

# **Work-Related Violence Research Project**

## **Overview and Survey Module and Focus Group Findings**

**— Final End of Project Report —**  
**Purchase Order DOL-OPS-15-P-00239**

By

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## **DISCLAIMER**

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## **A. INTRODUCTION AND BACKGROUND**

The objective of this Final End of Project Report is to summarize the development and field testing of a new module on survey questions and focus group protocols on the topic of work-related violence (WRV), for use in Central America. This document is submitted in fulfillment of the final requirement ("Submittal 3") of the Purchase Order DOL-OPS-15-P-00239, which is co-funded by USDOL ILAB and CEO.

### **A.1. Main objective**

The main goal of the contract was to provide ILAB with a newly developed set of high quality research tools (i.e., new survey questions module and related focus group protocols) and corresponding methodological recommendations to meet ILAB's needs for collecting nationally representative, gender-disaggregated data on the prevalence, nature, and possible consequences of adult (18 years of age and older) WRV, including gender-based violence (or GBV) to the extent practicable. ILAB is particularly interested in the formal and informal sectors of one or more of the following Spanish-speaking Central American countries: Panama, Honduras, Nicaragua, El Salvador, Guatemala, and Costa Rica.

### **A.2. General considerations**

At the University of Texas School of Public Health, we are founding members of the Network of Experts on Working Conditions, Employment and Health whose members currently represent the six Spanish-speaking Central American countries (Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama) as well as other Latin American countries (Argentina, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay), Spain and the European Community, through the European Foundation for the Improvement of Living and Working Conditions (Eurofound). For this project, we were also in contact with our long-time partner in Central America (SALTRA, "Programa Salud y Trabajo en Centroamérica", or Central American Program for Work and Health) with whom we have been working for more than two decades on work and health issues around Central America to identify WRV experts and relevant partners in the region. SALTRA is a network of seven universities, with representation throughout Central America. Its aim is to develop national and regional capacities in Central America for the prevention of environmental and occupational hazards, particularly in the informal (i.e., undocumented), agriculture and construction sectors, within the perspectives of public health and sustainable production, with an ultimate goal of preventing and reducing poverty in the region. This network is coordinated by two institutions in the Region: the Instituto Regional de Estudios en Sustancias Tóxicas de la Universidad Nacional (Regional Institute for the Study of Toxic Substances of the National University – IRET-UNA) in Costa Rica, headed by Marianela Rojas, PhD.

Consulting with local partners was necessary for at least two reasons: 1) to ensure the use of consistent and culturally sensitive language in the survey questions, as well as in the focus groups scripts, applicable to the Central American region and Latin America overall; and, 2) to secure the proper testing of the draft module, protocols, and methodology in one country in Central America in order to support the feasibility and validity of the final deliverables.

As part of our consultation with our partners we inquired about both existing research tools as well as WRV experts our colleagues or others might know or be aware of. Through our partners at the National Autonomous University of Honduras we reached out to two of our colleagues, Silvia Gonzalez and Elmer Wood, who had some experience in facilitating focus groups on the general topic of violence, and extensive experience in conducting research with minority populations and persons with disabilities. These colleagues were in fact the facilitators for the focus groups conducted as a part of this project. In addition, we were made aware of potential subject matter experts in the field of workplace violence in Central America, such as the Observatory of Violence within the University Institute of Democracy, Peace and Safety at the National Autonomous University of Honduras. However, while there was expertise in the general area of violence, the main focus of the Observatory is almost exclusively on gang-related homicides. The Observatory does not conduct research on nor does it have expertise on work-related violence topics. The lack of academic expertise in Central America led us to conduct a much more exhaustive literature review on WRV, performed by our UTSPH team, including doctoral students under our supervision, which had previous experience on violence-related research and whose doctoral dissertation topic will be on WRV related topics.

We tested both the survey module and the focus group protocol in Honduras, because it has the lowest estimated gross domestic product (GDP) at purchasing power parity (PPP) in Central America as of 2016<sup>1</sup>, has an extremely low level of social protections (e.g., social security coverage) accounting for less than 1% of the GDP spending as of 2010<sup>2</sup> and, along with El Salvador, is the world's most violent country not at war from the standpoint of general crime and gang-related violence as of 2014<sup>3</sup>.

In preparation for the field testing, we obtained approval from The University of Texas Health Science Center at Houston Committee for Protection of Human Subjects (IRB; see <https://www.uth.edu/cphs>). The IRB at The University of Texas is one of the oldest in the world, dating back to the 1970s, and is a leader in establishing procedures for reviewing internationally-based studies. Our IRB has specifically dealt with violence-related projects in countries and cultures that are even more difficult than Central America, including several African countries.

### **A.3. Main submittals**

The main submittals for this contract were:

- Submittal #1: Bibliography review and Work Plan
- Submittal #2: Draft survey module and focus group protocols, and corresponding field

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<sup>1</sup> International Monetary Fund (2016). World Economic Outlook database, October 2016. Available from: <https://www.imf.org/external/pubs/ft/weo/2016/02/weodata/index.aspx>.

<sup>2</sup> Martínez Franzoni J. Social protection systems in Latin America and the Caribbean: Honduras. Santiago de Chile (Chile): United Nations Economic Commission for Latin America and the Caribbean, 2013. Available from: [http://repositorio.cepal.org/bitstream/handle/11362/4061/1/S2013117\\_en.pdf](http://repositorio.cepal.org/bitstream/handle/11362/4061/1/S2013117_en.pdf)

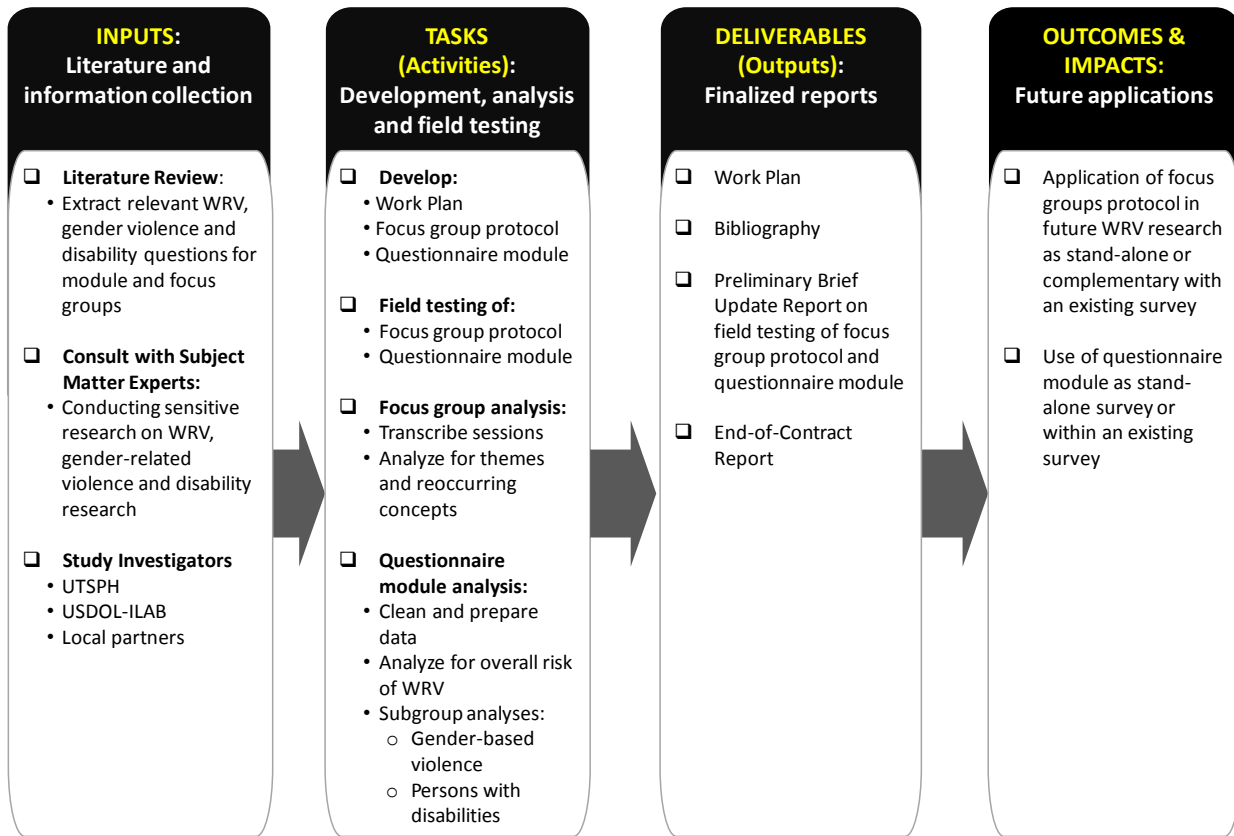
<sup>3</sup> Renwick, Danielle. "Central America's Violent Northern Triangle". Council on Foreign Relations 19 Jan 2016: Retrieved from <http://www.cfr.org/transnational-crime/central-americas-violent-northern-triangle/p37286>).

testing of each of these.

- Submittal #3: Final End of Project Report.

For the entire project, we followed a logic model (Figure 1) to guide us in the formulation of both focus group and module protocols as well as the analysis while keeping the future applications of the protocols in mind.

**Figure 1.** Project’s Logic model



Note: Logic model constructed based on the CDC Framework for Evaluation in Public Health (1999)<sup>4</sup>.

#### **A.4. Definition of work-related violence**

For the purposes of this contract, and as specified in the Work Plan, the proposed WRV items were conceptualized following the definition proposed by the 2013 ILO International Conference of Labor Statisticians. That is, WRV is any act occurring in the workplace, while commuting, or outside the workplace, related to incidents of force or power inflicted by humans upon each other which can either be physical, psychological (e.g., verbal threats) or sexual (e.g., GBV) in nature, including incidences of self-inflicted harm if directly related to work, as well as of a mixed type like extortion (i.e., coercion via any kind of force, threat of violence, of property damage, or to reputation or of unfavorable action). However, for the purposes of our project, crimes such as

<sup>4</sup> Centers for Disease Control and Prevention. Framework for program evaluation in public health. MMWR 1999;48(No. RR-11). Available from: <http://www.cdc.gov/mmwr/preview/mmwrhtml/rr4811a1.htm>.

theft, spying or invasion of privacy were not considered WRV. While these crimes may sometimes involve a WRV component, they may include too many other non-WRV aspects and deviate from what we intended to measure. A more complete discussion of the theoretical framework and underpinnings can be found in Appendix D. Focus Group Final Report.

Also, consistent with the ILO definition, WRV includes aspects beyond the commonly considered workplace or site-specific violence. Thus, this contract's deliverable aimed to examine acts of violence occurring in any of the following: in the workplace, while commuting, outside the workplace. It includes violence committed by any perpetrator whose relationship to the victim is a result of work or related to the place or type of work.

## **B. BIBLIOGRAPHIC REVIEW**

### **B.1. Sources and terms used**

We conducted a search to gather literature for consideration in the design of the research tools, either for definitions or measurement tools. We used the two most comprehensive search engines that fit the content of the contracted work. One is NIOSHTIC-2, an online database created by the National Institute for Occupational Safety & Health (NIOSH) Technical Information Center, (<http://www.cdc.gov/nioshtic-2/default.asp>). It includes articles as well as other less trackable material such as presentations given at conferences or final reports on grants that were funded by NIOSH. The second database is PubMed (<http://www.ncbi.nlm.nih.gov/pubmed>), the largest repository of biomedical journals in the world. PubMed is maintained by the National Library of Medicine at the U.S. National Institutes of Health. Through its widely known indexing data set MEDLINE, PubMed is the world's largest source of biomedical research. Although there is some degree of overlap between NIOSHTIC-2 and MEDLINE, there is also unique information germane to the project that these two databases separately provide.

In order to cast a sufficiently wide, but not unmanageable net, we initially searched on the following key terms: 'workplace violence', 'physical abuse', 'verbal abuse', 'sexual harassment', 'gender discrimination', 'homicide', "gender violence", "violence against women" and "sexual violence". Discrimination occurs when somebody is treated less favorably because of some individual (e.g., disability) or group characteristic (e.g., gender, race). While discrimination and violence are related (i.e., discrimination may be a root cause of violent events), discrimination is a wider term that may have potentially captured a too large number of sources without a violence component. Nonetheless, given the interest by the funding agency on GBV, we included the term "gender discrimination" in our search. Using these key terms, we obtained 222 "hits" in the NIOSHTIC-2 dataset and in PubMed. We also conducted a separate search related to 'focus group', to help guide the development of our second research tool. The search identified 10 results in NIOSHTIC-2 and 51 in PubMed. During the course of the literature review, we also did a manual review of references cited in each publication for additional potential sources fitting our interest; from these, a number of related articles were selected for review. We reviewed the full-text documents for their applicability to the present work. During our review we also looked for questions on WRV used in prior research.

