kuantitatif dan data yang telah dikumpulkan akan dianalisis. Kajian ini telah menunjukkan banyak faktor yang telah menyebabkan gangguan seksual dan kesan gangguan seksual terhadap kesejahteraan pekerja wanita.

Kata kunci: Pekerja Wanita, Perhotelan, Gangguan Seksual, Kesejahteraan, Faktor

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LIST OF ABBREVIATIONS

BH	Berita Harian
KPWKM	Kementerian Pembangunan Wanita, Keluarga dan Masyarakat
MCO	Movement Control Order



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CHAPTER 1

INTRODUCTION

This research investigates the woman workers' well-being and the components of sexual harassment in the hospitality industry. In this chapter, background of the study, problem statement, research objectives and questions, and significance of the study are discussed.

1.1 BACKGROUND OF THE STUDY

There is an alarmingly high percentage of women that were sexually harassed in their lifetime. The highest incidences that have been reported was in Mexico (43%), Ireland (32%), and Australia (29%). One in five women and one in 71 men in the United States have been raped at some time in their lives. More than half (51.1%) of women victims of rape reported being rape by intimate partner and 40.8% were being raped by acquaintance. As for male victims, 52.4%, which is more than half, were reported by an acquaintance and 15.1% were raped by strangers. Based on NISVS 2010 statistic on sexual violence, 13% women and 6% of men have experienced sexual coercion in their lifetime or also can be explained as unwanted sexual penetration after being pressured in

a non-physical way. On the other hand, 27.2% of women and 11.7% of men have experienced unwanted sexual contact. Win World Survey (2019) that sexual harassment is prevalent in all countries surveyed. Younger women who in the range of age from 18 to 34 years old are most subjected to sexual harassment (15.6%). Older women in the age of 35 to 54 years old are also reported sexual harassment even though their percentage is less than the younger women (8.1%). Women aged 55 years and above have also been reported of being sexually harassed (3.3%). The same report also revealed that 4.0% of the men surveyed have been sexually harassed.

In Malaysia, Berita Harian reported that, a total of 230 cases of sexual harassment have been reported in 2014. There was an increase of 40 reported cases in 2013. This is a serious matter in Kementerian Pembangunan Wanita, Keluarga dan Masyarakat (KPWKM) due to the difficulty of the sexual harassment victim to expose the case. Dr Raja Kamariah Raja Khalid, the director of the guidance and counseling of KPWKM stated that many victims of sexual harassment did not make report or take action due to the embarrassment being exposed or else the victim herself did not realize being harassed. Dr Raja Kamariah Raja Khalid also stated that most of the cases that have been reported were held in public and private offices and also in public transport and most of the victims know the harasser.

She further pointed out that in Malaysia, women are usually still shy and look down upon sexual harassment which may cause their rights are not protected and at the same time it may destitute to other problems and more severe sexual assault. Afraid of being belittled, blaming their own self, losing friends, lack of evidence, and loss of support can be the reasons why victims did not want to make a report and stay quiet.

A random survey that has been conducted by BH newspaper pointed out that 36 from 40 women admitted that they have been being sexually harassed at their workplace whether in the public and private sector. However, out of 36 women, only three admitted that they made a police report and the rest thought that it was a small matter. The survey also found out that the victim admitted to having the effects of disturbances such as trauma, fear of taking public transport, isolation at work, and fear of being in public places. Sexual harassment in the workplace can be referred to a verbal or physical act with a sexual nature, performed in recruitment or in the workplace by a boss, manager, employee, client or customer of a working unit, that is un-welcomed by the person receiving it and has caused the person to feel violated, insulted, and being in unbearable hostile environment. Sexual harassment has been a common place in workplace moreover in hospitality industry. Many of the victims have been harassed in their workplace. Some of them did report to the upper management or take action or make a report to the police but some of them did not due to the feeling of embarrassment, afraid of being abused and more. Most of the victims are women rather than men.

1.2 PROBLEM STATEMENT

Sexual harassment in the work environment or at work in Malaysia is a serious problem that should be dig deeper. It negatively affects individuals and organizations directly or indirectly. In the hospitality industry, the workers are still at risk to sexual harassment (Figueroa-Domecq et al., 2015; Ram, 2015). This is because the workplace

environment in the hospitality industry is particularly vulnerable to various types of threats such as the worker may be interrupted by colleagues, employers or guests while carrying out their duties.

Female employees especially are very vulnerable to sexual harassment. Their safety and privacy may not be guaranteed when in the workplace. The victim of sexual harassment is not aware that they are being as harassment or perhaps very much knowing they are currently facing sexual harassment (Gilbert et al., 1998; Worsfold & McCann, 2000).

With this in mind, employers and employees should quickly combat symptoms of sexual harassment (Ram, 2015). Sexual harassment also has a negative impact on in which it could lead to retrenchment and caused the company's economy or organization to decline (del Sante & Schwarzenberger, 2013). Moreover, it not only affects the victims, but also individuals around the incident, where the psychosocial work environment will also be affected when sexual harassment occurred (Arbetsmiljöverket, 2014).

Sexual harassment at work is faced, by both men and women (Ineson et al., 2013). However, the vast majority of workers in the hospitality industry are female employees. Therefore, there is a higher risk in the safety of female workers to be interrupted at work. Women with sexual harassment or sexism in the working span of predicting common (Bergold & Vedin, 2015; Nordic Union – HRCT, 2015). In Sweden, most young women workers are said to be in the highly risky group for sexual harassment (Arbetsmiljöverket, 2014; Bergold & Vedin, 2015). In addition, a large group of women predicted that they are to suffer sexual harassment in working life (European Union Agency for Fundamental Rights, 2014).

It is important to study sexual harassment in the hospitality industry. The working conditions in the hospitality industry is at risk for sexual harassment. This is because the employees have to always be careful of their behavior, especially the female employees. The female employees always have to be careful of the way they dress, conversation and behavior in the workplace. This is because female employees are always working in the presence of their employers, colleagues and guests. If they do not careful, it can cause various level of sexual harassment and bullying to occur. This drives the motivation for the research problem. Therefore, this study will investigate the relationship between perceived sexual harassment and women workers' well-being in the hospitality industry.

1.3 RESEARCH OBJECTIVES

Due to all above mentioned research problems, the objectives are:

1. To analyze the relationship between the working environment and women workers' well-being in the hospitality industry.
2. To examine the relationship between personal factors and women workers' well-being in the hospitality industry.

1.4 RESEARCH QUESTIONS

1. Does the working environment have an effect on women workers' well-being in the hospitality industry?
2. Do personal factors have an effect on women workers' well-being in the hospitality industry?

1.5 SIGNIFICANCE OF THE STUDY

This section outlines the contributions of this study. In terms of academic perspective, this study contributes to the literatures of sexual harassment in the workplace among the hotel employees. The research framework of Ondichol, Kombo, and Njuguna (2019) has been adopted for this study.

From a practical perspective, this study will help the Ministry of Women, Family and Community Development (KPWKM) to improve women's well-being at the workplace. This study also could help the management of hotel to establish and apply the policy that takes care welfare of employees especially policies that relate to sexual harassment. The hotel management should take action if the employees have been sexually harassed. This will make the employee feel safe and trustworthy to their leader.

Besides that, this study could benefit the employees of the hotel, interns and graduates who are interested in working at the hotel, especially females. They can be alert when they are working and they can prevent the sexual harassment from occurring at workplace. Generally, women workers are an easy target of sexual harassment due to their physical is weaker than male workers. This study hopes that, the employees can gain new knowledge about sexual harassment. By having this knowledge, they could take the action faster by making a report to their manager when they had been sexually harassed.

1.6 SUMMARY

This research has five chapters. The first chapter discusses the background of the study, problem statement, research objectives, research questions and the significance of the study. The second chapter explains about the previous researches that related with sexual harassment of women workers in the hospitality industry. The last chapter outlines the methodology of this research which are research design, population, sample and sampling procedures, data collection method, variables and measurement, and data analysis techniques.

CHAPTER 2

LITERATURE REVIEW

This chapter consists of five sections. The first section discusses the concept and meaning of hospitality, women workers and sexual harassment from previous research. The second section is a theoretical background of independent variables (IV) and dependent variable (DV). Finally, the research framework of this research is presented.

2.1 HOSPITALITY

The concept of hospitality has been known since ancient times. The meaning of hospitality is celebration, kindness, warmth and generify. In the old days, the society considered pineapple to be a "welcome" sign to tourists and present it to their places or residences. In the present-day, the hospitality industry is an extensive business group providing services to customers.

Besides that, it focuses on customer needs and satisfaction as well as providing them with special experiences. To be more specific, hospitality is mainly represented as

a host's disposition towards their guest by providing security, generosity, and care combined with a welcoming and warm atmosphere through the provision of the "holy trinity" (Brotherton, 1999, p.168): food, beverage and shelter. This holy trinity can be conceptualized as the 'artefacts' of hospitality, still the mainstay offers of the hospitality industry, though these are distinct from the 'essence' of hospitality.

Despite the different approaches in defining the essence of hospitality – regarding it as a right, an obligation, a duty, a law, an intention or an experience – there is no single definition or unified theoretical framework of hospitality (Ottenbacher et al., 2009). In other words, all these approaches are similar in the sense by involving two key actors – the host and the guest – and their social relationship.

Besides that, the hospitality industry is unique because it relies heavily on discretionary income and leisure. It is also part of the tourism industry providing accommodation as well as food and beverage services that are far from their homes. It is often referred to as the business of the person in which both groups of people have their own roles, a person who provides and produces and services while one who purchases and consumes them (Hayes & Ninemeier 2016).

2.2 WOMEN WORKERS

Nowadays, working women are more acceptable in a fast-changing economy. Women account for about half of the population of Malaysia and have participated in

various sectors of employment such as manufacturing, business, service and agriculture, in addition to their traditional role in the unpaid domestic sector of the economy (Othman & Othman 2015). Previously, it was harder for society to accept working women. Women were viewed as someone who did not go to the workplace and just stay at home, and take care of household chores such as cooking, doing laundry and taking care of their children. However, nowadays it is more common to see women in the workplace especially in the hospitality industry.

Women in the hospitality, leisure, travel and tourism work force represent 60 to 79 percent of the workers (International Labour Organization, 2019). In the accommodation sector in Canada, women workers represent 60.3 per cent (Canadian Tourism Human Resource Council, 2020). However, the positions they filled were not at the executive level. In fact, it is hard to see women in executive positions in the hotel industry (Othman & Othman, 2015). Women have been contributing to the professional work force in addition to their role in the household yet, the hotel industry is still suffering from inequalities, discrimination and harassment of women and minorities with fewer women in upper hierarchies (UNWTO, 2015).

2.3 SEXUAL HARASSMENT

Sexual harassment is one of the bad behaviours that someone has done against others. A research conducted by Collier (1995) defines harassment as any conduct related to sex, race, religion, colour, disability, sexual orientation or any other personal characteristic which is unwanted by the recipient. This sexual harassment behaviour can

have an extremely detrimental effect on individual who falls prey on this menacing behaviour. Victims may rapidly lose their self-confidence and self-esteem and may inevitably suffer extreme stress as a result of bullying and harassment (UNISON, undated; MSF, 1995). If the environment of sexual harassment is maintained and there is nothing done to alleviate the problem, the long-term effect on individual can be severe, with the worst case scenario leading to nervous breakdown, heart attack and suicide (UNISON, undated; MSF, 1995). The effect of sexual harassment become progressively worse, which will lead to the higher levels of absenteeism (UNISON, undated; MSF, 1995).

A study by Sabitha (2008) describes sexual harassment as an unwelcome behaviour or sexual nature which is offensive, embarrassing, intimidating or humiliating and may be affect an employee's work performance, health, career or live hood. This definition applies to both gender and addressed the effects of sexual harassment on the victims. According to Vettori and Nicolaides (2016), it is commonly agreed that sexual harassment is pervasive in the service industry, particularly in the hospitality industry. In the hospitality industry, the majority victims of sexual harassment are women. Not only this country but globally shows that, women workers who are always being the victims of this situation. Women are always targeted because they are physically weaker thus making it easier for them to be a victim.

However, most of the sexual harassment victims did not lodge a complaint regarding the incident (Harte, 2017). This might be because the victim is intimidated by the perpetrator. This will cause the perpetrators to be more courageous in carrying out immoral activities to other victims. Therefore, the management of hotels should take greater care of this issue (Harte, 2017). The victim should be more courageous to report

incidents of sexual harassment against him to the party responsible for these symptoms to be safely overcome.

2.4 THEORETICAL BACKGROUND

This section explains the components of sexual harassment research in the hospitality industry. According to the previous research, there are two main components of perceived sexual harassment namely working environment and personal factors that relates to the hotel employees' well-being. These components will be explained further in the following section.