We kept a broad view, according to the definition of WRV suggested by the ILO. This allowed us to cast a wider net than if we had restricted our search to the more traditional workplace



violence only. Also, to ensure comprehensive consideration of the sensitivities, guidance, and/or lessons learned from other disciplines, we included a review of a more general set of sources (n=29) that could be potentially relevant for the work performed under this contract. For instance, given the sensitive nature of violence-related research, we sought information on how to properly conduct sensitive research (especially for gender-sensitive topics such as sexual violence) and identified pitfalls to avoid in order to maximize our research efforts and ensure participants were not made uncomfortable by the process.

An additional literature review was conducted on the effects of general (non-specifically work-related) violence on job-related outcomes. The review targeted the main “niche” peer-reviewed journals that publish articles specifically related to violence, including the *Journal of Family Violence*, *Journal of Interpersonal Violence*, *Trauma, Violence and Abuse*, *Violence Against Women*, and *Violence and Victims*. Search terms included ‘work performance’, and ‘occupational outcomes’. The results are as follows: *Violence and Victims* (1 article), *Violence Against Women* (156 articles), *Trauma, Violence and Abuse* (99 articles), *Journal of Interpersonal Violence* (353 articles), and the *Journal of Family Violence* (156 articles). All articles were screened based on their titles and abstracts for their applicability to the scope of the review. Articles that did not specifically investigate the economic and occupational consequences of the victims of violence were excluded.

One topic that we did not address in the literature search, but that surfaced later as we were preparing the focus group sessions, was the advisability of including persons with disabilities as a particular group that may be a target of WRV. We address this in more detail under C.2.2.c. Recruitment.

In addition, we conducted an internet search on instruments from international agency websites (e.g., ILO), already established questionnaires such as those from National Working Conditions Surveys and specific studies that have examined WRV topics. We also searched for population-based household survey studies in the region that may have investigated the effects of violence (but not necessarily WRV) on health and other individual outcomes (e.g., a Pan American Health Organization report on Violence against Women in Latin America and the Caribbean listed in Appendix A). We asked our in-country colleagues about existing research tools (e.g., questionnaires, focus groups scripts) they may have been aware of and/or may have developed or used during their research, that may not be directly available in the literature (Appendix A). We identified 32 relevant sources (some containing one instrument, a few containing multiple instruments) and these are likewise listed in the Appendix. While the objective of our search was not to conduct a full standard systematic literature review, we did conduct a comprehensive search that allowed us to reach a likely saturation point where what we found did not add much to what we already had.

In summary, our search included an expanded review of materials. In consequence, we obtained, reviewed and extracted the relevant information from all the sources listed in the bibliography list (Appendix A). Further, we extracted and documented in a Microsoft Excel spreadsheet all relevant questions that could be useful for a survey questionnaire and/or in focus groups sessions.

## **B.2. Summary of findings**

Overall, 586 survey questions were identified through the literature search and the reviewed surveys. Following a standard methodological approach in terms of how literature reviews yield content/face validity to the construction of a new survey instrument, we then classified the identified questions into logical categories and progressively winnowed the questions down by eliminating or combining questions on similar topics according to their characteristics based on (1) what specific aspect of WRV is being addressed, (2) the type of WRV being measured and (3) what the question is trying to measure related to topics such as preventive measures, policy, employee protection, employee awareness of WRV, personal experiences, aggressor, reporting, aftermath and other. These umbrella groups were subsequently used to work the questions into manageable sub-groupings based upon the question characteristics. For example, in the preventive measures group we had subgroups of workplace safety design, risk assessment, and violence prevention procedures. In the end, the final survey module is composed of a set of questions including both revised/adapted versions of questions derived from the scientific literature and newly developed questions to capture all the aspects of interest under the present contract.

## **C. A NEW SURVEY MODULE AND FOCUS GROUP METHODOLOGIES AND FINDINGS**

### **C.1. A survey module on work-related violence**

#### **C.1.1. Overall considerations**

Once we compiled the questions on WRV from the literature review, and in consultation with our team, we examined question characteristics such as their frequency of use in the literature, their cultural relevance and appropriateness to our study goals among other aspects. We then created a draft module of survey questions to be field tested. We initially proposed to field test the questions on a sample of between 300 and 500 women and men in both formal and informal employment in Honduras. Ultimately, the field test was conducted with 504 subjects of both sexes and both formal and informal employment.

The WRV questionnaire was intended for future use in different ways, either efficiently integrated into existing or future surveys or as a stand-alone questionnaire. That is, the new module was designed to either be integrated into an existing, nationally representative survey of workers and/or for use in other research capacities (e.g., as a stand-alone tool or otherwise) by ILAB outside of this contract. ILAB is interested in a module that can be used in a nationally representative survey of male and female workers in formal and informal employment in Central America. Still, we recognized that there would be considerations regarding time and length of the questions that should be included; otherwise, it could wind up being too long to be practical, running the risk of non-completion by survey participants or putting at risk the accuracy of responses to other questions that may follow the module should it be linked with a larger survey.

#### **C.1.2. Survey module content**

The WRV module was added to a preliminary version of a larger survey instrument (see Appendix C) which is being developed as a part of an effort to conduct the Second Central American Survey of Working Conditions and Health (II ECCTS, for its Spanish acronym from “II Encuesta Centroamericana de Condiciones de Trabajo y Salud”) and as a continuation of the I ECCTS<sup>5</sup>. The original ECCTS survey instrument, which had already been used for the I ECCTS, included a couple of items on violence and discrimination at work (see items D44 and D45 in Appendix C). The WRV survey module was developed to include greater detail and specific additional questions on WRV, for a module that could be use either as a stand-alone instrument on WRV or incorporated into a larger survey. When using it for the latter purpose, contextual demographic and occupational information can be omitted from a stand-alone WRV module. Following common practices in survey research, the WRV was handled as an added *ad hoc* module to supplement a core larger survey, in this case, the ECCTS. As such, the module was applied as an addition to, but not as a replacement for, the existing ECCTS question on violence and discrimination.

The WRV module was designed to separately identify the types of perpetrators of WRV, the location where the act of violence occurred and the type of WRV that had occurred. The module asks about location of the incident (in or outside the worksite), type of violence experienced (e.g., physical assault, verbal assault, harassment) and relationship to the perpetrator (e.g., coworker, supervisor). There may be a relatively large proportion of workers who may not work with a supervisor, coworker or in a traditional setting (e.g., self-employed in many different forms and shapes). We also wanted to capture more WRV information, and although questions about third persons are potentially less reliable, also asked about co-worker experiences with violence (e.g., asking coworkers who actually witnessed violence). In the end, we settled on a “happy medium” by asking whether respondents had “ever” experienced “or witnessed” a WRV event.

The module was designed to allow analysis of results by characteristics included in the larger ECCTS survey instrument on general sociodemographics (e.g., age, gender, race/ethnicity, and education), occupation-related information (e.g. industry, occupation) as well as working conditions (e.g., nature of the job) of the respondents. Having this information as a part of the larger survey instrument allows information on WRV regarding perpetrator, location and type to be tabulated by sociodemographics (e.g., gender) to obtain a more comprehensive picture of the nature and prevalence of WRV. In addition, the larger ECCTS survey instrument also included some basic questions aimed at identifying whether the interviewee has a physical, sensory or intellectual disability (e.g., long-term trouble walking, hearing, or otherwise) that could be useful for future examination of WRV questions separately for persons with and without disabilities. However, we did not propose to collect information on personal attributes, such as character or personality traits, given the relative complexity and number of survey items that would be needed to classify respondents, for instance, into personality types.

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<sup>5</sup> Benavides FG, Wesseling C, Delclos GL, Felknor SA, Pinilla J, Rodrigo F; on behalf of the research team of the first Central American Survey of Working Conditions and Health. Working conditions and health in Central America: a survey of 12,024 workers in six countries. *Occup Environ Med.* 2014; 71(7):459-65.

As mentioned, while the larger ECCTS survey instrument (see Appendix C) also collects data on occupation and job sector, unless a survey is designed to be representative of specific job sectors (e.g., manufacturing), some of these groups may be too small for meaningful analysis, irrespective of the overall sample size. Specific surveys in specific settings with oversampling of specific groups would be needed to capture this type of detailed information for analysis. It is likely that some sectors (e.g., agriculture) are concentrated in some (rural) areas of the country while other sectors (e.g., health care) are concentrated in other (urban) areas but geographic areas are, per se, an unlikely factor in WRV experiences (once other factors are accounted for). Even so, we are able to classify areas according to their rural or urban status. There may be the possibility of performing post-hoc analyses, in which we could label areas as “free trade zones”, but we did not anticipate specifically collecting data on this variable. That would require a specific study among a group of identified “free trade zone” workers, which would be quite challenging to access.

While keeping in mind that the survey module should be general enough to be applicable throughout Central America, clearly some groups may be more exposed or vulnerable to violence than others; for instance, ethnic minorities in certain industrial settings (e.g., indigenous populations in agriculture). Still, we anticipated there could be limitations in capturing certain indigenous groups. Whereas Spanish is by far the official and most frequently spoken language in Central America, there are a large number of non-Spanish languages spoken by the indigenous populations. A brief list includes Garifuna, Miskito, Tol, Pech, Bay Islands English (an English-based Creole), Lenca, Pipil, Nawat, Xinca, Sumo and Rama, Maléku, Cabécar, Bribri, Guaymí, Buglere, and Kekchí.

An interesting question would be whether or not there is a relationship between the prevalence and nature of WRV in a given country and that of societal violence (domestic or civic, criminal or otherwise). However, we did not design the survey to collect data on this more general perspective of violence. Instead, clearly our data could be linked to other sources (for instance, those collected by local or international violence observatories, or similar agencies) using basic socio-demographic characteristics. Thus, for example, it could be possible to examine how often women or persons with disabilities experience both WRV and ‘general’ violence.

Finally, we also considered including some questions on the potential economic effects of violence since, typically, working conditions surveys do not typically include these questions. Again, we were concerned about generating too lengthy a questionnaire, and in the tested version of the instrument we included a set of questions related to job termination, transfer as well as job performance but only two questions on direct economic consequences of WRV.

The final WRV survey module is presented as Appendix B.

### **C.1.3. Field Testing of the Survey Module**

The objectives of the field test were to assess: feasibility of survey administration, comprehension of the questions, sequence and enunciation of questionnaire items, duration of the interview and the attitude of interviewees regarding survey content.

As described in section “C.1.2. Survey module content”, whereas, the new WRV module was designed for use as a stand-alone tool, we also recommended designing and testing it for use as an integrated part of existing or future surveys. Particularly, and given ILAB’s interest in Central America, we recommend integrating the new WRV survey module into future nationally representative surveys of Central American workers, in order to provide a more comprehensive monitoring of WRV experiences. An example of this survey instrument is presented in Appendix C. The WRV module was paired with a preliminary version of the survey instrument to be used for the II ECCTS to test the feasibility of the WRV module, as well as reactions of the interviewees towards such a module content in the context of a larger survey instrument focused on general working conditions and health. Given that the aim of the field testing was not to test the larger ECCTS instrument per se, findings about the ECCTS instrument itself are not presented in this report except with regard to relevant aspects for the assessment of the WRV module (e.g., duration of the interviews).

A field test was conducted in August 2016 in Honduras. The research team has past experience traveling in Central and Latin America, on research and capacity-building projects, and has local partners in Honduras. Besides common safety procedures to be exercised when travelling internationally, we did not anticipate any problems in conducting the work in Honduras. Nevertheless, according to current DOL policies, each trip into a country to do USDOL-related work required prior U.S. Government clearance. In addition, similar approval was required by The University of Texas Health Science Center at Houston, through an International Travel Advisory Board that reports directly to the University President.

The field test was administered by employees of Borge and Associates ([www.borgeya.com](http://www.borgeya.com)), an international survey firm, headquartered in San Jose, Costa Rica, with representation in all six Spanish-speaking countries of Central America. We have a history of collaborative work with this company for a previous survey project. This firm was jointly selected with our international collaborators, following a careful vetting process, based on their excellent work experience and reputation in the region, impressive knowledge of survey research design and administration, high ethical standards and respect for persons in their approach to their work. For the survey field test, 12 people were trained as interviewers and the same 12 administered the surveys. There was no difficulty in contracting women and, in fact, the typical surveyor person is a woman, as reflected in the composition of the interviewer team: 11 women and one man. All interviewers were temporary contractors.

Recruitment of participants was done using the recommended method to conduct national surveys on working conditions. This involves using a sampling frame conducted via random selection of homes to find working people for face-to-face home-based interviews, aiming to secure a representative mix of both sexes and formal as well as informal workers. While the strategy used for the field test mimicked what would be used when conducting a national survey on working conditions (e.g., random selection of households), the field test was not conducted across the country, but in one selected territorial unit (i.e., department). Given the sampling strategies used, the participants are likely to be representative of the department population. However, even if the whole country had been surveyed, random sample selection procedures do not fully guarantee that any particular sample will be a perfect representation of the intended population. To fully ensure any sample is representative, statistical weighting techniques should

be used to match the sample distribution of key characteristics (e.g., age, gender) with the population distribution. Therefore, future efforts aimed ensuring national representativeness of any sample should sample across the country as well as make use of proper weighting procedures. Given that the current field test was not designed to do neither, the results presented in this report should not be misinterpreted as being representative of the Honduras population.

The sampling frame was based on currently available country-level census data by sex and age, using random route sampling strategy. According to the data provided by the Honduran Population Census, the department of Francisco Morazán has 3249 cities, neighborhoods or hamlets, of which 78% are urban and 22% are rural areas. Nationwide, the country has 53% of its population in urban and 47% in rural areas. To carry out this field test, 42 random segments were chosen; each segment consisted of 12 interviews. “Segment” refers to a census track segment, the smallest geographical unit from which census information is gathered. All segments were in the Francisco Morazán department. The sample consisted of 34 urban segments and 8 rural segments. A second sample consisting of 20 segments was selected in case a replacement was needed (Table 1).

**Table 1.** Summary of sampling frame. Honduras field test, August 2016.

<b>Sampling Frame</b>	<b>Sample</b>	<b>Second Sample</b>	<b>Replacement</b>
Francisco Morazán Department	Systematic selection of neighborhoods	A second sample was carried out for replacement purposes	From the second sample, it was necessary to use 9 neighborhoods to replace neighborhoods from the first sample
3249 neighborhoods or hamlets	42 neighborhoods	20 neighborhoods	9 neighborhoods

Google Maps was used to identify the primary sampling units (i.e., households), dividing the map into 16 grids per segment. Each grid was assigned a number and a grid was randomly picked. After that, the supervisor and interviewers began at the northernmost point (block) of the grid. In this area, the first house of the block was picked, in a clockwise fashion. Once someone answered the door for the interviewer, he/she had to ask how many households lived in the house. In the event there was more than one household, the interviewer selected the first household that opened the door and in which there was an eligible person willing to participate.

To be eligible for participation, the person had to be 18 years of age or older and had worked for at least one hour during the past week. The job they performed had to be paid work, which refers to work performed for profit or family gain, in cash or in kind. This is the standard definition of work or employment used by the International Labor Organization<sup>6</sup> and in all national surveys of working conditions and health conducted in Latin America<sup>7</sup>. Moreover, it is one of the agreed upon criteria developed by the Expert Network of Surveys of Working Conditions and Health in

<sup>6</sup> See <http://www.ilo.org/public/english/bureau/stat/download/module.pdf>

<sup>7</sup> Merino-Salazar P, Artazcoz L, Campos-Serna J, Gimeno D, Benavides BG. National working conditions surveys in Latin America: comparison of methodological characteristics. *Int J Occup Environ Health*. 2015; 21(3):266-74.

Latin America, that we are a part of<sup>8</sup>. Thus, following the ILO standard definition, while the filter question in the larger survey instrument did not include the “for pay/profit” bit, this is how the respondent was introduced to the question by the surveyor.

This definition excludes child labor and other non-forced labor (e.g., unpaid family members, apprentices and trainees unpaid). Also, the definition used excludes forced labor (i.e., work or services provided by people who are coerced to work against their will) including forced child labor. Finally, while child labor situations are documented in the literature and certainly condemnable, our focus is on adult labor and, by definition, will exclude some of those “working” populations.

When a selected interviewee was not available at the first visit, interviewers returned three more occasions at different times. When the interviewer was unsuccessful at contacting this person, encountered a refusal, nobody opened the door, there were only underage people at the house at the moment, or the inclusion criteria were not met, she/he moved to the next house, and continued to do so until an interview was obtained. After each successfully completed survey, the interviewer would skip the next two houses and knocking on the third one to complete the next survey. This approach was repeated until the 12-survey quota in the segment had been reached.

Responses were entered into small portable handheld computerized devices (i.e., PDA/phone combos) to allow for instant capture of data that are transmitted daily to a secure database repository, with backup copies stored in a separate secure location. PDAs were used for their ease of manipulation and familiarity, given the current widespread use of smartphones in the general population. Importantly, PDAs have the advantage of being less fashionable than the current smartphones and, thus, less likely to be stolen from the interviewers. Data files were submitted to the UTSPH research team by the vendor in Excel or similar format and later adapted for use in Texas with the Stata statistical package (StataCorp, College Station, Texas) for the analyses.

All interviewers underwent rigorous training by the vendor, also completed by one of our SALTRA collaborators in Honduras (Dr. Lino Carmenate) in technique and survey procedures. Topics included violence-sensitivity and gender-sensitivity. The field team reviewed the study objectives and characteristics, and the target population. There was a comprehensive group reading of the questionnaire, to ensure everyone had a clear understanding of the methodology, format, questions and concepts that were included in the questions. The training also included other general survey materials from the vendor such as exercises and interview simulations using the data-gathering mobile devices and software.

#### **C.1.4. Main findings: survey module**

##### ***C.1.4.a. General considerations***

Data collection was conducted from August 8<sup>th</sup> to August 27<sup>th</sup>, 2016. The team worked every day

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<sup>8</sup> Benavides FG *et al.* Basic questionnaire and methodological criteria for Surveys on Working Conditions, Employment, and Health in Latin America and the Caribbean]. *Cad Saude Publica*. 2016; 32(9):e00210715.

except for August 26<sup>th</sup>. Our survey vendor, Borge & Associates, has longstanding experience regarding field team member safety. Interviews were never scheduled after 6 pm and/or once it became dark. This is a typical time considered to be dangerous because of the presence of persons from outside the neighborhood, and both the survey vendor and our partners in Central America recommended leaving the survey area at this time. This recommendation applies not only to a country with high levels of violence such as Honduras, but as a general safety rule for all six countries. In addition, the vendor also proceeded with extreme caution in areas where houses were scattered or distant from each other. No interviewer traveled alone and all had cellphone communication with the supervisor available at all times. Furthermore, areas considered dangerous for the interviewers may also be areas where rejection to participation may increase due to the residents' fear to talk to strangers. The vendor was also attentive to exceptional circumstances that may have added difficulty with access and create safety concerns such as non-violence related events such as natural (e.g., blocked roads due to flooding, fallen bridges). Finally, the interviewers are trained to immediately suspend their fieldwork activities if, at any time, they perceive that their personal safety is compromised for any reason. At that point, they are instructed to contact their supervisor and proceed to a pre-arranged meeting point as soon as possible.

A total of 504 interviews were performed; of these, 309 (62%) were women and 195 (38%) were men. Sixty-four per cent self-identified as mestizo, 21% white, 8% indigenous and 2% mulatto. Eighty-two per cent reported having no social security coverage, which is the proxy for identifying informal workers used in the I ECCTS as well as suggested by ILO and commonly used in Central America<sup>9</sup>. As mentioned above, a random sampling selection was used to approach the sample represented the intended population, but no weighting correction was applied to the data to adjust the weight of each survey respondent so results may not be representative of the distribution of the reported characteristics in the population.

The vendor provided a detailed description of incidents that arose during the field tests that limited access to some respondents, and triggered use of the replacement contingency measures. In general, these issues reflected societal concern regarding the general level of violence in Honduras. The main reasons were: a) not being granted access to gated communities by the security guard or neighborhood association, and b) interviewers feeling unsafe in an area. In all cases, interviewers were granted access to neighborhoods where gangs had claimed control, once the purpose of the survey was explained to the local "gang representative". Both of these scenarios lead to not accessing areas that were randomly selected, generating possible selection bias. This can be offset, at least partially, by replacing the area with another segment of similar characteristics. Another situation that may arise is that, because they feel unsafe, interviewers may rush the interview time, causing response bias (e.g., incomplete or inaccurate responses).

Feeling unsafe is subjective, conditioned by many factors, including experience. Interviewers were instructed by the vendor to not enter an area if they perceived someone was observing them, they were told by an authority figure to avoid the area, and/or simply there was something that "didn't feel quite right". With respect to gang-controlled areas, the usual situation was that a

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<sup>9</sup> Trejos JD. El trabajo decente y el sector in-formal en los países del istmo centroamericano. Oficina Internacional del Trabajo. Disponible en: [http://www.oit.org.pe/WDMS/bib/publ/doctrab/dt\\_158.pdf](http://www.oit.org.pe/WDMS/bib/publ/doctrab/dt_158.pdf) Acceso el 17 de septiembre de 2014.



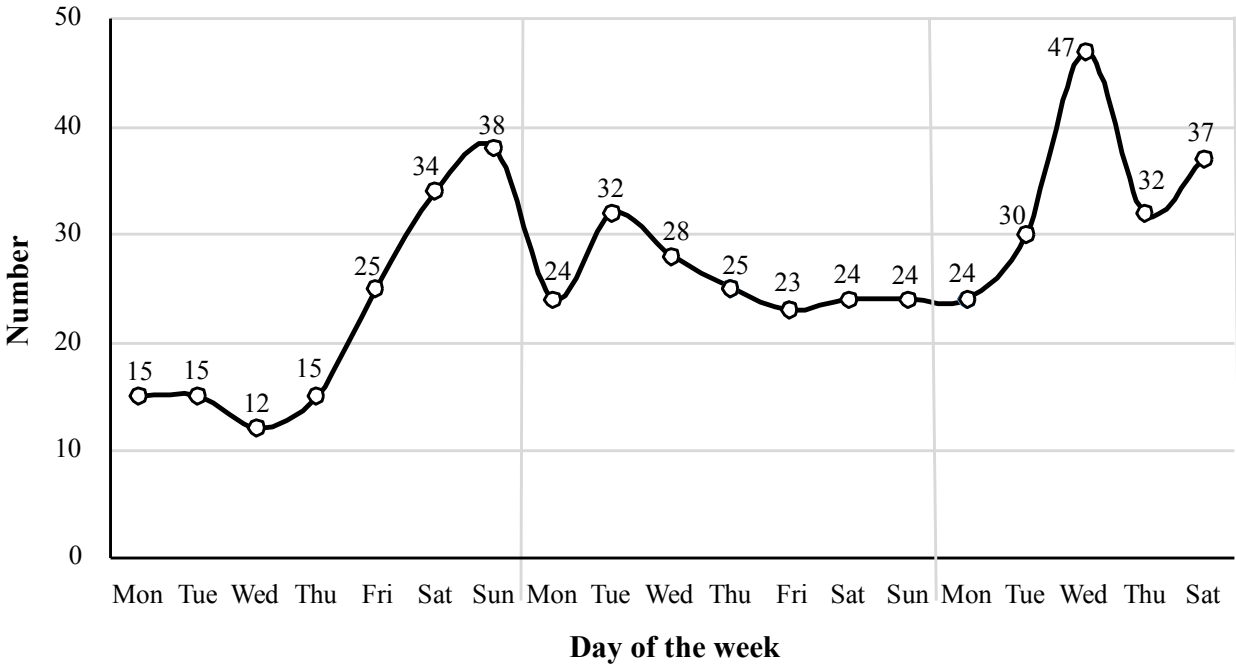
“gang representative” would approach our team and inquire as to the nature of the survey. When informed that it related to general conditions of work and health, they were allowed to proceed.

Recognizing that some of the respondents who complete the WRV module might re-experienced their traumatic experiences and/or be emotionally affected by their shared experiences, a referral information sheet on medical, counselling as well as legal services, was prepared with the intention of handing it out to all participants at the end of survey. When the survey vendor was provided with this referral information sheet, he expressed important concerns about it. Specifically, he was very hesitant to provide the sheet to interviewers because of uneasiness about the field interviewers perceiving the referral sheet as being potentially threatening to them because of its focus on WRV in the context of what had been presented as a general survey of working conditions and health. As a consequence, the information sheet was not distributed to the survey participants. Alternative options about what (e.g., shorter or more general list of referrals), how (e.g., a link to information on the survey which may include referral materials), when (e.g., at the beginning of the interview) and to whom (e.g., only to participants responding to the WRV module) distribute handouts in the context of household survey should be discussed for future survey efforts. Also, future focus groups could be used to include a question about whether or not participants think referral sheets could be problematic, particularly in the context of a household survey and how to reduce potential reluctance to receive such information sheet.