2.4.1 Working Environment

The first perceived sexual harassment component is working environment. A work environment is defined as a broad and meaningful environment while working in an organization. It plays an important role for a person to work in an organization. There are three types of work environments: uniform, company policy and working alone. Physical work environments are made up of elements such as noise and light, work tools

and air. The psychological aspects include well-being and how a job is done at work. Then, the individual environment affects the surroundings, cultures and ways the organization runs. Moreover, it also influences individual performance to excel.

There are several factors in the work environment that affect job satisfaction including relationships with colleagues, occupational safety and security, our work, supervisory support and required prices (Raziq & Maulabakhsh, 2015). The most important factor is occupational safety and the safety environment is an environment that should be tightened within the organization to create a healthy, comfortable and flexible environment for employees. This resulted in most workers feeling more fun and peaceful when they are at work. In the hospitality industry, the working environment plays an important role in carrying out the assigned or designated tasks by the organization. Naom et al. (2019) stated that environmental factors and personal factors are among the factors that can cause sexual disorders to happen in the workplace because of the attire, intonation of speech and so on.

According to Jain et al. (2014) there are three components of the working environment namely mental work environment, beautiful work environment and social work environment. These will increase efficiency in organizations that are thoroughly involved with the welfare of its employees. The inspectorate strongly recommends labour and employment assessments at the local level to address working conditions of workers in each sector of the economy in the organization (Mayer et al., 2013). The organization needs to provide their employees a good and pleasant environment so that employees can carry out their duties more effectively and productively. Also, the performance of an employee can be influenced by a physical work environment such as temperature, noise, temperature, office layout, how to dress, lighting and fresh air. If this is not managed

well, it will disrupt and cause health problems among workers and may affect their performance in the workplace.

According to Taiwo (2010), a work environment influences the way a person works like events and people. Creating a flexible working environment is something that organizations need to consider. This is because, in addition to providing employees with a more cordial environment, organizations also need to provide employees with jobs that comply with their expectations from work. Manager should provide job descriptions. Subsequently, the process of carrying out tasks should also be well defined and carefully defined so that employees are more enthusiastic about doing any assigned tasks. Work processes and requirements must be delivered properly to employees so that work done is better quality and effective. This will make employees feel better and gain a lot of new experience. Employees are able to perform work or assignments better with the experience gained. In addition, organizations can build a good group of employees among employees from various departments.

McCoy and Evans (2005) stated that the working environment is a composite of three main sub environments namely human, technical and organizational. The human environment are peers, teams and groups, others with whom employees relate, leadership and management as well as interaction issues. A physical environment is an environmental factor that will make an individual fit or inappropriate at work. For the organizational environment, it includes systems, practices, procedures, values and philosophy.

In this study, the working environment consists of three factors namely uniform, company policy and working alone. These three elements play an important role in the occurrence of sexual symptoms among women workers in the hospitality industry. The

relationship between the working environment and the well-being of female employees is desirable in the following sections.

2.4.1.1 The relationship between working environment (uniform) and women workers' well-being

The first factor is a uniform, a type of clothing adopted by members or employees in an organization while participating in the activities of the organization. In the service industry, especially the hospitality sector, it is a must to wear uniforms.

A study by Nurliyana (2019) examined the relationship between uniform features (material, appropriateness, style and functionality) and its impact on employees' self-efficacy in 5-star hotels, Kuala Lumpur. The respondents were women workers at a five-star hotel in Kuala Lumpur. The data was collected from 253 employees that represented 32 five-star hotels in Kuala Lumpur. The study revealed that uniforms are very important in the working environment. The finding was supported by Kwon (2014) who mentioned that uniforms can achieve employee attitude determination as well as employee productivity in the organization. Uniforms can increase the confidence of the employees in doing their work. For women workers, the selection of work attire needs to be modest. This will avoid any harassment such as sexual harassment and so on.

Uniforms in the service industry should meet the various requirements on the different criteria obtained at the sophistication level of a job (Karch & Peters, 2017).

Employees have their own roles based on their job description. It can be seen as the identity of the person (Entwistle, 2015). In addition, uniforms shape the employees' behaviour and self-perception (Adam & Galinsky, 2012; Karl, Hall, & Peluchette, 2013). The front line consists of the reception and food and beverage department is the most important department in the hospitality industry to welcome guests. The frontline uniform is very important to show the image of an excellent and prosperous organisation. The uniform selection process should be accurate on the theme set by the organization. It can have an impact on physical and mental comfort and can also potentially affect a person who performs his duties in the organisation (Sutter, 2018). If uniforms are misused, this will result in undesirable things to happen.

Furthermore, uniforms can improve the achievements of an organization. A well-designed uniform can improve the identity of the establishment and efficiency of work being carried out (Cao, Dickson, Cobb, Carper, Scudder, & Wong, 2015). According to Whitney (2013), the use of appropriate uniforms can improve employee performance and efficiency. According to Kwon (2014), uniform wearing can influence employee attitude as well as employee productivity.

Subsequently, Pratt (2012) stated that workplace uniforms could enhance the credibility and self-confidence of the workers. With this uniform selection will affect employees and organizations to be more professional in carrying out daily work and the organisation will run more smoothly, prosperously and effectively.

2.4.1.2 The relationship between working environment (company policy) and women workers' well-being

The second factor is company policy. The company's policies and procedures are arguably the prescribed policy of establishing regulations in the conduct of an organization and setting the line of responsibility on both sides of employees and employers.

A study by Marko (2020) examined the operations of the largest ski resorts in Serbia. The respondents were women workers at ski resorts in Serbia. The study revealed that company policy is very important in the working environment because that organizational policies and procedures are set according to employee behaviour, dress code, privacy, attendance and various areas related to employment terms and conditions in the organization. Companies can protect both employees and employers in the workplace environment. Company policy plays a huge role especially for women workers who need protection under the company's policies to protect themselves against various disorders such as sexual harassment while doing work. Therefore, the company's policy can also convince women workers to engage in the hospitality industry in a peaceful and well-being environment while doing work.

Company policies and procedures were established to protect employees' rights as well as employer's business interests. It also contributes to a fun working environment for employees published by (Indeed for employers, 2020). The company's policies and procedures also ensure a harmonious and safe, organized, empowering, convincing and non-discriminatory workplace. The policy protects employees from an independent

environment for all unfair and ear treatment favours and treatments. Too many policies increase the likelihood that managers will uneasily abuse power unethically and unfairly. The hospitality industry specifically requires various policies to protect both parties i.e. employees and employers. The organization is responsible for implementing policies effectively to protect employees from any harassment such as sexual harassment in the workplace. The company's policy is important to preserve the rights of employees and employers in an organization from being suppressed with other employees. The company's policy can provide opportunities for employers or employees to carry out their duties harmoniously and safely within the organization. In fact, forward minded and frankly, the company's best policy will set the foundation on the culture of an inspiring company (Randa, 2020). With the company's policies employees and employers are able to protect themselves from undesirable events and improve quality in the performance to build excellent organizations.

2.4.1.3 The relationship between working environment (working alone) and women workers' well-being

The third factor is working alone. Work alone is defined as when only one person on their own, their presence is almost invisible or not heard by others within the organization while carrying out their work.

A study by Kevin (2020) examined the risk of working alone (lone working) in the home health care industry. The respondents were women workers working alone at the workplace. The study was collected from 17 workers. The study revealed that the working environment when one has to work alone is very worrying. Similarly, Griffin & Neal (2010) mentioned that working alone (lonely workers) were at high risk of either physical, oral or mental abuse and harassment from customers, employers, employees since they do not have immediate support from security personnel or good or colleagues within the organization. Various problems or disruptions may be encountered while working alone. This is because there are some risks such as sexual harassment may happen in the workplace. The safety and well-being of women workers will be affected in the workplace when working alone in the workplace.

However, there are some workers who like to do their jobs alone. Working alone includes when workers have less or no direct contact with other working partners. This will cause undesirable things to happen like bullying and various disorders especially for women workers. In the hospitality industry, workers are particularly vulnerable with various disorders such as sexual harassment, bullying and so on especially women. This is because some workers who work alone do not want to have colleagues or are bullied by surrounding workers. This will increase the depressed rate among workers. While there are no strict laws regarding lone workers, it is necessary for employers to provide a safe working environment. The critical requirement when addressing safety issues for lonely workers is to ensure that all control measures are carried out to minimize risks and implement risk assessments to analyze the risk areas faced by lonely workers (Sanderson, 2016). NHS (2005) stated that lone workers are employees performing tasks without colleagues around or outside the sight or ears of fellow employees. This is because lone workers work in the same building but do not care for each other while working. In the

hospitality industry, shift workers and women are likely to face the dangers of attacks. Policies should be established by the institutions and disclose work risk details to its employees more understanding. Lone workers should also take steps to improve personal safety while working alone in the workplace through a predetermined policy or law. All in all, the results from the discussed literature supported the aim of this study.

Therefore, the first hypothesis can be formulated as follows:

H1: There is a relationship between working environment and women workers' well-being in the hospitality industry

2.4.2 Personal Factors

The second perceived sexual harassment component is personal factors. The personal resources individuals employ in their social interactions may also influence reactions to social-sexual behavior. For example, self-esteem and locus of control are included. These constructs have been shown to influence the evaluation of causal relationships in social interactions and thus influence responses to a variety of social stimuli (Rosenberg, 1981). On the other hands, Gruber and Bjorn (1986) have pointed out that such factors represent personal resources that individual consider when calculating their ability to effectively react to sexual harassment situation. For example, those with low levels of self-esteem may lack confidence in their abilities to effectively react to sexual overtures, hence resulting in lower perceived probabilities of success

(Burt, 1980; Cooper Smith, 1967; Gough, 1976; Pearlin & Schooler 1978). Gruber and Bjorn, (1986) stated that with lower perceived probabilities of success, individuals will be less inclined to initiate aggressive reactions to sexual harassment. Personal factors have three components which are body language, voice inflection, and body attractiveness. The following sections explain personal factors in detail.

2.4.2.1 The relationship between personal factor (body language) and women workers' well-being

Rapidah et al., (2015) has conducted a study on employees in various hotels and resorts in Terengganu. This research investigated the relationship between awareness of sexual harassment in among in hospitality employees in Terengganu. A total 260 respondents were selected. A quantitative correlation research design was used as a research design to conduct the study. The respondents were given the questionnaire to answer. The questionnaires used a 5-point Likert scale.

In this study, the researchers found that organization-personality similarity is a factor contributed to the act of sexual harassment. The employees' personalities are the possible cause of sexual harassment in hospitality industry. Hotel employees need to maintain a professional facade yet it also can cause a problem to them. They could attract sexual attention when they smile to the customers, or to other workers (Lashley, 2000). Knowledge on action that may trigger sexual harassment behaviour should be thorough

to all employees and proper complaint procedures should be exercised effectively. Therefore, in handling sexual harassment cases in workplace, a sexual harassment policy is highly recommended tool (Barton & Eichelberger, 1994; Fang & Kleiner, 1999; Gilbert et al., 1998).

2.4.2.2 The relationship between personal factor (voice inflection) and women worker well-being

Sexual harassment can occur through innuendo, attitude, or voice inflection. It often is not what is said, but how it is said (Emanuel, 2015). Loudness of voice, fluency of speech, eye contact, facial and body expression and interpersonal distance were cues associated with assertive behavior. Serber (1972) defined loudness as one of the six variables necessarily involved in interactive behavior. McFall and Martson (1970) fostered loudness of speech in their assertive training group. Eisler et al. (1973) found that patients rated as more assertive emitted louder speech than did the subjects rated less assertive. A study that has been conducted by Serber (1972) pointed out that there are three levels of gestures. Level one response was characterized by the use of no arm, hand, or body movement save the facial movements that normally accompany speech at specific loudness and inflection levels. A level two response used hand and arm gestures plus rotation of the torso to face the person with whom the person was talking. A level three response included all motions.

2.4.2.3 The relationship between personal factor (physical attractiveness) and women workers' well-being

A research conducted by Madera et al. (2007) examined sexual harassment among college students in European America, Hispanic America, Asian America, African America and other in America. The study demonstrated that physical attractiveness can be led to halo effects, which occur when one positive characteristic of an individual dominates the way that individual is viewed by others (Eagly, Ashmore, Makhijani & Longo, 1991). Physical attractiveness also can be known as a powerful antecedent to compliance, attraction and liking (Cialdini, 2001). As a result, attractive individuals also are perceived to be talented, behavior was rated as less harassing when the perpetrator was attractive. Therefore, the results of all these studies strengthen kind, honest, and intelligent (Eagly et al., 1991). Previous research conducted by Popovich, (1996) stated that physical attractiveness influences judgements of mock jurors in sexual harassment cases. LaRocca and Kromrey (1999) examined the effects of attractiveness on the perceptions of sexual harassment under ambiguous conditions and found that the ambiguous behavior was rated as less harassing when the perpetrator was attractive. Therefore, the results of all these studies strengthen that personal factors influence women workers' well-being.