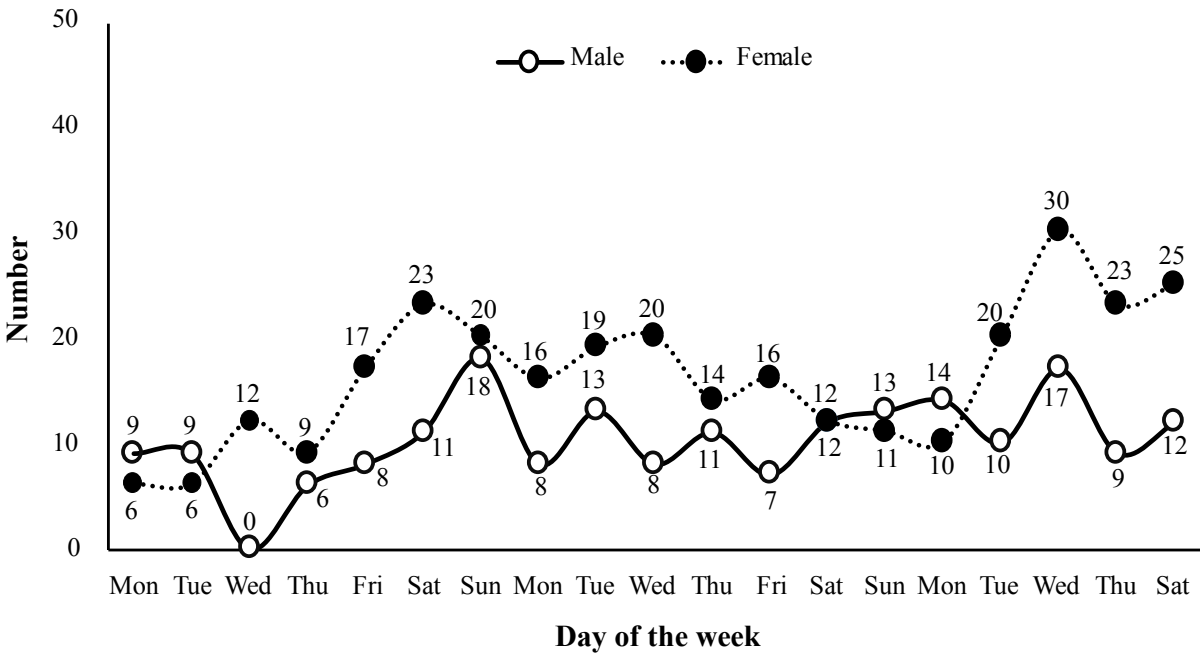
Other than the concerns expressed above, there were no other issues regarding the specific WRV questions. Regarding the interviewees, at the end of the interview, the surveyors offered the respondents an opportunity to comment on any aspect of the survey. However, none were expressed, including no specific concerns on the WRV module. Whether or not there were truly no concerns from the respondents or the respondents were not willing (e.g., tired to respond to questions) or able (e.g., needed to leave to dedicate time to their work or domestic activities) to provide comments is difficult to assess. In future efforts, it may be a good idea to use other strategies, such as focus groups, to provide their thoughts on the sequencing, content, verbiage of the items, etc. since the focus group environment provides a more confident space where certain concerns may not otherwise be expressed.

Overall, survey participants responding to the larger ECCTS survey but excluding the WRV module took an average of  $36.3 \pm 11$  minutes (mean  $\pm$  standard deviation), with a similar median (34 minutes), ranging from 13 to 78 total minutes. However, participants who responded to the WRV module in addition to the ECCTS survey took an average of  $47.5 (\pm 12)$  minutes (about 12 minutes longer) to complete the entire survey (ranging from 26 to 76 total minutes). Some people may naturally take longer than others to complete a questionnaire (e.g., longer time to warm up to the survey situation or to think and provide their answers). The longer average time, however, that took to complete the whole survey including the WRV module was lengthy, and warrants looking for ways to shorten the length of the module or the survey in order to keep the total average duration to a range between 30 and 40 minutes, a common target for household surveys. Figures 2 and 3 (below) summarize the number of interviews conducted by day and gender.

**Figure 2.** Number of completed interviews per day. August, 2016.



**Figure 3.** Number of completed interviews per day and gender. August, 2016.



After an initial “ramping up period” of approximately four days, the overall number of daily interviews did not vary much by day of the week. However, the percentage of people responding to the WRV module was much lower on Tuesday, Wednesday and Thursdays (data not shown).

**C.1.4.b. Demographics**

Compared to persons who did not complete the WRV module, those who completed the WRV module did not differ by gender or self-reported health status (Table 2). However, respondents were more likely to be mestizo (i.e., mixed race) and less likely to be white, more likely to have a university level education, a bit more likely to have an informal job and more likely to have a self-reported disability.

**Table 2.** Demographic (%) characteristics by completion of the WRV module.

	Not completed	Completed	Total
Gender			
Female	61	58	61
Male	39	42	39
Ethnicity			
Mestizo	62	85	63
White	22	8	21
Indigenous	8	4	8
Other	8	3	8
Education level			
None or Primary	34	4	33
Secondary	53	65	53
University	13	31	14
Employment			
Informal	82	88	83
Formal	18	12	17
Self-reported disability			
Yes	2	12	2
No	98	88	98
Self-reported health			
Good and very good	76	77	76
Fair, bad and very bad	34	33	34

#### *C.1.4.c. Psychometric considerations*

Although the small number of WRV respondents precluded detailed psychometric analyses (i.e., factor analysis of constructs), we analyzed the overall and subgroup internal consistency among items. Internal consistency describes the extent to which all the items in a scale measure the same concept or construct. The usual statistic to assess internal consistency is the Cronbach's alpha which is expressed as a number between 0 and 1. The closer to 1, the higher the internal reliability of the scale. However, extremely high alpha scores (i.e. 0.95 or higher) may indicate the items are redundant since they are highly correlated. Overall, internal consistency was very high, ranging from alpha = 0.80 for the section on "to whom did you report the incident to?" to 0.98 for the sections on "type of event" and "work-related consequences of the event". Within each subgroup, elimination of specific items did not result in substantial changes in internal consistency. These results suggest that most of those responding to the WRV questions respond in the same direction on all items in a subgroup. This could be due either to the individual items not being able to discriminate among different WRV experiences or that those who experience one type of violence are likely to experience a large proportion of the remaining types.

Additionally, out of the possible frequency response options in reference to the past 12 months (daily, at least once a week, at few times a month, a few times a year, only once, never), we observed a general pattern for the "daily" and "never" response options to be the most frequently reported options (see Tables 3 to 14). For most of the items, around 25% to 30% (sometimes higher) of participants selected the "daily" option. The option "at least once a week" followed the "daily" options in terms of high frequency. In most cases, the combination of "daily" and "at least once a week" reached a proportion of near 40%. However, the answers "a few times a month", "a few times a year" and "only once" were only rarely selected, if at all. This suggests a

reporting pattern that tends towards events happening either at least once a week or never, which may offer an opportunity for streamlining these response categories.

Further, nine of the sections in the WVR module included an option to specify other responses (i.e., “Other? Please, specify”), using free text. Respondents, however, only made use of this option in the general section on feeling unsafe and the proportion of respondents who did so was <1% (n=36). Therefore, a consideration would be to eliminate this “other” option in most instances.

**C.1.4.d. Responses to the WRV-module**

The module was preceded by a set of five general items on feeling unsafe (Table 3). Two of these items dealt with feeling unsafe “at work” and “on your way to or from work”. Twenty percent reported feeling unsafe at work at any time (either daily, at least once a week, few times a year or only once) with 11% feeling unsafe daily. The corresponding overall percentage for feeling unsafe on the way to or from work is 25%, with 16% feeling unsafe daily.

Thirty-six participants reported “other” circumstances where they felt unsafe: 13 reported feeling unsafe in the street, 11 in public transportation, and only four or more reported feeling unsafe in other public places (i.e., mall, university, park, bank, hospital, school).

**Table 3.** Distribution (%) of the responses (N=504) to the items on how often you feel unsafe.

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) In the neighborhood/area where you spend most of the time doing your common daily activities (e.g., picking up/dropping off kids, going grocery shopping, etc.)	12.3	7.3	4.6	1.2	2.2	72.2	0.2	27.6
b) At home?	8.5	4.4	3.8	0.6	1.4	81.0	0.4	18.6
c) In the neighborhood/area where you work?	11.5	6.8	3.8	0.6	0.6	76.8	0.0	23.2
d) At work?	10.5	3.8	3.4	1.0	1.4	79.8	0.2	20
e) On your way to or from work?	15.9	5.0	3.4	0.0	0.8	74.6	0.4	25
f) In entertainment areas (such as while going out, visiting a house friend, bar, etc.)	15.7	6.0	7.3	1.0	0.8	69.0	0.2	30.8

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except “DK/DA” and “Never”.

Further, approximately 5.2% of respondents (n=26) indicated having either experienced or witnessed a WRV event, which were the two filter questions (i.e., how often you have experienced or witnessed a work-related event in the past 12 months) that led to completion of the work-related module (Table 4).

**Table 4.** Distribution (%) of the responses (N=504) to the items on how often you have experienced (or witnessed) a WRV event in the past 12 months.

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) Experienced	2.2	0.6	0.8	0.4	0.6	95.4	0.0	4.6
b) Witnessed	2.2	1.0	0.4	0.0	0.2	96.2	0.0	3.8

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except "DK/DA" and "Never".

Of those 5.2%, 11.5% reported only having witnessed WRV events, 26.9% only having experienced them, and 61.5% reported both having experienced and witnessed work-related events (Table 5).

**Table 5.** Distribution (%) of the combined responses (N=504) to the items on having witnessed or experienced work-related violence.

	Out of total participants		Out of participants who either witnessed or experienced WRV
	%	Cum. %	%
Witnessed only	0.6	0.6	11.5
Experienced only	1.4	2.0	26.9
Both	3.2	5.2	61.5
None	94.8	100	-

Regarding the perpetrator (Table 6), 62% of respondents indicated "two or more people at the same time", 58% a man, 46% a woman and 58% declaring the perpetrator was unknown.

**Table 6.** Distribution (%) of the responses (N=26) to the items on how often were the WRV events you experienced or witnessed were perpetrated by...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) A man?	26.9	7.7	7.7	11.5	3.9	42.3	0.0	57.7
b) A woman?	26.9	11.5	3.9	3.9	0.0	53.9	0.0	46.1
c) Two or more people at the same time?	30.8	11.5	0.0	15.4	3.9	38.5	0.0	61.5
d) Unknown?	23.1	19.2	0.0	3.9	11.5	42.3	0.0	57.7

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except "DK/DA" and "Never".

Regarding location of WRV events (Table 7), 69% reported it to be "while at work but not at the usual workplace", 65% "on the way to or from work", 62% "at the usual workplace", 50% "while at work but not working (e.g., on a break)" and 35% "at home".

**Table 7.** Distribution (%) of the responses (N=26) to the items on how often the WRV events you experienced or witnessed occurred...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) On your way to or from work?	38.5	3.9	7.7	7.7	7.7	34.6	0.0	65.4
b) At your usual workplace (if outside of the home)?	34.6	11.5	0.0	7.7	7.7	38.5	0.0	61.5
c) While working but not at your usual workplace?	38.5	19.2	7.7	3.9	0.0	30.8	0.0	69.2
d) While at work but not working? (e.g., on break or at lunch)	42.3	0.0	3.9	3.9	0.0	50.0	0.0	50
e) At home?	23.1	11.5	0.0	0.0	0.0	65.4	0.0	34.6

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except "DK/DA" and "Never".

Regarding the type of event (Table 8), 65% reported “threats of physical or job-related harm (but not sexual harm) to a person, such as threats of job demotion, firing, or shaking a fist, weapon, or other object”, 62% reported ‘insults; shouting or yelling; inappropriate or hostile comments, including emails’, 58% reported “breaking of objects, work equipment, or damage to doors, walls, or other property vandalism”, 54% reported “threats of sexual harm, whether said in person, by email, phone messages, or physical acts”, 54% “touching of a sexual nature that you/someone else did not want or that was humiliating”, 46% reported “behaviors such as pushing, hitting, slapping, kicking, attacking with a weapon or otherwise”, 46% “obscene sexual words, emails, stares, whistles and sounds (‘cat calls’); humiliating or insulting comments about the body or appearance” and 46% “sex that you did not want or humiliating sexual acts that were forced on you whether by physical force or because you were afraid of what the person would do (to you or someone else) if you didn’t cooperate”.

**Table 8.** Distribution (%) of the responses (N=26) to the items on how often you have experienced or witnessed a WRV event of the following type...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) Insults; shouting or yelling; inappropriate or hostile comments, including emails?	42.3	7.7	7.7	3.9	0.0	38.5	0.0	61.5
b) Threats of physical or job-related harm (but not sexual harm) to a person, such as threats of job demotion, firing, or shaking a fist, weapon, or other object?	42.3	7.7	11.5	0.0	3.9	34.6	0.0	65.4
c) Breaking of objects, work equipment, or damage to doors, walls, or other property vandalism?	42.3	3.9	3.9	3.9	3.9	42.3	0.0	57.7
d) Behaviors such as pushing, hitting, slapping, kicking, attacking with a weapon or otherwise?	30.8	3.9	7.7	0.0	3.9	53.9	0.0	46.1
e) Obscene sexual words, emails, stares, whistles and sounds (“cat calls”); humiliating or insulting comments about the body or appearance?	38.5	0.0	3.9	3.9	0.0	53.9	0.0	46.1
f) Threats of sexual harm, whether said in person, by email, phone messages, or physical acts?	34.6	7.7	3.9	3.9	3.9	46.1	0.0	53.9
g) Touching of a sexual nature that you/someone else did not want or that was humiliating?	30.8	19.2	0.0	0.0	3.9	46.1	0.0	53.9
h) Sex that you did not want or humiliating sexual acts that were forced on you whether by physical force or because you were afraid of what the person would do (to you or someone else) if you didn’t cooperate?	34.6	11.5	0.0	0.0	0.0	53.9	0.0	46.1

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don’t know / Don’t answer; <sup>c</sup> Combination of all answers except “DK/DA” and “Never”.