Therefore, the second hypothesis can be formulated as follows:

H2: There is a relationship between personal factors and women workers' well-being in the hospitality industry.

2.4.3 WOMEN WORKERS' WELL-BEING IN THE HOSPITALITY INDUSTRY

(Dependent Variable)

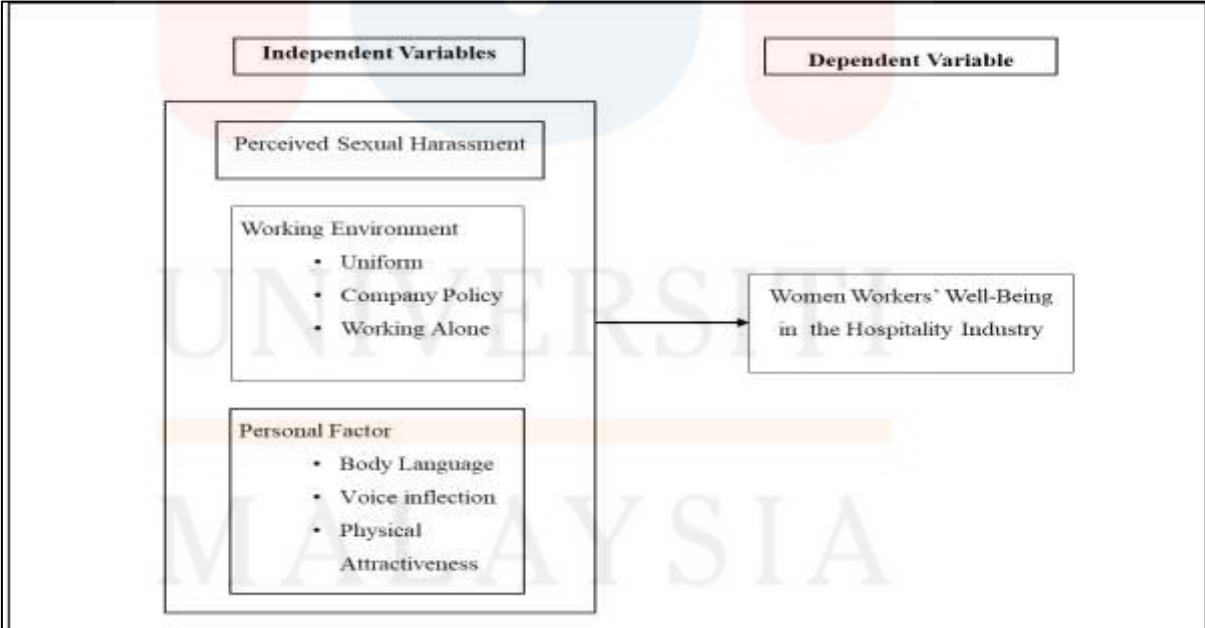
Dodge et al. (2012) proposed the construct of well-being as “the balance point between an individual’s physical, psychological, and social resource pool”. To be more understanding, it is about health as a state of complete physical, mental and social well-being and not merely the absence of illnesses or diseases, as defined by World Health Organization (WHO). Walmsley et al. (2019) stated that the hospitality industry may have more precarious working conditions than those of other industries in the service industry. However, only a few studies have focused on well-being in the hospitality industry which were about executive chefs (Cain, Busser, & Kang, 2018) and hotel employees (Hsu, Liu & Tsaur, 2019).

The well-being of social workers has been conceptualized within a hedonic approach to subjective well-being (Graham & Shier, 2010; Shier & Graham, 2015). The well-being of workers can be seen in their experience of maximum personal gratification, satisfaction, pleasure, and happiness, and to minimize negative effects. When the workplace has a good environment and the organization is also good in management, it can help the workers to be motivated in their work.

This research is interesting to investigate the women workers’ well-being in the hospitality industry specifically their psychological and physical health. Depression, stress, and anxiety are the example for the psychological effect for the women worker well-being due to sexual harassment. Additional mental health impacts to well-being include post-traumatic stress disorder symptoms, low self-esteem and panic disorder.

From the aspect of physical impacts such as nausea, headaches, fatigue, insomnia, respiratory infections, weight loss, and gastrointestinal problems (Thakur & Paul, 2017). Moreover, Takaki, Taniguchi, and Hirokaw (2013) reported that headache, stiffness of neck and shoulders, lumbago and pain of two or more joints were significantly positively associated with sexual harassment in women (Draucker, 2019). Due to the sexual harassment, the condition of the women workers can be poor in their health especially in psychological which is relate to mental health.

2.5 RESEARCH FRAMEWORK



Source: Ondichol, Kombo & W.Njuguna (2019)

Figure 2.1: Conceptual Framework

2.6 SUMMARY

This chapter explains the relationship between the independent variables and dependent variables in the hospitality industry. These reviews have to address issues related to the study interest. With that, the following chapter discusses the research methodology.



CHAPTER 3

METHODOLOGY

This chapter explains the components of the methodology that will be used in this research. The target population and sample size of this research is about who, where, and how were explained. Next, the further of this research was the explanations of what types of sampling method used and how data collection was conducted. Lastly, the questionnaires and the data analysis are also explained.

3.1 RESEARCH DESIGN

In order to answer the research objectives which, examine the working environment, personal factors and women workers' well-being in the hospitality industry. The researchers opted for a quantitative method. This method generates data through the use of large-scale survey research, using a method such as questionnaires. The questionnaires will help the researcher to find the answer to the research question of this research. By using the quantitative method, the researchers hope to answer whether interrelationship exists among the variables. This research was take about one year and a half to finish.

3.2 SAMPLING METHOD

This study aims to analyze the relationship between perceived sexual harassment and women workers' well-being in the hospitality industry. Therefore, the target population will be focused on women employees who have been working in the hospitality industry. Hirschmann (2020) stated that there are 4,800 hotels in Malaysia and most of the workers in the hospitality industry are women.

This research will be using non-probability sampling as a procedure to conduct the study since the researcher did not know the population size of our target respondents in Malaysia. Non-probability sampling is a technique that will not bid a basis for any opinion of probability that elements in the universe will have a chance to be included in the study sample (Bala & Etikan, 2017). Purposive sampling is able to reach the appropriate respondents to achieve research objectives. To conduct research, a comparatively small and purposively selected sample may be employed (Miles and Huberman, 1994), with the expectation of increasing depth (compared to breadth) of understanding (Palinkas et al., 2015). In this study, the researcher focused on the selection of criteria to our subject where the subject needs to be a woman, have been in the hospitality industry for at least more than one year and the age must be at least 18 years old. Therefore, a purposive sampling is used with the preceding respondents' criteria.

3.3 DATA COLLECTION METHOD

For this research, the data collection platform will be collected through online questionnaires. A complete questionnaire was distributed to women working in the hotel industry. The Bartlett, Cotrlik and Higgins (2001) tables was used to determine the sample size needed for this study (Table 3.1). they suggested that a sample size Of 83 respondents are sufficient.

This questionnaire was distributed in March or April 2021. An online questionnaire is suitable to get feedback from female employees who work in the hospitality industry. The questionnaire is through social media relevant pages on Facebook (FB), Instagram (IG), Twitter and Telegram. A total of 90 responses were collected and the analyses will be explained in Chapter 4.

Table 3.1: Bartlett, Kortlik, and Higgins sample size determination

Table 1: Table for Determining Minimum Returned Sample Size for a Given Population Size for Continuous and Categorical Data

Population size	Sample size					
	Continuous data (margin of error = .03)			Categorical data (margin of error = .05)		
	alpha = .10 t = 1.65	alpha = .05 t = 1.96	alpha = .01 t = 2.58	p = .50 t = 1.65	p = .50 t = 1.96	p = .50 t = 2.58
100	46	55	68	74	80	87
200	59	75	102	116	132	154
300	65	85	123	143	169	207
400	69	92	137	162	196	250
500	72	96	147	176	218	286
600	73	100	155	187	235	316
700	75	102	161	196	249	341
800	76	104	166	203	260	363
900	76	105	170	209	270	382
1,000	77	106	173	213	278	399
1,500	79	110	183	230	306	461
2,000	83	112	189	239	323	499
4,000	83	119	198	254	351	570
6,000	83	119	209	259	362	598
8,000	83	119	209	262	367	613
10,000	83	119	209	264	370	623

NOTE: The margins of error used in the table were .03 for continuous data and .05 for categorical data. Researchers may use this table if the margin of error shown is appropriate for their study; however, the appropriate sample size must be calculated if these error rates are not appropriate. Table developed by Bartlett, Kotrlík, & Higgins.

3.4 VARIABLES AND MEASUREMENT

To answer the research objectives, a questionnaire will be designed. The questionnaire consists of 3 parts. Part A consists of demographic questions raised by Isa, Phaik, Mohammad (2017) and Kaushik, Agrawal, Rahman (2015). For this part use factual questions to get relevant information about the women workers well-being in the hospitality industry.

While part B consists of questions related to sexual harassment factors that occur in female employees in the hospitality industry. Lastly, part C consists of questions related to women worker's well-being in the hospitality industry. By using 5-point Likert scale in parts questions (B) and (C) that is, (1) = strongly disagree, (2) = disagree, (3) = neither agree nor disagree, (4) = agree and (5) = strongly agree.

For questions in sections B and C, the questions are self-designed to make it easier for researchers to better understand the situation or condition experienced by women workers' in the hotel industry. The questionnaire was conducted when adjusting the five-point Likert scale which is (1) = strongly disagree to (5) = strongly agree.

Each level of the item scaled on with oral reality strongly disagreed and at number 5 with oral reality strongly agreed. Five-point scale measurement is efficient when the respondent is general (Weijters, Cabooter, & Schillewaert, 2010). There are also other studies that suggest a scale of five to provide better data quality compared to seven or eleven scales (Revilla, Saris, & Krosnick, 2014).

3.4.1 Questions Used In Part A of the Questionnaire

Part A is built to collect respondent demographic data. It implies age, race, marital status, period of work experience, work status, current department and stage of sexual harassment in the workplace. The items listed are shown in Table 3.2

Table 3.2: Questions Used in Part A of the Questionnaire – Demographic Respondents

Dimensions	Supporting References	Items
Demographic Respondents	Kaushik, Agrawal, Rahman (2015)	1. age (18-20 years old, 21-30 years old, 31-40 years old, 50 years old and above) 2. race (Malay, Chinese, Indian and Others)
	Isa, Phaik, Mohammad (2017)	3. marital status (Married, Single and Single Mother)

	Researcher	<p>4. Period of Work Experiences (Less than 5 years, 5-10 years, More than 16 years and More than 16 years)</p> <p>5. Work Status (Full time and Part time)</p> <p>6. Current Department (Specify answer)</p> <p>7. Stage of sexual harassment in the workplace (Oral disturbances, Interference by signal, Visual interruptions, Physical interruptions and Psychological disorders)</p>
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3.4.2 Questions Used In Part B of the Questionnaire

Part B on the factors of sexual harassment faced by the women workers' well-being in the hospitality industry. To assess the sexual harassment factor of women workers' in the hospitality industry, a total of 10 items were created in part B. Respondents need to circle the level of consent on a five-point satisfaction scale between one (1) = strongly disagree to five (5) = strongly agree. Table 3.3 informs the items for this section.

Table 3.3: Questions Used in Part B of the Questionnaire - Sexual harassment factors that occur in women workers' in the hospitality industry

Dimensions	Supporting References	Items
Sexual harassment factors that occur in women workers' in the hospitality industry.	Researcher	<p>Part 1: Working Environment</p> <ol style="list-style-type: none"> 1. Women workers' uniform could cause sexual harassment in the workplace. 2. Loose company policy causes me to receive sexual harassment. 3. Company policy on employee safety (such as open room door during room housekeeping caused me to receive sexual harassment). 4. Working alone increase the rate of sexual harassment to women workers' in the workplace. 5. The work environment influence women workers to deal with sexual harassment while working in an organization. <p>Part 2: Personal Factors</p>

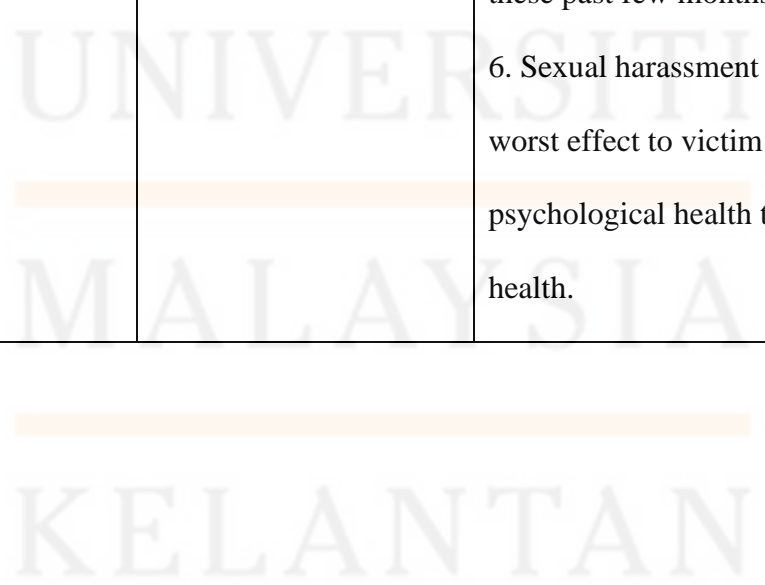
		<ol style="list-style-type: none"> 1. My voice inflection lead to sexual harassment. 2. My body language such as the way i act around people lead to sexual harassment. 3. My posture during work (e.g. ducking during room cleaning) caused me to receive sexual harassment. 4. My face has caused me to receive sexual harassment at work. 5. My body shape has caused me to receive sexual harassment at work.
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3.4.3 Questions Used In Part C of the Questionnaire

Part C was developed to assess The Impacts of Sexual Harassment to Women Workers Well-Being in Hospitality Industry. Respondents need to circle the approval stage on a five-point approval scale between one (1) = strongly disagree to five (5) = strongly agree. All the items are shown in Table 3.4.

Table 3.4: Questions Used in Part C of the Questionnaire - The Impacts of Sexual Harassment to Women Workers' Well-Being in Hospitality Industry

Dimensions	Supporting References	Items
<p>The Impacts of Sexual Harassment to Women Workers' Well-Being in Hospitality Industry.</p>	<p>Researcher</p>	<ol style="list-style-type: none"> 1. Sexual harassment has affected my mental health. 2. I've always felt anxiety and nervous at work when I was performing my work. 3. I'm experienced a sudden weight loss and severe headaches due to sexual harassment. 4. I had severe emotional problems especially depression because of sexual harassment. 5. I've been feeling cheerful at work these past few months. 6. Sexual harassment will give the worst effect to victim especially in psychological health than physical health.



3.5 DATA ANALYSIS

Data analysis can be clarified as a process of cleaning, transforming, and modeling data to discover useful information for business decision-making. The objective of data analysis is to extract useful information from data and take the decision based on the data analysis. At the end of this study, Statistical Package for the Social Sciences (SPSS) to analyze the collected data was being used in this study by the researcher. Statistical Package for the Social Sciences (SPSS) is a software for interactive or batch. This software is a popular statistical system which could highly present difficult data manipulation and testing with simple procedures. Statistical Package for the Social Sciences (SPSS) could collect any kind of documents to create tabulated reports including charts and plots of distribution.

The data that has been collected was be analyzed with two methods which are descriptive analysis and inferential analysis. Descriptive analysis can be used to describe the demographic of a profile for example like percentage, frequency, mean and average mean of the respondents. Apart from that, inferential analysis is used to study the relationship between independent variable (IV) and dependent variable (DV). In this study, the researcher was used Pearson Correlation Coefficient analysis to analyze the collected data. Pearson Correlation Coefficient analysis is one of the important analyses which can measure the strength of the linear relationship between the independent variable (IV) and dependent variable (DV). This analysis to identify correlation exists between independent variables (IV) which are personal factors and working environment and dependent variable (DV) which is women worker well-being.

Table 3.5: Rule of Thumb of Correlation Coefficient Size

Size of Correlation	Interpretation
0.9 to 1.0 / -0.9 to -1.0	Very High
0.7 to 0.9 / -0.7 to -0.9	High
0.5 to 0.7 / -0.5 to -0.7	Moderate
0.3 to 0.5 / -0.3 to -0.5	Low
0.0 to 0.3 / -0.0 to -0.3	Little, if any

Source: Hinkle, Wiersma and Jurs (2003)

3.6 SUMMARY

This chapter discussed the research design that have been used in this research. In this research, the quantitative method is chosen in terms questionnaires. The data was collected through online questionnaires. The questionnaire was distributed to women working in the hotel industry.

CHAPTER 4

RESULT AND DATA ANALYSIS

4.1 INTRODUCTION

This chapter presented the findings of the research. A total of 90 questionnaires were collected from women who have been working in the hospitality industry, specifically in hotels and restaurants.

The data were analyzed with descriptive analysis and inferential analysis. Descriptive analysis presented the respondents' demographics with mean, average mean and frequency. While inferential analysis is presented for the relationship between independent variables (IV) and dependent variable (DV).

4.2 Reliability Test (Pilot Test)

A pilot test was conducted before the actual data collection. The purpose of this pilot test is to obtain the validity of the variables. 30 responses were collected from restaurant women workers. The results are shown in Table 4.1.

Table 4.1: Result of reliability Cronbach's Alpha for the variables

Variables	Number of Items	Cronbach's Alpha Coefficient	Internal Consistency
Working Environment	5	0.946	Excellent
Personal Factors	5	0.845	Good
The Impacts of Sexual Harassment to Women Workers Well-Being in Hospitality Industry	6	0.800	Good

Table 4.1 shows the inter-reliability value for each variable. The first independent variable is working environment found to be highly reliable ($\alpha = 0.945$; 5 items). The second independent variable is personal factors showed high reliability, ($\alpha = 0.845$; items). Lastly, dependent variable which is impacts of sexual harassment to women worker' well-being showed good reliability (6 items; $\alpha = 0.800$). Therefore, the constructed questionnaire is suitable to be distributed to a larger group of targeted respondents. The results of the actual data collection is explained in the following section.

4.3 Demographic Analysis

A total of 90 respondents collected from the data collection. Table 4.2 presents the percentage of sexual harassment occurred at workplace in the last 24 months.

Table 4.2: Do the respondents have ever experienced sexual harassment at work place

Do the respondents ever received sexual harassment or not	Frequency (n)	Percent (%)

Yes	32	32.2
No	58	67.8
Total	90	100.0

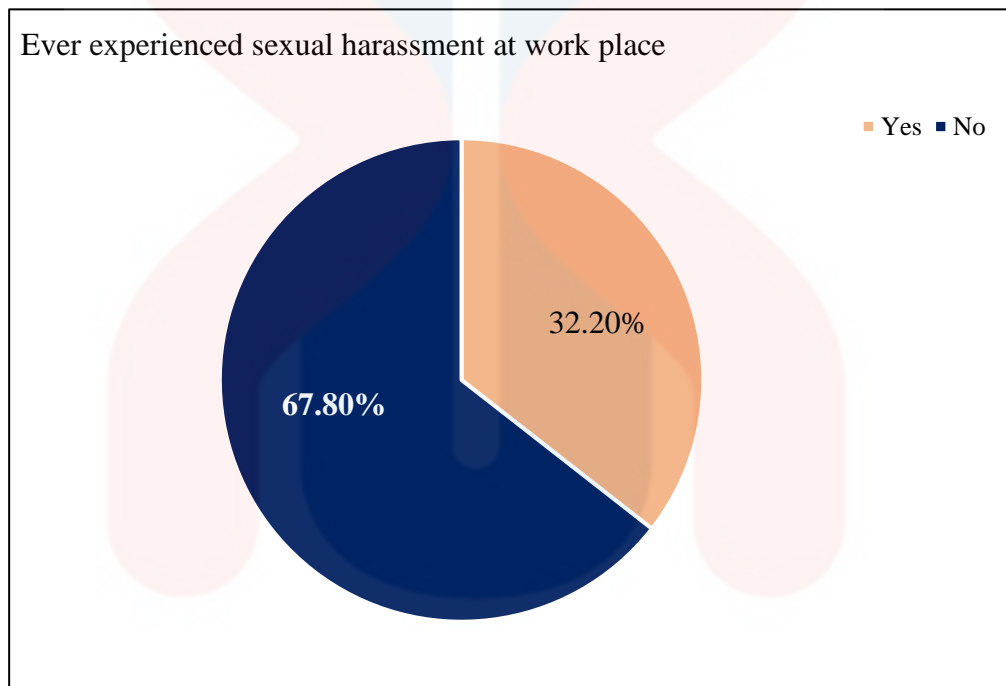


Figure 4.1: Do the respondents have ever experienced sexual harassment at work place

Based on figure 4.1 above, the pie chart shows have the respondents ever experienced sexual harassment at workplace in last 24 months. The pie chart clearly shows that 67.8% (n=58) of respondents stated that they never had experienced sexual harassment at workplace in last 24 months more than 32.2% (n=28) the respondents stated that they have experienced sexual harassment in workplace.

4.3.1 Age

Table 4.3 presents the age distribution of a total 90 respondents collected from the data collection.

Table 4.3: Age of the Respondents

Age	Frequency (n)	Percent (%)
18-20	7	7.8
21-30	75	83.3
31-40	7	7.8
41-59	0	0
Above 50	1	1.1
Total	90	100.0

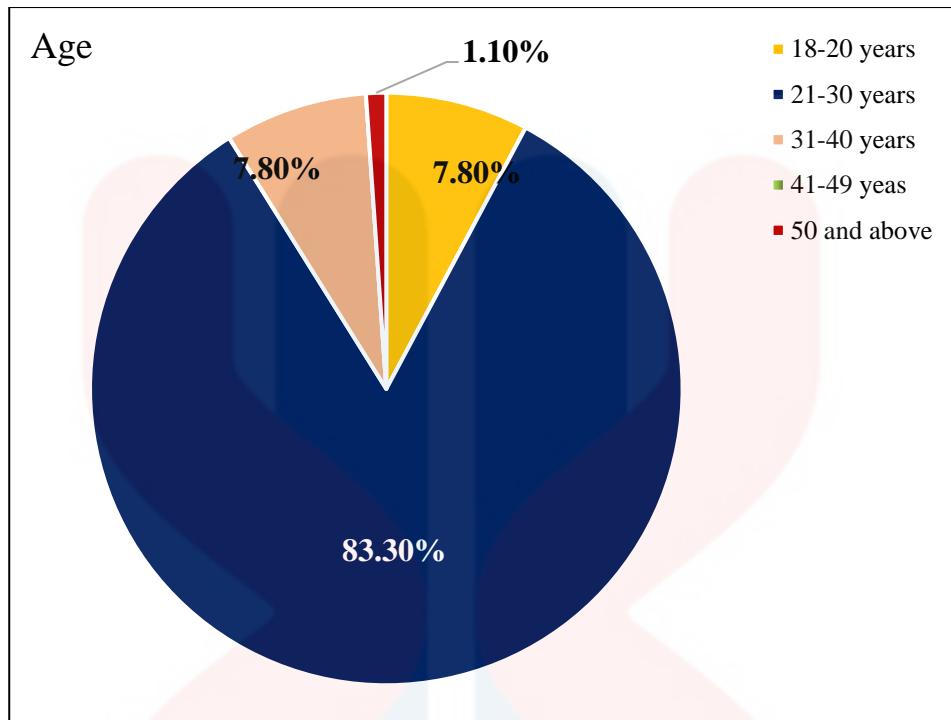


Figure 4.2: The Percentage of Age.

Based on figure 4.2 above shows the age distribution of 90 respondents. Among these five age groups, the highest number of the respondents were from the age 21 to 30 years with 83.3% (n=75). The ages of 18 to 20 years and 31 to 40 recorded 7.8% (n=7) each. While the lowest number of respondents was from the age 50 years and above with 1.1% (n=1). No response received from age 41 to 49 years old.

The reason why women workers who are between 21 to 30 years were easily sexually harassed is because they are in the age where they look the most attractive. Therefore, they tend to be the target of sexual harassment.

4.3.2 Race

Table 4.4 presents the respondents' race distribution.