Regarding the reason for WRV (Table 9), 54% reported it was due to the religious beliefs of the victim, 46% due to either age, political views or membership in a political party or organization, or complaints about work, 42% due to either sexual orientation, or physical appearance, pregnancy status, or race, ethnicity, color, national origin or language, or gender/sex (being a man or a woman), 39% due to disability, 38% to social class, 35% to the type of job of the victim, and 31% due to union membership.



**Table 9.** Distribution (%) of the responses (N=26) to the items on how often you have experienced (or witnessed) a WRV event that was due, at least in part, to your (or the victim's)...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) Age?	38.5	7.7	0.0	0.0	0.0	50.0	3.9	46.1
b) Race, ethnicity, color, national origin or language?	34.6	3.9	0.0	3.9	0.0	53.9	3.9	42.2
c) Gender or sex (being a man or woman)?	38.5	0.0	0.0	0.0	3.9	53.9	3.9	42.2
d) Sexual orientation?	38.5	0.0	3.9	0.0	0.0	57.7	0.0	42.3
e) Religious beliefs?	38.5	7.7	3.9	0.0	3.9	42.3	3.9	53.8
f) Political views or membership in a political party or organization?	26.9	11.5	3.9	3.9	0.0	53.9	0.0	46.1
g) Disability? For example, a permanent impairment or health problem that limits the person's ability to walk around, use hands, hear, see, or speak, learn new skills or tasks, and mix socially with most other co-workers?	23.1	7.7	3.9	0.0	3.9	61.5	0.0	38.5
h) Physical appearance?	38.5	0.0	0.0	0.0	3.9	57.7	0.0	42.3
i) Type of job?	30.8	0.0	0.0	0.0	3.9	61.5	3.9	34.6
j) Social class?	30.8	7.7	0.0	0.0	0.0	57.7	3.9	38.4
k) Pregnancy status?	38.5	0.0	0.0	0.0	3.9	50.0	7.7	42.3
l) Complaints about work?	38.5	3.9	3.9	0.0	0.0	53.9	0.0	46.1
m) Union affiliation?	30.8	0.0	0.0	0.0	0.0	69.2	0.0	30.8

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except "DK/DA" and "Never".

Regarding the relationship with the perpetrator (Table 10), 50% reported the perpetrator was “a customer, consumer, user, client or patient”, 46% “a co-worker”, 46% “a member of your household (spouse or otherwise)”, 42% “someone else not related to your job, such as an intruder, stranger, or even a personal friend (but NOT a household member or intimate partner)”, 42% “a boss, supervisor, manager or senior leader”, and 39% “current or former boyfriend/girlfriend/ intimate partner that is or was not in the same household”.

**Table 10.** Distribution (%) of the responses (N=26) to the items on how often the WRV events you have experienced (or witnessed) were perpetrated by...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) A boss, supervisor, manager or senior leader?	26.9	11.5	0.0	0.0	3.9	53.9	3.9	42.2
b) A co-worker?	30.8	7.7	0.0	3.9	3.9	50.0	3.9	46.1
c) A customer, consumer, user, client or patient?	30.8	7.7	0.0	11.5	0.0	46.1	3.9	50
d) A member of your household (spouse or otherwise)?	34.6	3.9	0.0	3.9	3.9	53.9	0.0	46.1
e) A current or former boyfriend/girlfriend/ intimate partner that is or was not in the same household?	23.1	11.5	0.0	0.0	3.9	61.5	0.0	38.5
f) Someone else not related to your job, such as an intruder, stranger, or even a personal friend (but NOT a household member or intimate partner)?	30.8	7.7	0.0	0.0	3.9	57.7	0.0	42.3

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except "DK/DA" and "Never".

Regarding the health-related consequences of WRV (Table 11), 46% reported “heavier alcohol drinking, smoking or medication than before the event”, 39% “minor injuries such as superficial cuts, scratches or burns, or minor bruises, aches or sprains”, 35% “deep wounds, broken bones, broken teeth, internal bleeding or harm to organs, eyes, or other serious injury”, 35% “depression”, and 31% “anxiety, panic attacks, major loss of sleep”.

**Table 11.** Distribution (%) of the responses (N=26) to the items on how often the WRV events you have experienced (or witnessed) had health-related consequences such as...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) Minor injuries such as superficial cuts, scratches or burns, or minor bruises, aches or sprains?	30.8	3.9	0.0	0.0	3.9	61.5	0.0	38.5
b) Deep wounds, broken bones, broken teeth, internal bleeding or harm to organs, eyes, or other serious injury?	15.4	15.4	0.0	0.0	3.9	57.7	7.7	34.6
c) A permanent loss of sight, hearing, speech, touch, a limb, an organ, or decline in ability to think?	15.4	7.7	0.0	0.0	0.0	76.9	0.0	23.1
d) Anxiety, panic attacks, major loss of sleep?	23.1	7.7	0.0	0.0	0.0	65.4	3.9	30.7
e) Depression?	26.9	3.9	0.0	0.0	3.9	65.4	0.0	34.6
f) Heavier alcohol drinking, smoking or medication than before the event?	42.3	0.0	0.0	0.0	3.9	53.9	0.0	46.1

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except "DK/DA" and "Never".

Regarding work-related consequences (Table 12), 54% reported “not being paid wages that were owed to you for work that you did”, 50% “missing work”, 46% “slower ability to work or get things done, unable to do certain tasks as well as before”, 42% “cut in wages or salary for future work”, 42% “job promotion or rewards, such as a higher level position, better job title, better job duties or other job benefits or privileges”, 42% “not being promoted” and another 42% “working while frightened or worried about your personal safety”, 39% “changing your job or workplace whether by force or your own choice”, 38% “being demoted such as losing a job position, job title, other job benefits or privileges” and 27% “being fired from job”.

**Table 12.** Distribution (%) of the responses (N=26) to the items on how often the WRV events you have experienced (or witnessed) had, at least in part, work-related consequences such as...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) Not being paid wages that were owed to you for work that you did?	23.1	11.5	3.9	3.9	11.5	46.1	0.0	53.9
b) Cut in wages or salary for future work?	34.6	3.9	3.9	0.0	0.0	57.7	0.0	42.3
c) Job promotion or rewards, such as a higher level position, better job title, better job duties or other job benefits or privileges?	26.9	3.9	3.9	3.9	3.9	57.7	0.0	42.3
d) Not being promoted?	34.6	3.9	0.0	3.9	0.0	57.7	0.0	42.3
e) Being demoted such as losing a job position, job title, other job benefits or privileges?	26.9	7.7	0.0	3.9	0.0	57.7	3.9	38.4
f) Slower ability to work or get things done, unable to do certain tasks as well as before?	34.6	7.7	0.0	0.0	3.9	53.9	0.0	46.1
g) Missing work?	34.6	3.9	3.9	7.7	0.0	50.0	0.0	50
h) Working while frightened or worried about your personal safety?	19.2	11.5	3.9	3.9	3.9	57.7	0.0	42.3
i) Being fired from job?	23.1	3.9	0.0	0.0	0.0	73.1	0.0	26.9
j) Changing your job or workplace whether by force or your own choice?	23.1	7.7	3.9	3.9	0.0	61.5	0.0	38.5

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except “DK/DA” and “Never”.

Almost 39% of the respondents declared having ever told anyone about a WRV event they had experienced or witnessed, with 23% declaring that they daily reported an event and 8% reporting at least once a week. This was a filter question leading to two other questions on “to whom they have reported” and if not reported, “why they didn't”. Notice that the question on “reasons not to report the event” was initially intended to only be answered by respondents who had never told anyone about a WRV event. However, through conversations with the survey field testing company, we decided to ask the question of all those who had ever either experienced or witnessed a work-related event since it actually may have been applicable to the larger group and not only the initially intended subset.

On to whom an WRV event was reported (Table 13), 90% to 100% of the participants told someone of the following: “a boss, supervisor, manager or senior leader”, “a co-worker”, “the police”, “a member of your household”, “a friend”, “a support center or an advocacy group”, “a health counselor or doctor”, or “a priest or spiritual counselor”.

**Table 13.** Distribution (%) of the responses (N=10) to the items on EVER reported the WRV event to...

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) A boss, supervisor, manager or senior leader?	40.0	50.0	10.0	0.0	0.0	0.0	0.0	100
b) A co-worker?	30.0	70.0	0.0	0.0	0.0	0.0	0.0	100
c) The police?	30.0	50.0	10.0	0.0	0.0	10.0	0.0	90
d) A member of your household?	40.0	40.0	20.0	0.0	0.0	0.0	0.0	100
e) A friend?	40.0	50.0	0.0	0.0	0.0	10.0	0.0	90
f) A support center or an advocacy group?	60.0	30.0	0.0	0.0	0.0	10.0	0.0	90
g) A health counselor or doctor?	40.0	40.0	0.0	10.0	0.0	10.0	0.0	90
h) A priest or spiritual counselor?	60.0	40.0	0.0	0.0	0.0	0.0	0.0	100
i) A boss, supervisor, manager or senior leader?	40.0	50.0	10.0	0.0	0.0	0.0	0.0	100

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except “DK/DA” and “Never”.

On what the main reason not to report an event was (Table 14), 50% of the participants declared they had not reported the event since they were “afraid of possible negative consequences to you or your co-workers (e.g., threaten to being fired)”, 50% “did not know how or whom to report it to”, 46% declared “someone else reported it”, 42% “did not feel it was necessary/none of your business” and another 42% “felt it would not make a difference”.

**Table 14.** Distribution (%) of the responses (N=10) to the items on what the main reason not to report the event was.

	Daily	At least once a week	At few times a month	A few times a year	Only once	Never	DK/DA <sup>b</sup>	Any Yes <sup>c</sup>
a) Someone else reported it	15.4	19.2	11.5	0.0	0.0	50.0	3.9	46.1
b) You did not feel it was necessary/none of your business	19.2	19.2	0.0	0.0	3.9	53.9	3.9	42.2
c) You were afraid of possible negative consequences to you or your co-workers (e.g., threaten to being fired)	23.1	19.2	3.9	0.0	3.9	50.0	0.0	50
d) You felt it would not make a difference	23.1	11.5	7.7	0.0	0.0	53.9	3.9	42.2
e) You did not know how or whom to report it to	26.9	11.5	7.7	0.0	3.9	46.1	3.9	50

<sup>a</sup> Columns do not add to 100% since responses may refer to different event and, thus, they are not mutually exclusive; <sup>b</sup> Don't know / Don't answer; <sup>c</sup> Combination of all answers except “DK/DA” and “Never”.

## **C.2. Focus Groups protocol on work-related violence**

### **C.2.1. Overall considerations**

Given that not everything should or can be included in any survey, we felt it would be important to consider alternative strategies to collect complementary information on the topic at hand. Hence, we developed a related, complementary focus group protocol for qualitative interviews of persons on WRV, for use alongside a survey and/or in other research contexts.

Specifically, a focus group protocol was developed for use with persons who may have experienced or are knowledgeable about WRV, and for use with a survey and/or in other research contexts. Unlike the questionnaire-based survey, with the focus groups we were interested in revisiting and exploring, in detail, the life experiences and worker insights regarding some of the situations addressed in the survey module, analyzing the perceptions they have about their experience, and their approach to these issues. This allows us to pursue lines of inquiry that are unlikely to be able to be fully or meaningfully captured with a survey. We asked focus groups participants about the effects that their experience with WRV may have had on them in a more personal and sensitive way. For instance, those related to mental health consequences (e.g., depression, anxiety, anger), disabilities (physical or mental), minority status, and/or interpersonal relationships (e.g., domestic, family, co-workers). Recognizing that this may result in some persons re-living a traumatic experience, and that other participants can potentially be emotionally affected by the heaviness of the experiences shared, we prepared appropriate referral information to the extent possible, to be handed out to all participants at the end of the focus group session.

While working conditions survey instruments typically include questions on work hours, absence, injury, job insecurity, and other economic variables that may be affected by WRV as well as some physical and mental health dimensions, more comprehensive details can be gathered via focus groups. Thus, we are able to ask more detailed questions about performance at work and the economic effects of WRV during the focus groups than what it may be possible to include in a questionnaire module. Examples include exploring whether anyone had lost their job and/or had difficulties in finding another job, consequences in terms of job advancement, work productivity, etc.

We anticipated finding relatively few cases of reported WRV and variability in terms of reporting mechanisms (legal or otherwise), so we did not include detailed questions in the survey module about filing a complaint (whether through an internal or external mechanism, assessment of outcomes, help/support/treatment). Moreover, questions of this nature could be viewed as sensitive or “threatening” to respondents (who can be wary of people asking about complaints, due to fear of retaliation) and make them more likely to stop responding. Instead, the focus groups represented a better milieu to explore the frequency and barriers associated with filing complaints, whether or not any change came about due to reporting, what those changes were, etc.

Finally, while the survey module does not inquire about general societal violence, this was something we anticipated might arise in the focus groups and be relevant for context. For instance, crime and violence is not infrequent in common business transactions in areas such as

Central America. Unfortunately, some persons may be extorted on the bus on their way to work, for example. Or we could find that maquila workers are often housed in dorms for safety or forced labor. This would also be a relevant line of inquiry during the focus groups to examine context and possible relationships between WRV and societal violence.

## **C.2.2. Field Testing of Focus Groups**

### ***C.2.2.a. Composition***

Our aim was to conduct at least four focus groups in Honduras with around 10 to 14 participants per group. Given our interest in the experience of sexual violence victims, we created separate groups by sex:

- Two groups consisting of women only with a mix of people from informal and formal employment and from a mix of rural and urban areas.
- Two groups consisting of men only with a mix of people from informal and formal employment and from a mix of rural and urban areas

We created separate focus groups based on gender, while including in both groups participants from both rural and urban environments (although this may be a reflection of the person's industry sector more than the geographical area) and in both formal and informal employment. Even though we reached out to persons who may have had self-reported disabilities, we were not successful in recruiting them to any of the sessions (see Recruitment section below for more details).

### ***C.2.2.b. Preparatory Work***

Our consulting experts together with other in-field personnel were crucial to consider relevant contextual and cultural aspects of the targeted Central American countries (see also Section C.3). We therefore field tested the focus group protocol, not only to evaluate its feasibility, but also because it could provide complementary information that may help shape the final survey module.

The focus groups sessions were conducted in June 2016, i.e., prior to the survey module field testing in August 2016. In collaboration with our local partners, we organized the logistics of the focus group sessions according to the idiosyncrasies and realities of the selected test country (Honduras). Before proceeding with the focus group sessions, we identified two experienced Honduran facilitators, Silvia González, MS and Elmor Wood, MS, created a facilitator discussion guide and a detailed focus group protocol in order to assure the various questions were adequately considered and that the aspects to be discussed respond to the study objectives. All of these materials were part of Submittal #2.

The focus group protocol presents a strategy for the creation of focus groups, providing enough detail so as to assure the methodology is reproducible and that its techniques can be replicated in other populations and for other topics. The protocol included development of a form to facilitate and guide the focus group sessions. It was recognized that each focus group may take on a life of

its own and that questions are used as a tool to promote in depth discussion and that it is not mandatory to complete all the questions.

The local team organized the focus group sessions and made sure that the following tasks were carried out before each session: 1) establish the time and place for the sessions; 2) contact potential participants; and 3) re-contact each person the day before the focus group meeting to remind them of the time and place of the meeting.

We assembled four focus groups, taking into account combinations of key sociodemographic characteristics of gender, informal and formal employment, from rural and urban areas, people with disabilities and racial and ethnic minorities. As mentioned above, while large national representative samples of workers are likely to be asked about these individual variables, it is unlikely that fully representative samples of each of these groups will be captured in a survey. Thus, the focus groups technique can be useful to gather details of the experience of these groups of people with WRV events.

### ***C.2.2.c. Recruitment***

Regarding the conduct of the focus groups, and given the sensitive nature of the topic under study, recruitment can be somewhat challenging in this population. Therefore, we took several steps to recruit and engage participants. We invited around 60 workers from Honduras, through invitations from the Universidad Nacional Autónoma de Honduras, using a purposive and snowball sample approach, and combining recruitment strategies such as fliers, and contacting trusted employers, local unions, teachers and other school personnel, churches and community leaders as needed and recommended by our local partners. The snowball sample approach refers to a technique for finding research subjects by which one subject gives the researcher the name of another subject, who in turn provides the name of a third, and so on<sup>10</sup>. Specifically, we reached out to the Honduran Ministry of Labor (person in charge of complaints filed for labor rights violations or difficulty finding a job); inhabitants of the municipality of Valle de Angeles, a semi-rural bedroom community in Tegucigalpa where a large part of the population commutes daily to the capital city to work; residents of the “La Moskitia” area, who largely belong to the Miskito indigenous population, with their own culture and language, and have moved to Tegucigalpa for work; and service sector workers in Tegucigalpa.

Persons expressing interest in participating in the focus groups underwent a preliminary screening to assure they met the inclusion criteria. Inclusion criteria for participants were (a) age 18 years and older, (b) working for at least one year, and (c) Spanish speaker. No direct questions regarding residence (legal/not legal) status, health or of a sensitive nature were asked at this point. Once eligibility was established, the participant was invited and scheduled to attend a focus group meeting.

In addition, given that, as indicated above, representation of some specific groups (e.g., persons with disabilities or certain racial and ethnic minorities) may not be attainable with the survey, we

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<sup>10</sup> Atkinson R, Flint J. Accessing Hidden and Hard-to-reach Populations: Snowball Research Strategies. *Social Research Update* 2001: (33). Available at: <http://sru.soc.surrey.ac.uk/SRU33.pdf>.

made a specific effort to create at least one focus group mixing minorities and people with disabilities. It should be noted that these groups can be even more difficult to recruit than the others given the great diversity of ethnic groups in Central America and that defining disabilities is very dependent on one's definition of "disability". In fact, the definition of minorities is a complex one in Latin America in general, as people do not fall as "neatly" into a small number of groups as they do in the United States. Although there is no universal agreement on a definition of disability, by and large people with disabilities can be defined as people who have a deficiency, whether total, partial, congenital or acquired, related to a permanent impairment, even a loss of an organ related to key human functions such as mental (e.g., learning), sensory (e.g., seeing) or anatomic (e.g., walking). This operational definition can be used to identify people considered to have disabilities. But how disability is defined and understood by any particular individual or ethnic group is much less known. Moreover, there are cultural differences in perceptions between countries and, within each country, differences in perceptions of disability appear to correlate with individuals' economic and health conditions<sup>11</sup>. However, the study of phenomenological experiences was beyond the scope of this project.

For the most part, while at a general level it is understood that disability is the result of the interaction between a person's condition and the limitations imposed by social barriers, most individuals consider disability as an individual problem related to a personal tragedy that results in educational (e.g., learning disabilities), labor (e.g., cannot get a job) or social problems (e.g., social isolation)<sup>12</sup>. The existence and enforcement of policies like the Americans with Disabilities Act are limited and, as a consequence, job opportunities for people with disabilities may be, to say the least, restricted. Thus, finding disabled workers may be much harder in the context of our study that it may have been in the U.S. Despite our experience reflects only the case of a single country (Honduras), it is likely that similar situations exist in other countries in the Region given their somewhat similar legislations and cultures. Moving forward, we will work earlier with our partners in each country to ensure a comparable definition of disabilities that can allow us to identify a sufficient number of potential participants willing to join and participate in the focus groups in each country.

Regarding the inclusion of people with disabilities in our Honduras focus groups, the initial intent was to exclude them from participation in the first two focus groups, assuming we were going to be able to recruit enough disabled people to conduct focus groups for both men and women. Alternatively, if enough numbers were not recruited, we planned to combine people from the first two groups by sex. Nonetheless, as mentioned above, we did anticipate that creating a focus group composed of minorities or persons with disabilities was going to be quite challenging. In fact, although we were able to reach out to and invite some potential participants with disabilities, none actually showed up for the focus groups sessions. A post-hoc effort was made to re-contact these persons to understand why they did not show up. Among the most frequent reasons given were: feeling they would be stigmatized or looked down on by others, transportation difficulties, or simply lack of interest due to not seeing how their participation would have benefitted them or changed their situation.

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<sup>11</sup> Lora E. Health perceptions in Latin America. *Health Policy Plan.* 2012;27(7):555-69.

<sup>12</sup> Pinilla-Roncancio M. Disability and social protection in Latin American countries. *Disability & Society* 2015;30(7):1005-20.



#### ***C.2.2.d. Meetings***

Each focus group session was guided by an experienced, in-country facilitator (Mr. Wood for male focus groups and Ms. González for female focus groups), using a standard approach: opening questions/introduction, followed by transition questions leading to the central key questions focused on WRV. Focus group guiding questions were prepared in advance by the research team. Sessions were audiotaped to maximize capture of discussion content.

Participants received a general description of the nature of the session, audiotaping and measures to protect confidentiality, given an opportunity to ask questions and then asked to provide written informed consent. Participants were told they could withdraw at any time before or during the focus group session. They were also free to not respond to specific questions, yet continue to participate in the remainder of the session.

A typical focus group session lasted anywhere from 90 minutes to two hours, conducted in an environment that fosters a sense of safety and trust on the part of participants (in this case, at a hotel in Tegucigalpa, Honduras).

We offered participants in the focus groups information on local referral services available to them. Our consultants recognized the various information sources and were willing to distribute this information sheet to our focus groups at the end of each session, as was done. However, they were less certain about the actual accessibility, affordability and reliability of these services, where they exist.

Each participant received 10 USD in compensation for their time, had their travel expenses reimbursed and were provided refreshments and snacks during the sessions. This amount is the same as we have offered to focus group participants in prior similar activities in Central America, and is not an amount considered to be conducive to inducement.

#### **C.2.3. Transcription**

Transcription of the focus group audio files was performed by Adept Word Management, Inc. on a fee-for-service basis (<http://adeptwordmanagement.com>). We have worked with this company on various projects, including focus group projects and federally-funded research projects at The University of Texas School of Public Health. This is an experienced, U.S.-based company that can transcribe in various languages, including Spanish. Audio files are uploaded onto a secure server. Turnaround for transcriptions is generally less than one week (somewhat longer for translations), and transcriptions to date have always been accurate and cost-effective.

After completion and receipt of the transcriptions, the focus group data were analyzed with content analysis and open coding using the focus group as a unit of analysis instead of an individual. Demographic data were limited to distribution of sex. Although questions regarding occupation, minority status and rural versus urban origin, we intentionally did not record this information given the overall small size of a typical focus group, in order to protect confidentiality. The content analysis and coding was performed using ATLAS.ti, a software

package developed by QSR International for text-based qualitative content analysis. A description of the focus group objectives, theoretical framework, methods and results is incorporated into this final report as Appendix D.

#### **C.2.4. Main findings: focus groups**

A total of 40 persons, 20 men and 20 women participated. Through our introductory questions, we verified that we had achieved an appropriate mix of formal and informal workers, from both rural and urban settings, and with participation of indigenous minorities.

Appendix D presents a detailed description of the analysis and findings from the focus group sessions, including sample comments made by respondents. The main conclusions that can be drawn from the discussions regarding the topic of work-related violence are:

1. There appear to be obstacles to the full internalization and in understanding the difference between the concepts of insecurity and violence. At first, participants only talked about the issue from a perspective of “job stability” and “permanence” in a job position, which created the perception that the element of job stability is the most important one, even if the employment relationship is not a healthy one. Moreover, we recognize that there are both differences and overlap between insecurity and violence. In a broad sense, violence implies the exercise of power or force for specific gain. Insecurity is a reaction either to experienced or perceived violence, that is, a feeling of fear to material deprivation or harm oneself or others<sup>13</sup>. The participants may have not differentiated between insecurity and violence and instability are linked so that stability can promote safety and lack of safety can threaten stability. A predictable environment can lessen the negative impacts of violence. People experiencing violence often face job instability. Job stability may be at risk when one or others in the area may have insufficient financial resources to stay safe.
2. The topic of violence per se was difficult to address and, to a certain extent, appears to be unconsciously avoided.
3. At some point, it was expressed that “violence has become a cultural phenomenon”, which implies that people perceive a situation of structural violence, both in the work sphere and outside of it. By structural violence, we are referring to the existence of conflict regarding the use of social and material resources and relates these to the manifestations of direct violence (for instance changing or strengthening a conflict situation using force) or cultural violence (legitimizing the other two kinds of violence like, for instance, racism, sexism, class discrimination and ethnic discrimination).
4. The following were identified by participants as causes of violence or mistreatment:

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<sup>13</sup> Moser C. Urban violence and insecurity: and introductory roadmap. *Environ & Urbanization* 2004;16(2): 3-16.