Table 4.4: Race of the Respondents

Nation	Frequency (n)	Percent (%)
Malay	72	80
Chinese	7	7.8
Indian	4	4.4
Others	7	7.8
Total	90	100.0

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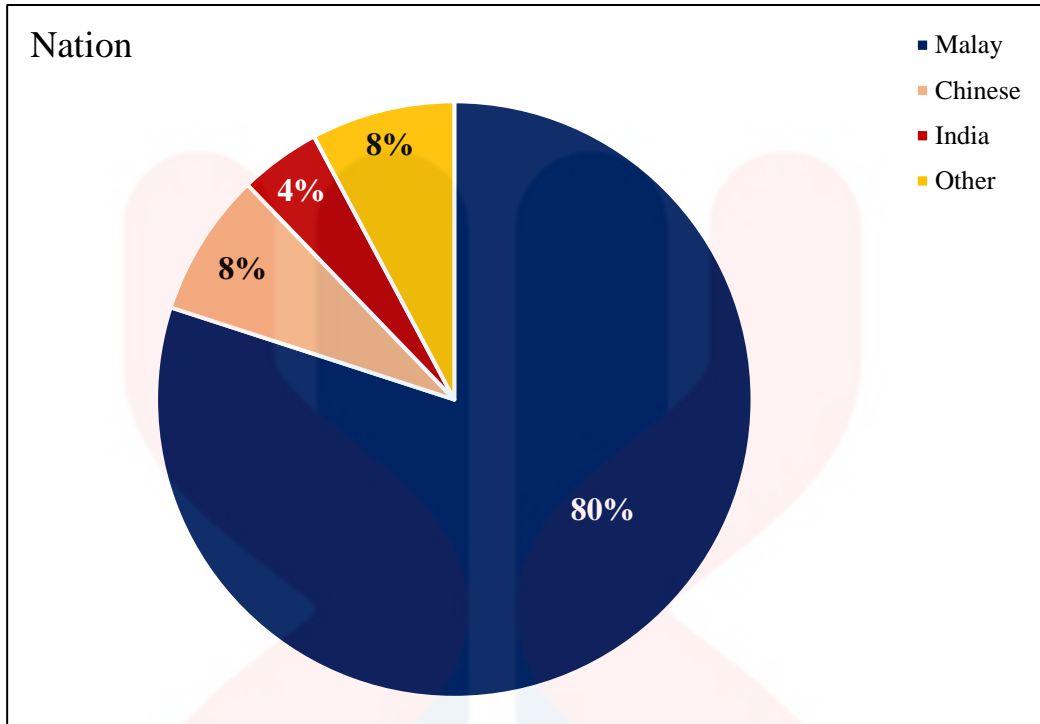


Figure 4.3: The Percentage of Race

Figure 4.3 shows the race distribution of 90 respondents. Among these four groups of nations, Malay is the highest number of respondents with 80% (n=72). Meanwhile, Chinese and other races shared the same number of respondents with 7.8% (n=7) each. This followed by Indians at 4.4% (n=4). The reason why Malay respondents recorded the highest is Malay respondents were easily approached by the researchers during the data collection process.

4.3.3 Marital Status

Table 4.5 presents the marital status distribution of the respondents.

Table 4.5: Marital Status of the Respondents

Marital Status	Frequency (n)	Percent (%)
Married	14	15.6
Single	75	83.3
Single Mom	1	1.1
Total	90	100.0

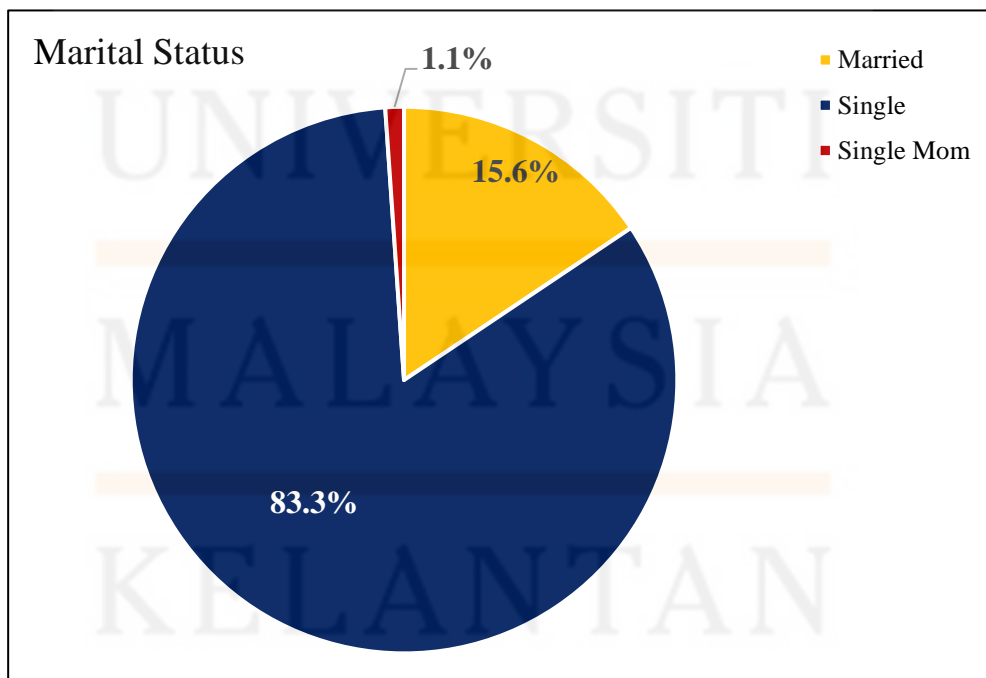


Figure 4.4: The Percentage of Marital Status

Figure 4.4 above shows the percentage of the marital status among the respondents. The pie chart clearly stated that Single respondents have the highest number of respondents with 83.3% (n=75) and followed by married respondents with 15.6% (n=14). Single mom has the lowest number of respondents with 1.1% (n=1). The reason why the single respondents have the highest number of responses are they have more time to answer the questionnaire rather than married respondents and single moms who are more occupied with taking care of their children and household responsibilities.

4.3.4 Period of Work Experience

Table 4.6 presents the period of work experience distribution among the respondents.

Table 4.6: Period of Work Experience of the Respondents

Period of Work Experience	Frequency (n)	Percent (%)
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Less than five years	77	85.6
5-10 years	12	13.3
More than 11 years	1	1.1
Total	90	100.0

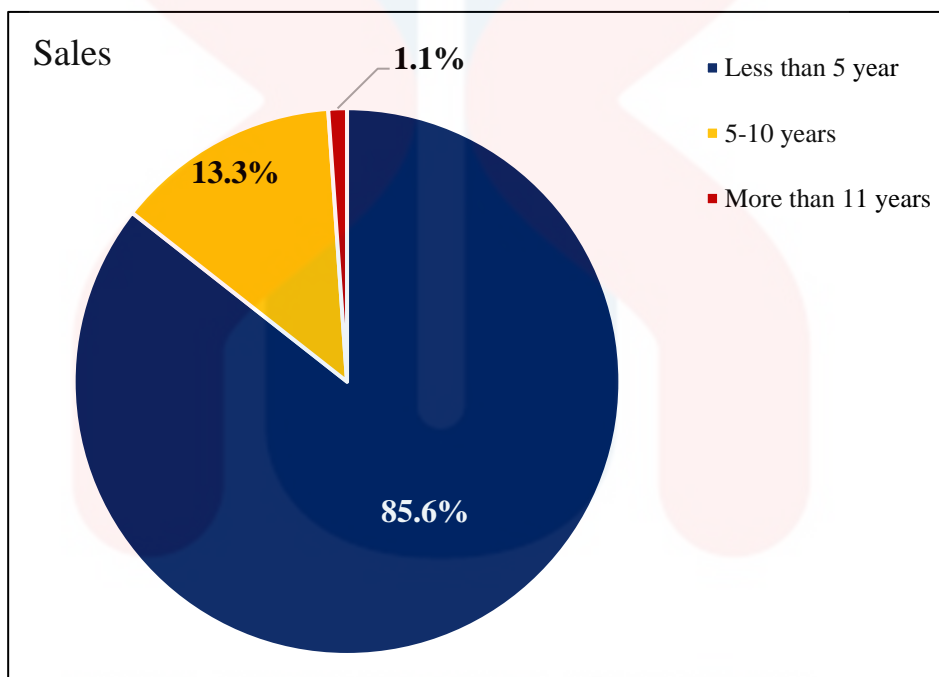


Figure 4.5: The Percentage of Period of Working Experience

Figure 4.5 shows the period of working experience's percentage among respondents. Those who have less than five years of working experience represented 85.6% (n=77) of the respondents. This is followed by those who have 5 to 10 years working experience with 13.3% (n=12). 1.1% (n=1) represented by respondents who have more than 11 years. The reason why the highest numbers of respondents have less

than five years working experience is because many of them have left the hospitality industry for another field, for example, teaching jobs. There are also respondents who have stopped working after getting married.

4.3.5 Occupation Status

Table 4.7 presents occupation status distribution of the respondents.

Table 4.7: Occupation Status of the Respondents

Occupation Status	Frequency (n)	Percent (%)
Full time	36	40
Part time	34	37.8
Intern	20	22.2
Total	90	100.0

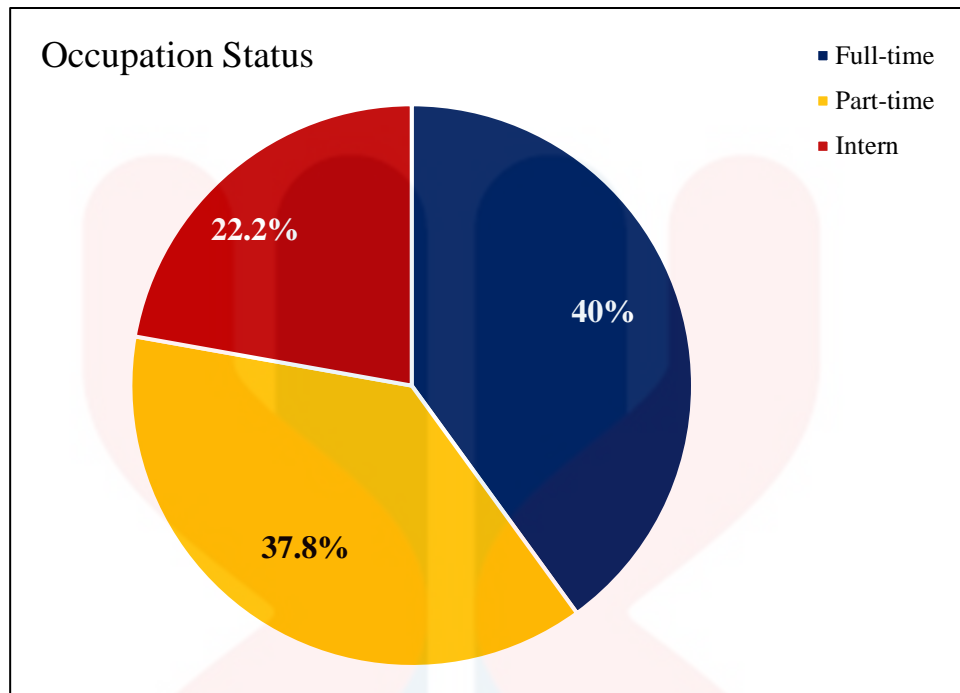


Figure 4.6: The Percentage of Occupation Status

Figure 4.6 shows percentage of occupation status among the respondents. Respondents with full-time positions are the highest with 40% (n=36). This follows with respondents with a part-time position with 37.8% (n=34). Meanwhile, interns have the lowest number of responses with 22.2% (n=20). The reason why full-time workers were the highest number of respondents is because they are undergraduates who just started working in the hospitality industry. They are also from the alumni network which makes them easier to reach by the researchers.