- a. Differences in gender, race, social class, ethnic group, age, nationality, physical appearance, political affiliation and/or political differences, abuse of power and feelings of superiority, sexual harassment, discrimination and contempt.
  - b. In this sense, there are stigmas built into people's minds and their constructions of social identities that give birth to stereotypes and prejudices that predetermine how one person values another or act towards others, solely based on looks and material or symbolic possessions.
  - c. The sense of belonging to a certain social status (e.g., upper income classes or, conversely, minority status such as indigenous peoples) is an element linked to discrimination and mistreatment that some individuals (usually employers) exercise towards others (employees).
  - d. Employers avoid their legal responsibilities towards employees. This gives rise to mistreatment, which usually takes the form of verbal aggression or lack of payment and denial of benefits owed. In this sense, the existence of labor unions often creates more of an adverse reaction from management, and they usually repress these kinds of workers' movements. Employers fight the existence and work of unions since unions try to promote job security and may be perceived as an opposing power to the employer and, if that is the case, to existing gangs in the territory where the business is located.
  - e. There is a background presence of system and structural violence, including corruption, racism, sexism, classism and ethnocentrism.
  - f. There are social pathologies (e.g., substance abuse, violence, abuses, crime, corruption, stigmatization) in this society caused by factors such as work overload, mental fatigue, stress, loss of the family unit, lack of human contact and the use and abuse of stimulants and sedatives.
5. The need to work, have an income, and be self-sufficient leads young people to agree to do dangerous tasks, that involve putting their own lives at risk or to become themselves part of a system of violence that at times offers "jobs" related to crime.
- a. In many cases, gangs and the "jobs" they offer become a substitute for family for individuals who have grown up without a social group. These organizations identify, protect and provide these persons both economic and personal security.
  - b. Even though the option to study does exist, it can be difficult for young people who are already immersed in the world of gangs to return to advancing their education.
  - c. Gangs exist in virtually all neighborhoods. They are embedded in the family structure itself, exert great influence and have a great deal of power in the social dynamic.

## **D. CONCLUSIONS AND LESSONS LEARNED**

The objective of this contract was to produce a report consisting of a new survey module, related focus group protocols and recommended methodologies for ILAB's use to conduct research on the prevalence, nature and possible effects of WRV in Central America. The scope of work included production of a bibliography on WRV to inform this objective, the development of these tools and their testing, and the generation of methodological recommendations to conduct future studies. Hence, although we did generate interesting results from the testing of both the survey module and the focus group protocols, these should not be considered a reflection of the actual state of WRV in Central America; that would be the objective of future studies using these methods and tools. For this reason, we did not conduct detailed stratified analysis (e.g., by age, gender, formal or informal worker status) of these data, although the survey module, once applied, can certainly allow this.

With this in mind, the following conclusions and lessons learned are:

1. Both the development and testing of the survey module and focus group protocols met the objectives of the contract. Implementation of both went smoothly, but opportunities for improvement were also identified.
2. The combination of survey and focus groups was useful because they complement each other. Both have their strengths and limitations. The survey provides an opportunity to cover a wide range of topics on WRV, at the expense of a limited ability to explore these topics in greater depth. Application of the sampling method proposed is aimed at generating a representative sample of workers in Central America, such that their responses can be generalizable to the target population of all adult workers in the Region. The focus group sessions provide an opportunity to explore specific WRV topics in greater depth, at the expense of a more restricted range of topics. Because participants in focus groups are specifically recruited from a pool of persons who relate to WRV in some form or fashion, the opinions and findings will not necessarily be representative of the target population of Central Americans, but can provide greater insight on WRV.
3. Working with an experienced vendor and focus group facilitators from the Region, rather than "coming in from the outside" was clearly a strength of this project. A limitation, at times, was our dependence on their ability to meet deadlines for approvals, reports and implementation of some of the parts of the field tests. It will be important to consider this when planning timelines for future studies.
4. Completion of the WRV module added substantially to the overall duration of the longer survey. The longer the survey, the greater the risk of respondents ending their participation, jeopardizing completion of the full survey. This should be taken into account when pairing the module with larger surveys, such as a national survey of working conditions and health. Hence, consideration should be given to shortening the length of the module or larger survey, as appropriate. The overall high rates of internal consistency within all subgroups of the module suggest that items can be removed without a major decrease in Cronbach alpha values. However, each of these measures asks about different aspects of WRV, so they should be prioritized before deciding which might be deleted. This decision should be guided

by the type of study that is planned. The WRV module is designed as both a stand-alone module for a study specifically directed at WRV or for inclusion in a larger survey of working conditions and health. Each has its own objectives, time limits, and competing variables. Any survey has to carefully pick and choose which variables it keeps, driven by the objectives of the study. Two versions of the WRV module are feasible, perhaps even desirable: i.e., a longer stand-alone module versus a shorter one that “competes” with other parts of a larger survey.

5. An additional approach to reducing the WRV questionnaire would be to streamline the response categories for those questions inquiring about frequency. For most of these items, up to 40% of participants selected either the “daily” or “at least once a week” option. However, “a few times a month”, “a few times a year” and “only once” were only rarely selected, if at all. This suggests a reporting pattern that tends towards events happening either at least once a week or never, so the number of possible responses could be reduced.
6. Likewise, several of the WRV module sections included an option to use free text to describe “other” experiences or situations. Respondents, however, only made use of this option in the general section on feeling unsafe and the proportion of respondents who did so was <1% (n=36). Therefore, a consideration would be to eliminate this “other” option in most instances.
7. The unweighted percentage of participants reporting having either experienced or witnessed a WRV event (5.2%) may appear small. However, once weighted (e.g., as commonly done in national-level surveys), it is likely to be higher. It is important to remember that this is a percentage, not an absolute number. In larger sample size surveys, this percentage would translate into several hundred responses, which should be sufficient for meaningful analyses. It is also possible that our current definition of WRV was either too restrictive, not clearly understood or not identified by respondents as violence because this has become a part of their everyday lives, so this should also be considered in the design of future studies.
8. The survey module asks respondents separately whether they had ever experienced or witnessed a WRV incident. The questions that followed were addressed indistinctly to persons either experiencing or witnessing a WRV. In our analysis, we did not specifically examine whether this type of combined response affected the granularity of the data. However, the structure of the questionnaire is such that, in a larger survey, this type of analysis could be performed by examining the distribution of responses by WRV-witnessed (only), WRV-experienced (only) or combined respondents
9. The focus group protocol and guide were developed to ensure a standardized process across groups, so that each group was asked the same questions. Nonetheless, focus group questions are merely prompts to initiate a conversation and keep it on track when the discussion became redundant and was not contributing new ideas. Each individual focus group tends to take on a life of its own, partly determined by the composition of the group (e.g., women versus men) and partly by the experiences of participants which, in turn, shape the direction of the discussion. Fortunately, there is a well-developed methodological approach to the

analysis of focus group data, such that both individual experiences and collective messages can be meaningfully synthesized.

10. In the focus group sessions, recruitment of persons with disabilities was not successful, likely due to different reasons. Among these, imprecise definitions or understanding of the term “disability”, lack of accurate identification of stakeholder community or governmental groups that interact with persons with disabilities, and not creating effective ways to approach persons with disabilities for participation.
11. The tools developed under this contract are intended for ILAB’s future use to conduct research on the prevalence, nature and possible effects of WRV in Central America (including GBV). Although we did generate interesting results from the testing of both the survey module and the focus group protocols, these should not be considered a reflection of the actual state of WRV (including GBV) in Central America; that would be the objective of future studies using these methods and tools. For this reason, we did not conduct detailed stratified analysis (e.g., by age, gender, formal or informal worker status) of the data. However, the distribution of responses to some of the WRV questions and, especially, some of the results from the focus group sessions indicate (not surprisingly) that gender is an important determinant of how WRV is experienced/witnessed or its consequences. Both the survey module variables and the focus group protocol are structured in such a way that detailed analyses from both a gender and an age perspective can be performed, especially in large sample size studies. These analyses go beyond simple descriptive statistics (prevalence and nature) and allow for formal hypothesis testing, exploring associations and interactions between gender, several other factors and various violence outcomes. Statistical methods that can be used to measure these associations, while controlling for the effect of other confounding variables and effect modifiers, will include multivariate logistic regression analyses, multilevel analyses and other advanced techniques. The main caveat for these more advanced statistical analyses is that there needs to be a sufficiently large sample size (which can be calculated in advance using specific statistical power analyses).

## **E. FINAL RECOMMENDATIONS**

### **1. General**

- a) Although the WRV module is designed to serve as either a stand-alone or supplemental module, there are advantages to applying it in the context of a more general survey of working conditions, employment and health, and in other Central American countries. The variables included in the general survey allows the analysis to go beyond mostly descriptive prevalence statistics, including cross-tabs, stratified analysis and measures of association with variables on employment, social protections, working conditions and health. Performing this in a uniform manner across the remainder of Central America will allow for larger sample sizes and cross-country comparisons of WRV.
- b) For the focus groups, recruitment of selected types of participants, particularly those with disabilities, should be reexamined to increase the likelihood of their participation. This

should include a clear definition of “disability”, identification of stakeholder community or governmental groups that interact with persons with disabilities, and revisiting better ways to approach them for participation.

## **2. Fieldwork**

- a) Training of survey fieldworkers should be modified to ensure the following are addressed:
  - There is an operational definition of WRV that is easily understood by both respondents and the field team.
  - Field interviewers are able to explain the concept of WRV well to each other and to participants.
  - There is a clearly written protocol on contingency measures to guarantee field team safety.
- b) There should be further discussion on whether interviews should be conducted on all days of the week or only on Fridays and weekends. Day of the week did not appear to affect the overall number of surveys completed each day, except for the subset of respondents who completed the WRV module where numbers were lowest on Tuesday through Thursdays. However, the number of respondents to the module was small.

## **3. Work-related violence module**

- a) Some modifications to the items in the WRV module should be considered. Among these:
  - The operational definition of WRV needs to be further refined and tested in small groups of workers to ensure it is easily and clearly understood by respondents. In future studies involving other Central American countries, this should be done in each country, as interpretations of WRV may vary.
  - Differences between “feeling unsafe”, “job instability/job insecurity” and “experiencing/witnessing violence” need to be made clear. Clearly, the items on “feeling unsafe” led to a higher percentage of reporting work-related events (20% to 25%) than the more restrictive term of WRV filter question (about 5.2%). In addition, this impression was confirmed in the focus group sessions. Thus, we should consider alternatives.
  - One alternative would be to use the first set of questions on “feeling unsafe” as the filter questions, instead of the violence filter questions. There would likely be a tradeoff between having a greater number of people reporting events on “feeling unsafe” that may or may not be linked to actually having experienced or witnessed

violence versus having a filter question that is too restrictive. However, all of these persons would be answering the entire WRV module questions, allowing us to both increase the number of responses to the module and possibly to tease out relationships between feeling unsafe and experiencing/witnessing violence.

- We could reconsider the wording of the filter question, asking about perceptions of WRV, if what is intended is to cast a wider net. Some people may not have experienced or witnessed WRV, or may not be willing to report they have, or may be habituated to such a high level of violence that they do not consider reporting it. However, they may be aware (i.e., perceive) that violence is an issue in their work. Rephrasing the question in this sense could lead to a greater number of responses (that may be more reflective of their opinion rather than their experience), at the expense of loss of specificity. This is something that merits careful additional discussion.
  - We could consider deleting the filter question altogether. Similar to the previous point, this could result in everyone completing the module, which would likely increase sensitivity (more responses) but at the expense of decreased specificity, and an overall increase in average and median interview duration.
- b) We recommend eliminating the filter question on “having ever told anyone about WRV events experienced or witnessed”. We then recommend to ask the two questions on “whom did you tell” and “reasons not to report the event” without that filter question.
- c) For those items in which frequency of occurrence is asked, the number of response categories could be reduced and/or changed completely given the limited value of some the response categories (i.e., “a few times a month”, “a few times a year” and “only once”). We recommend considering this in future versions of the module.
- d) For any substantive changes to the questionnaire, we recommend testing the revised module in a small group of persons before proceeding to its final implementation, to ensure the items and possible response categories are easily understood, are culturally adapted to the countries where the survey is being conducted, and to measure time to completion.
- e)



## **F. APPENDICES**

## **Appendix A. Bibliography.**

## Work-Related Violence Instruments Inventory

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## **Non-Work Related Violence Effects on Worker Performance**

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## **Appendix B. Work-Related Violence Module**

**NOTE FOR THE INTERVIEWER: READ TO THE PARTICIPANT:** Many men and women have both good and bad experiences related to work, and can experience different forms of maltreatment and violence from all kinds of people, men or women. These may be colleagues, supervisors, customers, or strangers. If you don't mind, I would like to briefly ask you about some of these situations. If you can, I'd like to ask you to think about any violent acts or threats caused by anyone related to the work you do or that you witnessed and that was related to that person's work. We are interested in situations or events that involved either physical, verbal, sexual or otherwise.

I will not ask for and do not want the names of anyone involved nor the place where do you work. Please know that everything you say will be kept private. Nothing you say will be shared with any authorities. For your own privacy and if you are willing, it would be better to ask you these questions without others present. (**INTERVIEWER: ASK FOR PERMISSION TO GO ELSEWHERE IF APPROPRIATE**). If anyone walks in I will immediately ask some unrelated and simple questions about employment to preserve your privacy; if the person remains in hearing distance, I will ask you to tell me if you would like to continue as before or if you would prefer to end the survey.

Please keep in mind that you may stop at any time or you may skip any questions that you prefer not to answer. Again, we realize some of the questions can be sensitive and all your answers will be confidential. We greatly appreciate your help with this important study.