4.3.6 Current/Last Department

Table 4.8 presents current and last department distribution of the respondents

Table 4.8: Current/last department of the respondents

Current/last department	Frequency (n)	Percent (%)
Hotel	48	53.3
Restaurant	42	46.7
Total	90	100.0

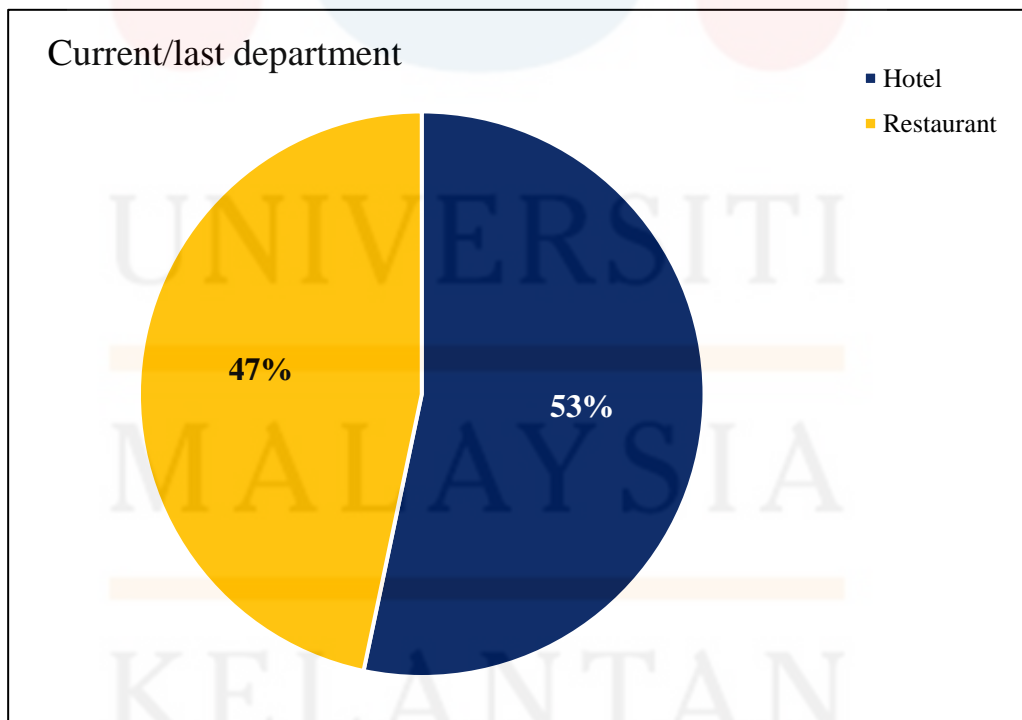


Figure 4.7: The current/last department

Figure 4.7 shows the percentage of current and last department among respondents. 53.3% (n=48) of the respondents were working in various hotel departments. Meanwhile, 47% (n=42) of the respondents were working in restaurants. The reason that the majority of the respondents are working in hotels is because the questionnaire was mainly distributed to hotel employees' online social groups.

4.3.7 Level of Sexual Harassment at Workplace

4.3.7.1 Verbal Interference

Table 4.9 presents the level of sexual harassment at workplace of verbal interference distribution of a total 90 respondents collected from data collection.

Table 4.9: Verbal Interference

Level of sexual harassment	Frequency (n)	Percent (%)
----------------------------	---------------	-------------

Low	28	31.1
Middle	32	35.6
High	9	10
Never	21	23.3
Total	90	100.0

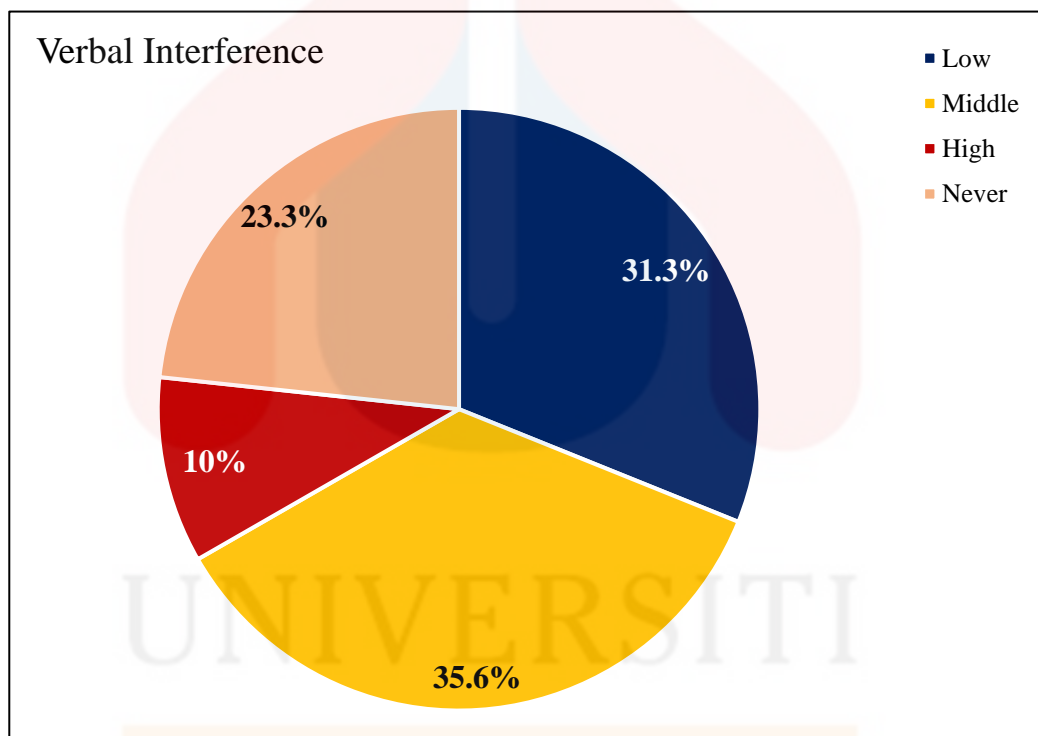


Figure 4.8: The Percentage of Verbal Interference

Figure 4.8 shows the percentages of verbal interference among respondents which has been classified into four groups which are low, middle, high and never. The pie chart above clearly stated that the majority of the respondents has been moderately harassed

verbally 35.6% (n=32) followed by low level of verbal harassment with 31.1% (n=28) and never with 23.3% (n=21). As shown in the pie chart, high level of verbal harassment received the lowest number of responses with 10% (n=9).

4.3.7.2 Signal Interference

Table 4.10 presents the signal interference distribution of a total 90 respondents collected from the data collection.

Table 4.10: Signal Interference

Signal Interference	Frequency (n)	Percent (%)
Low	21	23.3
Moderate	28	31.1
High	7	7.8
Never	34	37.8
Total	90	100.0

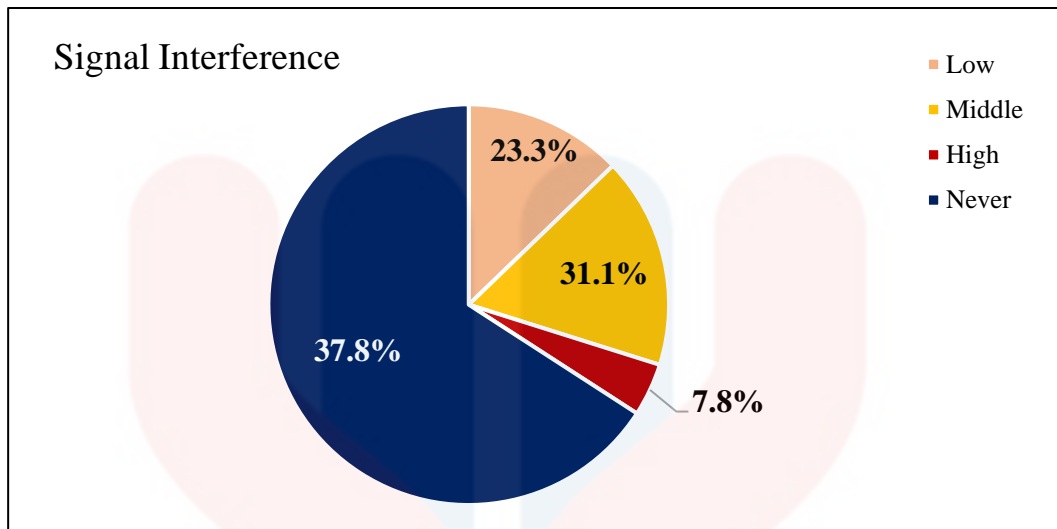


Figure 4.9: The Percentage of Signal Preference

Figure 4.9 shows the percentage of signal preference among respondents. The pie chart above clearly stated that the majority of the respondents have never been signal harassed by cues with 37.8% (n=34) followed by moderate level of signal cues harassment with 31.1% (n=28) and low with 23.3% (n=21). A high level of signal cues harassment received the lowest number of responses with 7.8% (n=7).

4.3.7.3 Visual Disturbance

Table 4.11 presents the visual disturbance distribution of a total 90 respondents collected from data collection.

Table 4.11: Visual Disturbance

Visual Disturbance	Frequency (n)	Percent (%)
Low	23	25.6
Moderate	16	17.8
High	3	3.3
Never	48	53.3
Total	90	100.0

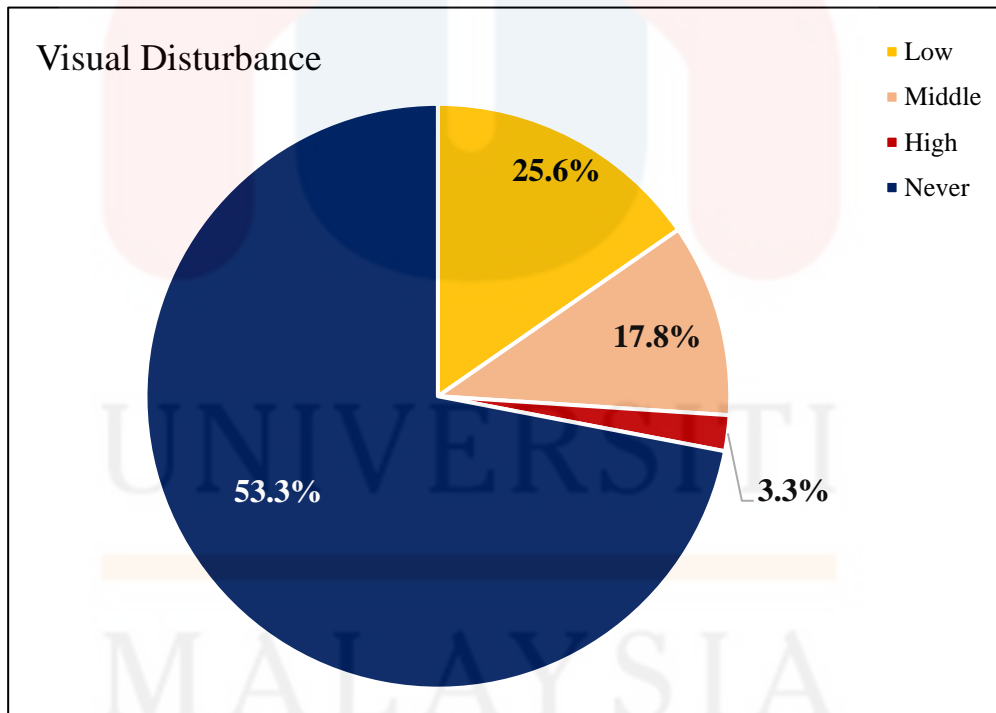


Figure 4.10: The Percentage of Visual Disturbance

The figure 4.10 shows the percentage of visual disturbance among respondents. Most respondents has never been engaged in visual form of harassment with 53.3% (n=48) followed by low level of visual harassment with 25.6% (n=23) and moderate of visual harassment with 17.8% (n=16). In this case, a high level of visual harassment received the lowest number of respondents with 3.3% (n=3).

4.3.7.4 Physical Disturbance

Table 4.12 presents the physical disturbance distribution of a total 90 respondents collected from data collection.

Table 4.12: Physical Disturbance

Physical Disturbance	Frequency (n)	Percent (%)
Low	27	30
Moderate	14	15.6
High	3	3.3
Never	46	51.1

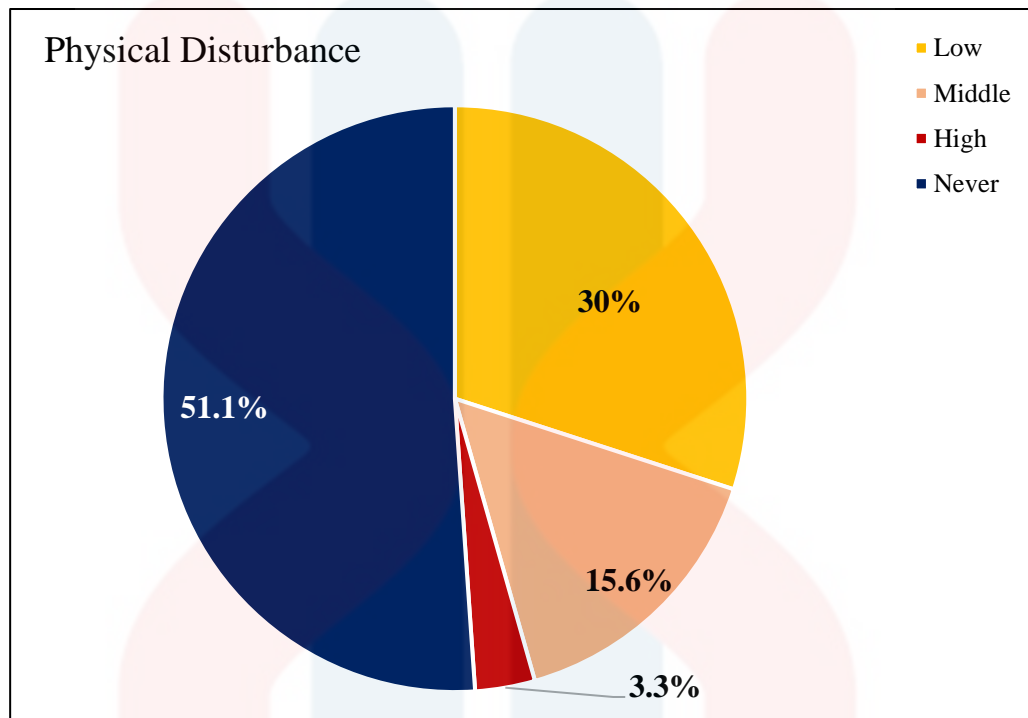


Figure 4.11: Percentage of Physical Disturbance

The figure 4.11 shows the percentage of physical disturbance that had been experienced by respondents. The pie chart clearly stated that most respondents had never experienced any physical disturbance like any unwillingness to touch, being kissed and hugged at work place with 51.1% (n=46) followed by low level of physical harassment with 30%(n=27) and moderate level of physical harassment with 15.6% (n=14). Meanwhile, only a small number of respondents answered that they have been receiving a high level of physical harassment with 3.3% (n=3).

4.3.7.5 Psychological Interference

Table 4.13 presents the psychological interference distribution of a total 90 respondents collected from data collection.

Table 4.13: Psychological Interference

Psychological Interference	Frequency (n)	Percent (%)
Low	26	28.9
Moderate	12	13.3
High	3	3.3
Never	49	54.4
Total	90	100.0

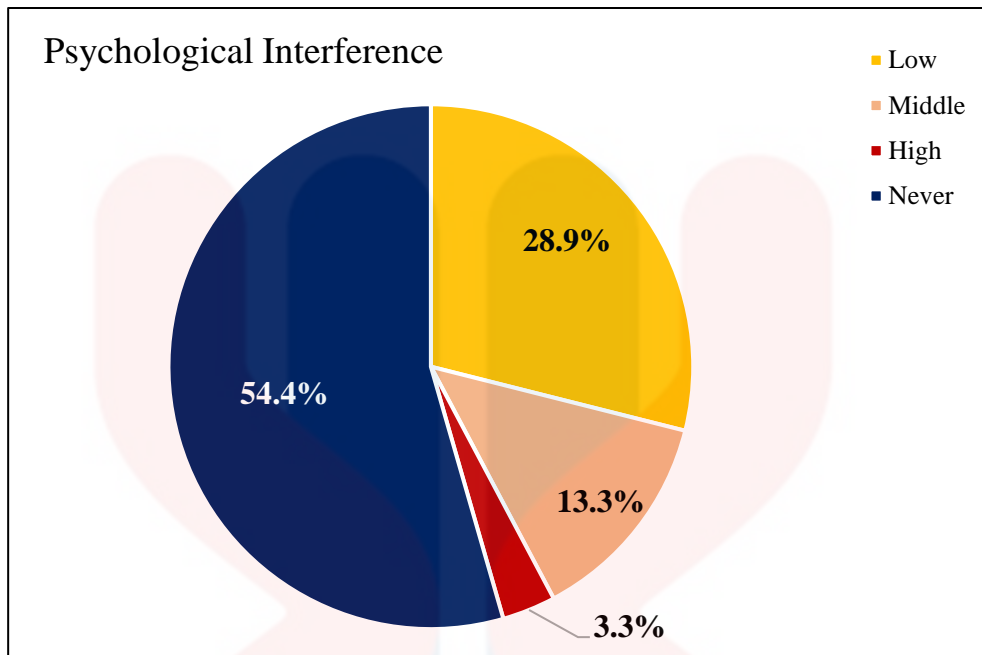


Figure 4.12: Percentage of Psychological Interference

Figure 4.12 shows the percentage of psychological interference among respondents. The pie chart clearly stated that most respondents had never been experiencing psychological interference with 54.4% (n=49) followed by low level of physiological harassment with 28.9% (n=26) and moderate level of physiological harassment with 13.3% (n=12). A small number of respondents answered that they have been receiving a high level of physiological harassment with 3.3% (n=3).

4.4 Descriptive Analysis (IV and DV)

This section presents the results of descriptive analysis conducted on, working environment, personal factors and the effect of sexual harassment on the women workers' well-being in the hospitality industry. All items were measured using a 5-point Likert scale, namely Strongly Disagree (SD), Disagree (D), Neither Disagree nor Agree (N), Agree (A), and Strongly Agree (SA).

4.4.1 IV: Working Environment

Table 4.14: Descriptive statistics for the working environment.

No.	Items	Frequency (N)					Mean	S.D.
		SD	D	N	A	SA		
WE1	Women workers' uniform could cause sexual harassment in the workplace.	7	16	21	21	25	3.46	1.28

WE2	Loose company policy causes me to receive sexual harassment.	5	9	16	35	25	3.73	1.14
WE3	Company policy on employee safety (such as open room door during room housekeeping caused me to receive sexual harassment).	6	6	22	35	21	3.66	1.11
WE4	Working alone increase the rate of sexual harassment to women workers in the workplace.	5	5	13	38	38	3.86	1.13
WE5	The work environment influence women workers to deal with sexual harassment while working in an organization?	6	4	12	32	36	3.98	1.15

Table 4.14 shows that the mean of the working environment is between 3.46 - 3.98 and the standard deviation value is between 1.11 - 1.28. Five (5) questions were measured. The highest mean 3.98 item WE5 on the statement “The work environment influence a women workers to deal with sexual harassment while working in an organization”. 76% (n=68) of the respondents strongly agreed and agreed with item WE5. Meanwhile, the lowest meaning with 3.46 refers to item WE1 on the statement “Women workers’ uniform could cause sexual harassment in the workplace”. The mean

values for the other three (3) other items for were WE2, WE3 and WE4 are 3.73, 3.66, and 3.86, respectively.

4.4.2 IV: Personal Factors

Table 4.15: Descriptive statistics for personal factors.

No.	Items	Frequency (N)					Mean	S.D.
		SD	D	N	A	SA		
PF1	My voice inflection led to sexual harassment.	16	24	23	13	14	2.83	1.32
PF2	My body language such as the way i act around people lead to sexual harassment.	18	16	24	20	12	2.91	1.32
PF3	My posture during work (e.g., ducking during room cleaning) caused me to receive sexual harassment.	8	7	14	38	23	3.68	1.20
PF4	My face has caused me to receive sexual harassment at work.	15	15	12	27	21	3.27	1.42

PF5	My body shape has caused me to receive sexual harassment at work.	16 10 16 28 20	3.29	1.40
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Table 4.15 shows the mean and standard deviation, or the items used to measure personal factors. There were five (5) questions measured. The mean for personal factor is from 2.83 - 3.68, for the standard deviation is between 1.20 - 1.42. The highest mean of 3.68 for the item PF3 on the statement “My posture during work (e.g. ducking during room cleaning) caused me to receive sexual harassment”. Meanwhile, the lowest mean of 2.83 is for PF1 on the statement “My voice inflection has led to sexual harassment”. The mean values for the other three (3) items for PF2, PF4 and PF5 with mean values of 2.91, 3.27 and 3.29, respectively.

4.4.3 DV: The Impacts of Sexual Harassment to Women Workers Well-Being in Hospitality Industry

Table 4.16: Descriptive statistic for The Impacts of Sexual Harassment to Women Workers Well-Being in Hospitality Industry.

No.	Items	Frequency (N)	Mean	S.D.
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		SD	D	N	A	SA		
W1	Sexual harassment has effected my mental health.	2	6	7	32	43	4.20	1.00
W2	I've always felt anxiety and nervous at work when I was performing my work.	4	7	21	25	33	3.84	1.14
W3	I'm experienced a sudden weight loss and severe headaches due to sexual harassment.	19	20	12	20	19	3.00	1.47
W4	I had severe emotional problems especially depression because of sexual harassment.	5	10	14	25	36	3.86	1.22
W5	I've been feeling cheerful at work these past few months.	21	15	22	15	17	2.91	1.43
W6	Sexual harassment will give the worst effect to victim especially in psychological health than physical health.	3	5	9	29	44	4.18	1.04

Table 4.16 mean and standard deviation for the items used to measure the impact of sexual harassment on women workers' well-being in the hospitality industry. There were six (6) questions measured. The mean is between 2.91 - 4.20 and the standard deviation is between 1.00 - 1.47. The highest mean value of 4.20 for the item W1 on the statement "Sexual has affected my mental health". Meanwhile, the lowest mean value is

2.91 for item W5 on the statement “I have been feeling cheerful at work these past few months”. Mean values for other four (4) items for W2, W3, W4 and W6 with values of 3.84, 3.00, 3.86 and 4.18 respectively.

4.5 Pearson Correlation Analysis

Table 4.17 presented the result of correlation coefficient analysis between working environment, personal factors and the impacts of sexual harassment to women workers’ well-being in hospitality industry.

Table 4.17: Results of Pearson correlation analysis.

Working Environment	Personal factors	The impacts of sexual harassment to women workers’ well-being in hospitality industry
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Working Environment	1		
Personal factors	0.560**	1	
The impacts of sexual harassment to women workers' well-being in hospitality industry	0.508**	0.532**	1

** Correlation is significant at the 0.01 level (2-tailed).

Table 4.17 shows that the working environment and women workers' well-being were statistically significantly correlated, $r = 0.508$. The correlation coefficient indicated a moderate association between the working environment and women workers' well-being in the hospitality industry.

There was a statistical correlation between personal factors and well-being of women workers' in the hospitality industry with $r = 0.532$. The correlation coefficient indicated a moderate association between working environment and women workers' well-being in the hospitality industry.

As a summary, personal factors and work environment were significantly correlated with women workers' well-being in the hospitality industry, but with moderate positive correlation.

4.6 Hypothesis Testing

Table 4.18: Summary for hypothesis testing

Hypothesis	Pearson's Correlation Results
H1 There is a relationship between working environment and women workers' well-being in the hospitality industry	$r = 0.508, p < 0.01$ Supported
H2 There is a relationship between personal factors and women workers' well-being in the hospitality industry.	$r = 0.532, p < 0.01$ Supported

Table 4.18 showed, the hypotheses that have been tested in this study. There is significant relationship between working environment and personal factors with the dependent variable which is the impacts of sexual harassment to women workers' well-being in hospitality industry. All the hypotheses were accepted at 0.01 significance level.

4.7 Chapter Summary

As a conclusion, the chapter presented the results from the pilot test and the actual data collection. The data were analysed with reliability test, descriptive analysis and Pearson correlation analysis. The results showed that the data is reliable and valid. Both hypotheses have significant relationship and moderately correlated. The following chapter discuss the conclusion of this research.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

In this chapter, the discussions of data analysis are presented. The limitations of this study and recommendations for the future research also will be discussed in this chapter.

5.2 Discussion of Research Objective 1 And Research Question 1.

5.2.1 Working Environment

Research objective 1: To analyze the relationship between working environment and women workers' well-being in the hospitality industry.

Research questions 1: Does working environment have an effect on women workers' well-being in the hospitality industry?

The first hypothesis predicts a positive and significant relationship between the working environment and women workers' well-being in the hospitality industry. The current study found that the working environment has a moderate association with women workers' well-being in the hospitality industry.

This study supports evidence from previous research (Ariani, 2015, Thao & Hwang, 2017; Vischer, 2007). Employees who view good relationships with other colleagues in an organization will feel more responsible in establishing a good relationship to support them in achieving their goals. Therefore, the work environment is an influencing factor for women workers' well-being in the hospitality industry.

In conclusion, the research objective of "to analyze the relationship between working environment and women workers' well-being in the hospitality industry" and the research question on "does working environment have an impact on women workers' well-being in hospitality?" were answered in this research.

5.3 Discussion of Research Objective 2 And Research Question 2.

5.3.1 Personal Factors

Research objective 2: To examine the relationship between personal factors and women workers' well-being in the hospitality industry.

Research question 2: Do personal factors have an effect on women workers' well-being in the hospitality industry?

The second hypothesis predicted a positive and significant relationship between personal factors and women workers' well-being in the hospitality industry. According to Pearson Correlation analysis (see table 4.16), the result showed that personal factors is moderately correlated on women workers' well-being. There is a moderate positive relationship between independent variable 1 which is personal factors and dependent variable, women workers' well-being at $r=0.560$.

According to Rosenberg (1981), the personal resources individuals employ in their social interactions may also influence reactions to social-sexual behaviour. For example, self-esteem and locus of control are included. These constructs have been shown to influence the evaluation of causal relationships in social interactions and thus influence responses to a variety of social stimuli.

In conclusion, the research objective which is to examine the relationship between personal factors and women workers' well-being in the hospitality industry is achieved and the research question of whether personal factors have an effect on women workers' well-being is also answered through this study.

5.4 Limitations of The Study

This research was conducted with limited time due to COVID-19 and Movement Control Order (MCO). Therefore, an online survey is conducted to collect information from the respondents to ensure the safety of the researchers.

Besides that, the researchers had difficulties to find the respondents to answer the online questionnaire. Initially, this study only targeted women workers who are working in hotels. However, there was a small number of responses from them. Therefore, this study had included another category of women workers, those who are working at restaurants to solve this problem.

5.5 RECOMMENDATIONS

5.5.1 Theoretical Recommendations for Future Research

The research examines the relationship between personal factors and working environment and women workers' well-being in the hospitality industry. This research

had shown that working environment, personal factors and women workers' well-being were significantly correlated. In future research, it might be possible to use different influencing factors such as psychological effect and physical effect on women workers' well-being.

5.5.2 Methodological recommendation for future research

Future research on this topic is highly recommended to maintain the use of quantitative methods. It is also recommended to distribute the survey through social media platforms. This is because, an online survey could reach a larger population. In addition, future research can be conducted on specific races.

5.5.3 Practical Recommendation for Future Research

Sexual harassment has become serious misconduct at the workplace for a long time. This study recommends tightening the company's policy especially for women workers

to avoid sexual harassment from happening. Companies should prepare less sexy uniform for women workers so that there is no such harm could happen at the workplace

5.6 Summary

In conclusions working environment, personal factors and effects of sexual harassment on women workers' well-being in the hospitality industry were correlated. This study confirms that, sexual harassment often occurs in the workplace and influence on the emotions or feelings negatively of women workers' in the hospitality industry. It is essential for companies to have policies that can maintain the safety, security and well-being of women workers' in the hospitality industry.

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APPENDIX

QUESTIONNAIRE



EFFECTS OF PERCEIVED SEXUAL HARASSMENT ON WOMEN WORKERS' WELL-BEING IN THE HOSPITALITY INDUSTRY

Dear respondents,

We are undergraduate students of Bachelor of Entrepreneurship (Hospitality) from Faculty of Hospitality, Tourism and Wellness (FHPK), University Malaysia Kelantan. We are currently conducting a research project to fulfil our degree requirement. This questionnaire examines effects of perceived sexual harassment on women workers' well-being in the hospitality industry. Therefore, we would appreciate it if you could spend 5-10 minutes to complete this questionnaire. Please fill in this questionnaire based on your experiences as a female employee who has been working in the hospitality industry. Please assure that your answer will be handled in strict confidence. All information provided will be kept SECRET and will only be used for research purposes.

Yours sincerely,

MARYAM SAHLA BINTI CHE MOHD	H18A0208
NUR SAPINAR BINTI AB RAZAK	H18A0412
SA'ADATUL ADZMINA BINTI ABDUL HADI	H18B0808

APPENDIX

KAJIAN SELIDIK



KESAN TANGGAPAN GANGGUAN SEKSUAL TERHADAP KESEJAHTERAAN PEKERJA WANITA DALAM INDUSTRI HOSPITALITI

Responden yang dihormati,

Kami merupakan mahasiswa dari Sarjana Muda Keusahawanan (Hospitaliti) dari Fakulti Hospitaliti, Pelancongan dan Kesejahteraan (FHPK), Universiti Malaysia Kelantan. Kami sedang menjalankan satu projek penyelidikan untuk memenuhi keperluan ijazah kami. Kajian soal selidik ini adalah untuk mengkaji kesan tanggapan gangguan seksual terhadap kesejahteraan pekerja wanita dalam industri hospitaliti. Oleh itu, kami amat menghargai, sekiranya anda dapat meluangkan 5-10 minit untuk melengkapkan soal selidik ini. Sila isi soal selidik ini berdasarkan pengalaman anda sebagai pekerja wanita dalam industri hospitaliti. Segala maklumat yang diberikan adalah rahsia dan hanya digunakan untuk tujuan kajian sahaja.

Yang ikhlas,

MARYAM SAHLA BINTI CHE MOHD	H18A0208
NUR SAPINAR BINTI AB RAZAK	H18A0412
SA'ADATUL ADZMINA BINTI ABDUL HADI	H18B0808

Section A: Demographic/ Bahagian A: Demografik

Instruction: Please tick (✓) the related statement about yourself.

Arahan: Tandakan (✓) pada kenyataan yang berkenaan.

1. Aged / Umur

- () 18-20 years old / 18-20 tahun
- () 21-30 years old / 21-30 tahun
- () 31-40 years old / 31-40 tahun
- () 50 years old and above / 50 tahun dan ke atas

2. Race / Bangsa

- () Malay / Melayu
- () Chinese / Cina
- () Indian / India
- () Others/ Lain-lain

3. Marital Status / Status Perkahwinan

- () Married / Berkahwin
- () Single / Bujang
- () Single Mother / Ibu tunggal

4. Period of Work Experiences / Tempoh Pengalaman Bekerja

- () Less than 5 years / Kurang dari 5 tahun

- () 5-10 years / *5-10 tahun*
- () More than 16 years / *Lebih daripada 16 tahun*
- () More than 16 years / *Lebih daripada 16 tahun*

5. Work Status / *Status Pekerjaan*

- () Full time / *Sepenuh masa*
- () Part time / *Separuh masa*

6. Current Department / *Jabatan Semasa*

Stages of sexual harassment in the workplace within the last 24 months, have you ever received sexual harassment in the workplace.

Tahap gangguan seksual di tempat kerja dalam jangka masa 24 bulan yang lepas, adakah anda pernah menerima gangguan seksual di tempat kerja.

a) Oral disturbances (example: words, comments, comments, gurays, obscene sounds and obscene language).

Gangguan secara lisan (contohnya: kata-kata, komen, teguran, gurauan, usikan bunyi-bunyian dan bahasa berbentuk lucah).

- () Low / *Rendah*
- () Medium / *Sederhana*
- () High / *Tinggi*
- () Never / *Tidak pernah*

b) Interference by signal (example: observed, concealed, pornographic surroundings, and pornographic sign language).

Gangguan secara isyarat (contohnya: diperhatikan, direnung, kerlingan berunsur lucah, dan bahasa isyarat berunsur lucah).

- () *Low / Rendah*
- () *Medium / Sederhana*
- () *High / Tinggi*
- () *Never / Tidak pernah*

c) Visual interruptions (example: pornographic material done through patches of pictures, circulation, stories and cartoons, pornographic letters, picture displays, writing and games in pornographic computers).

Gangguan secara visual (contohnya: bahan berunsur lucah yang dilakukan melalui tampalan gambar, edaran, cerita dan kartun, surat berunsur lucah, paparan gambar, tulisan dan permainan dalam komputer yang berunsur lucah).

- () *Low / Rendah*
- () *Medium / Sederhana*
- () *High / Tinggi*
- () *Never / Tidak pernah*

d) Physical interruptions (example: unattached touch, touch, kissed, hugged, pinched and swiped).

Gangguan secara fizikal (contohnya: sentuhan yang tidak diingini, diraba, dicium, dipeluk, dicubit dan digesel).

- () *Low / Rendah*
- () *Medium / Sederhana*
- () *High / Tinggi*
- () *Never / Tidak pernah*

e) Psychological disorders (example: repeating social invitations that have been rejected, persuading persistent appeals to go out together or glowing).

Gangguan secara psikologi (contohnya: mengulangi jemputan sosial yang telah ditolak, memujuk rayu berterusan untuk keluar bersama atau bercumbu).

- () *Low / Rendah*
- () *Medium / Sederhana*
- () *High / Tinggi*
- () *Never / Tidak pernah*



Section B: Sexual harassment factors that occur in women workers' in the hospitality industry.

Bahagian B: Faktor-faktor berlakunya gangguan seksual terhadap pekerja wanita di industri hospitaliti.

Instruction: Please tick (√) the answer by using the scales given based on your experiences of sexual harassment in industry hospitality.

Arahan: Dengan menggunakan skala 1 (sangat tidak setuju) hingga 5 (sangat setuju), sila nyatakan pandangan anda pada pernyataan- pernyataan berikut.

SCALE

1	2	3	4	5
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

SKALA

1	2	3	4	5
Sangat Tidak Setuju	Tidak Setuju	Neutral	Setuju	Sangat Setuju

Part 1: Working Environment	1	2	3	4	5
<i>Bahagian 1: Persekitaran di Tempat Kerja</i>					
Is there any way working clothes of women workers' in the workplace will cause sexual harassment? <i>Pemakaian uniform di tempat kerja menyebabkan saya menerima gangguan seksual?</i>					
Loose company policy causes me to receive sexual harassment?					

<p><i>Polisi syarikat yang longgar menyebabkan saya menerima gangguan seksual?</i></p>					
<p>Company policy on employee safety (such as open room door during room housekeeping caused me to receive sexual harassment).</p> <p><i>Polisi syarikat berkaitan keselamatan pekerja (seperti pintu bilik terbuka semasa pengemasan bilik menyebabkan saya menerima gangguan seksual).</i></p>					
<p>Will working alone increase the rate of sexual harassment to women workers' in the workplace?</p> <p><i>Bekerja secara berseorangan menyebabkan saya menerima gangguan seksual di tempat kerja.</i></p>					
<p>Will the work environment influence a women workers' to deal with sexual harassment while working in an organization?</p> <p><i>Persekitaran tempat kerja yang sunyi/tertutup menyebabkan saya menerima gangguan seksual semasa bekerja.</i></p>					

Part 2: Personal Factors	1	2	3	4	5
<i>Bahagian 2: Faktor Persendirian</i>					
<p>Will voice inflection can lead to sexual harassment?</p> <p><i>Intonasi suara saya menyebabkan saya menerima gangguan seksual?</i></p>					
<p>Will body language such as the way you act around people can lead to sexual harassment?</p>					

<p><i>Gerak-geri badan saya (seperti senyum) menyebabkan saya menerima gangguan seksual di tempat kerja?</i></p>					
<p>My posture during work (e.g. ducking during room cleaning) caused me to receive sexual harassment.</p> <p><i>Postur saya semasa menjalankan kerja (contohnya: menunduk semasa pengemasan bilik) menyebabkan saya menerima gangguan seksual.</i></p>					
<p>My face form caused me to receive sexual harassment at work.</p> <p><i>Rupa paras saya menyebabkan saya menerima gangguan seksual di tempat kerja.</i></p>					
<p>My body shape caused me to receive sexual harassment at work.</p> <p><i>Bentuk badan saya menyebabkan saya menerima gangguan seksual di tempat kerja.</i></p>					

Section C: Sexual harassment factors that occur in women workers' in the hospitality industry.

Bahagian C: Faktor-faktor berlakunya gangguan seksual terhadap pekerja wanita di hospitaliti industri.

Instruction: Please tick (√) the answer by using the scales given based on your experiences of sexual harassment in industry hospitality.

Arahan: Dengan menggunakan skala 1 (sangat tidak setuju) hingga 5 (sangat setuju), sila nyatakan pandangan anda pada pernyataan- pernyataan berikut.

SCALE

1	2	3	4	5
Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree

SKALA

1	2	3	4	5
Sangat Tidak Setuju	Tidak Setuju	Neutral	Setuju	Sangat Setuju

The Impacts of Sexual Harassment to Women Workers Well-Being in Hospitality Industry. <i>Kesan Gangguan Seksual Terhadap Kesejahteraan Pekerja Wanita di Industri Hospitaliti.</i>	1	2	3	4	5
Sexual harassment left an impression on my mental health.					

<p><i>Gangguan seksual meninggalkan kesan terhadap kesihatan mental saya.</i></p>					
<p>I've always felt agitated and nervous at work when I was performing work. <i>Saya selalu berasa gelisah dan gementar di tempat kerja apabila saya sedang melaksanakan kerja.</i></p>					
<p>I'm experienced a sudden weight loss and severe headaches due to sexual harassment. <i>Saya mengalami penurunan berat badan secara mendadak dan sakit kepala yang teruk disebabkan gangguan seksual.</i></p>					
<p>I had severe emotional problems especially depression that caused people around me to become victims for me to vent my anger. <i>Saya mengalami masalah emosi terutamanya kemurungan kerana menerima gangguan seksual.</i></p>					
<p>I've been feeling cheerful at work these past few months. <i>Saya merasa ceria di tempat kerja beberapa bulan ini.</i></p>					
<p>Sexual harassment will give the worst effect to victim especially in psychological health than physical health. <i>Saya berpuas hati dengan tahap keadaan gangguan seksual di tempat kerja saya.</i></p>					

H15_EFFECTS_OF_PERCEIVED_SEXUAL_HARASSMENT_ON_W...

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