**A. GENERAL**

**Q1. Can you tell me how often you feel UNSAFE... CHECK ALL THAT APPLY**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
g) in the neighborhood/area where you spend most of the time doing your common daily activities (e.g., picking up/dropping off kids, going grocery shopping, etc.)	1	2	3	4	5	6	/ / /
h) at home?	1	2	3	4	5	6	/ / /
i) in the neighborhood/area where you work?	1	2	3	4	5	6	/ / /
j) at work?	1	2	3	4	5	6	/ / /
k) on your way to or from work?	1	2	3	4	5	6	/ / /
l) in entertainment areas (such as while going out, visiting a house friend, bar, etc.)	1	2	3	4	5	6	/ / /
m) Other? Please, specify	1	2	3	4	5	6	/ / /

**Q2. Can you tell me how often you have experienced a WRV event in the past 12 months?**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
	1	2	3	4	5	6	/ / /

**Q3. Can you tell me how often you have witnessed a WRV event in the past 12 months?**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
	1	2	3	4	5	6	/ / /

If NO to BOTH Question 2 AND Question 3 → END THE SURVEY AND GIVE THANKS  
 If YES to Question 2 or Question 3 → GO TO Question 4

**Q4. Can you tell me how often were the WRV events you experienced or witnessed were perpetrated by ... CHECK ALL THAT APPLY**

	Always	Almost always	Sometimes	Twice	Only once	Never	
a) a man?	1	2	3	4	5	6	/ / /
b) a woman?	1	2	3	4	5	6	/ / /



c) two or more people at the same time?	1	2	3	4	5	6	/ / /
d) unknown?	1	2	3	4	5	6	/ / /

**B. LOCATION/PLACE OF EVENT**

**Q5. Can you tell me how often the WRV events you experienced or witnessed occurred... CHECK ALL THAT APPLY**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
f) on your way to or from work?	1	2	3	4	5	6	/ / /
g) at your usual workplace (if outside of the home)?	1	2	3	4	5	6	/ / /
h) while working but not at your usual workplace?	1	2	3	4	5	6	/ / /
i) while at work but not working? (e.g., on break or at lunch)	1	2	3	4	5	6	/ / /
j) at home?	1	2	3	4	5	6	/ / /
k) Other? Please, specify	1	2	3	4	5	6	/ / /

**C. TYPE OF EVENT**

*Remind the respondent that they can stop at any time or they can skip any questions they do not want to answer for any reason.*

**Q6. Can you tell me how often you have experienced or witnessed a WRV event of the following type... CHECK ALL THAT APPLY**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
i) insults; shouting or yelling; inappropriate or hostile comments, including emails?	1	2	3	4	5	6	/ / /
j) threats of physical or job-related harm (but not sexual harm) to a person, such as threats of job demotion, firing, or shaking a fist, weapon, or other object?	1	2	3	4	5	6	/ / /
k) breaking of objects, work equipment, or damage to doors, walls, or other property vandalism?	1	2	3	4	5	6	/ / /
l) behaviors such as pushing, hitting, slapping, kicking, attacking with a weapon or otherwise?	1	2	3	4	5	6	/ / /
m) obscene sexual words, emails, stares, whistles and sounds (“cat calls”); humiliating or insulting comments about the body or appearance?	1	2	3	4	5	6	/ / /
n) threats of sexual harm, whether said in person, by email, phone messages, or physical acts?	1	2	3	4	5	6	/ / /
o) touching of a sexual nature that you/someone else did not want or that was humiliating?	1	2	3	4	5	6	/ / /
p) sex that you did not want or humiliating sexual acts that were forced on you whether by physical force or because you were afraid of what the person would do (to you or someone else) if you didn’t cooperate?	1	2	3	4	5	6	/ / /
q) Other? Please, specify	1	2	3	4	5	6	/ / /

**Q7. Can you tell me how often you have experienced (or witnessed) a WRV event that was due, at least in part, to your (or the victim’s)... CHECK ALL THAT APPLY**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
n) age?	1	2	3	4	5	6	/ / /

o) race, ethnicity, color, national origin or language?	1	2	3	4	5	6	/ / /
p) gender or sex (being a man or woman)?	1	2	3	4	5	6	/ / /
q) sexual orientation?	1	2	3	4	5	6	/ / /
r) religious beliefs?	1	2	3	4	5	6	/ / /
s) political views or membership in a political party or organization?	1	2	3	4	5	6	/ / /
t) disability? For example, a permanent impairment or health problem that limits the person's ability to walk around, use hands, hear, see, or speak, learn new skills or tasks, and mix socially with most other co-workers?	1	2	3	4	5	6	/ / /
u) physical appearance?	1	2	3	4	5	6	/ / /
v) type of job?	1	2	3	4	5	6	/ / /
w) social class?	1	2	3	4	5	6	/ / /
x) pregnancy status?	1	2	3	4	5	6	/ / /
y) complaints about work?	1	2	3	4	5	6	/ / /
z) union affiliation?	1	2	3	4	5	6	/ / /
aa) Other? Please, specify	1	2	3	4	5	6	/ / /

**D. TYPE/RELATIONSHIP WITH THE PERPETRATOR**

*Remind the respondent that they can stop at any time or they can skip any questions they do not want to answer for any reason.*

**Q8. Can you tell me how often were the WRV events you experienced or witnessed perpetrated by... CHECK ALL THAT APPLY**

	Daily	At least once a week	A few times a month	A few times a year	Only once	Never	
f) a boss, supervisor, manager or senior leader?	1	2	3	4	5	6	/ / /
g) a co-worker?	1	2	3	4	5	6	/ / /
h) a customer, consumer, user, client or patient?	1	2	3	4	5	6	/ / /
i) a member of your household (spouse or otherwise)?	1	2	3	4	5	6	/ / /
j) a current or former boyfriend/girlfriend/ intimate partner that is or was not in the same household?	1	2	3	4	5	6	/ / /
k) someone else not related to your job, such as an intruder, stranger, or even a personal friend (but NOT a household member or intimate partner)?	1	2	3	4	5	6	/ / /
l) Other? Please, specify	1	2	3	4	5	6	/ / /

**E. CONSEQUENCES OF THE EVENT**

*Remind the respondent that they can stop at any time or they can skip any questions they do not want to answer for any reason.*

**Q9. Can you tell me how often the WRV events you experienced (or witnessed) had health-related consequences such as... CHECK ALL THAT APPLY**

	Always	Almost always	Sometimes	Twice	Only once	Never	
a) minor injuries such as superficial cuts, scratches or burns, or minor bruises, aches or sprains?	1	2	3	4	5	6	/ / /
b) deep wounds, broken bones, broken teeth, internal bleeding or harm to organs, eyes, or other serious injury?	1	2	3	4	5	6	/ / /
c) a permanent loss of sight, hearing, speech, touch, a limb, an organ, or decline in ability to think?	1	2	3	4	5	6	/ / /
d) anxiety, panic attacks, major loss of sleep?	1	2	3	4	5	6	/ / /
e) depression?	1	2	3	4	5	6	/ / /
f) heavier alcohol drinking, smoking or medication than before the event?	1	2	3	4	5	6	/ / /

g) Other? Please, specify	1	2	3	4	5	6	/ / /
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**Q10. Can you tell me how often the WRV events you experienced (or witnessed) had, at least in part, work-related consequences such as... CHECK ALL THAT APPLY**

	Always	Almost always	Some-times	Twice	Only once	Never	
a) not being paid wages that were owed to you for work that you did?	1	2	3	4	5	6	/ / /
b) cut in wages or salary for future work?	1	2	3	4	5	6	/ / /
c) job promotion or rewards, such as a higher level position, better job title, better job duties or other job benefits or privileges?	1	2	3	4	5	6	/ / /
d) not being promoted?	1	2	3	4	5	6	/ / /
e) being demoted such as losing a job position, job title, other job benefits or privileges?	1	2	3	4	5	6	/ / /
f) slower ability to work or get things done, unable to do certain tasks as well as before?	1	2	3	4	5	6	/ / /
g) missing work?	1	2	3	4	5	6	/ / /
h) working while frightened or worried about your personal safety?	1	2	3	4	5	6	/ / /
i) being fired from job?	1	2	3	4	5	6	/ / /
j) changing your job or workplace whether by force or your own choice?	1	2	3	4	5	6	/ / /
k) Other? Please, specify	1	2	3	4	5	6	/ / /

**F. REPORTING OF THE EVENT**

**Q11. Can you tell me if you EVER told anyone about these WRV events you experienced or witnessed?**

	Always	Almost always	Some-times	Twice	Only once	Never	
	1	2	3	4	5	6	/ / /

*If NEVER → GO TO Question 13*

*If OTHER THAN NEVER → GO TO Question 12*

**Q12. Can you tell me if you EVER reported the WRV event to... CHECK ALL THAT APPLY**

	Always	Almost always	Some-times	Twice	Only once	Never	
a) a boss, supervisor, manager or senior leader?	1	2	3	4	5	6	/ / /
b) a co-worker?	1	2	3	4	5	6	/ / /
c) the police?	1	2	3	4	5	6	/ / /
d) a member of your household?	1	2	3	4	5	6	/ / /
e) a friend?	1	2	3	4	5	6	/ / /
f) a support center or an advocacy group?	1	2	3	4	5	6	/ / /
g) a health counselor or doctor?	1	2	3	4	5	6	/ / /
h) a priest or spiritual counselor?	1	2	3	4	5	6	/ / /
i) Other? Please, specify	1	2	3	4	5	6	/ / /

**Q13. Can you tell me what the MAIN reason not to report the event was? CHECK ALL THAT APPLY**

	<b>Always</b>	<b>Almost always</b>	<b>Some- times</b>	<b>Twice</b>	<b>Only once</b>	<b>Never</b>	
a) Some else reported it	1	2	3	4	5	6	/ /
b) You did not feel it was necessary/none of your business	1	2	3	4	5	6	/ /
c) You were afraid of possible negative consequences to you or your co-workers ( <i>e.g., threaten to being fired</i> )	1	2	3	4	5	6	/ /
d) You felt it would not make a difference	1	2	3	4	5	6	/ /
e) You did not know how or whom to report it to	1	2	3	4	5	6	/ /
f) Other? Please, specify	1	2	3	4	5	6	/ /

**NOTE FOR THE INTERVIEWER: READ TO THE PARTICIPANT:** *We'd like to thank you for your time and contribution today. We have compiled a list of key referral services that you may find helpful in case you or someone you may know might need such services. We are giving this list to everyone, whether they think they might need one of these services or not. The information in this list does not imply any endorsement or opinion about the quality of services.*

**Appendix C. Preliminary version of the II Central American Survey of Working  
Conditions and Health**

**II Central American Survey of Working Conditions and Health (II ECCTS)**



**INTRODUCTION TO THE INTERVIEW**

Good morning/Good afternoon, my name is \_\_\_\_\_ and I work for [VENDOR's NAME].. We are conducting the Second Central American Survey of Working Conditions and Health, as part of the Program on Work, Environment and Health in Central America and in cooperation with the [name of the country's University]. Besides, two international universities are collaborating on this project: the Pompeu Fabra University based in Barcelona, Spain, and the University of Texas in Houston, EEUU.

*Name of the Universities of each country:*

**Costa Rica:** National University of Costa Rica

**El Salvador:** University of El Salvador

**Guatemala:** San Carlos University of Guatemala

**Honduras:** National Autonomous University of Honduras

**Nicaragua:** National Autonomous University of Nicaragua in León

**Panama:** University of Panama

**THE INFORMATION WE ARE ASKING FOR IS CONFIDENTIAL AND NO PIECE OF INFORMATION WILL BE ANALYZED INDIVIDUALLY OR WITH ANY OTHER PURPOSE RATHER THAN KNOWING THE STATISTICAL INFORMATION ABOUT THE OVERALL WORKING AND HEALTH CONDITIONS IN YOUR COUNTRY.**

**IN THIS MOMENT, THE INTERVIEWER HANDS IN A PRINTED COPY WHICH INCLUDES INFORMATION ABOUT THE ECCTS. THE COPY CONTAINS (THERE EXISTS A PROPOSAL IN THE FIELDWORK MANUAL) THE AIMS OF THE ECCTS, THE CONFIDENTIALITY AGREEMENT AND THE NAMES OF A CONTACT PERSON FROM THE SURVEY VENDOR AN ANOTHER ONE FROM SALTRA IN THE CORRESPONDING UNIVERSITY.**

**QUESTIONNAIRE ID**

Name of the pollster: \_\_\_\_\_ / \_ / \_ / \_ /

Name of the supervisor: \_\_\_\_\_ / \_ / \_ / \_ /

Country: Guatemala=1 El Salvador=2 Honduras=3 Nicaragua=4 Costa Rica=5 Panama=6 / \_ /

Department/Province: \_\_\_\_\_ / \_ / \_ /

Canton or Township: \_\_\_\_\_ / \_ / \_ / \_ / \_ /

District or Village: \_\_\_\_\_ / \_ / \_ / \_ / \_ /

Region, Hamlet or Town: \_\_\_\_\_ / \_ / \_ / \_ / \_ /

Segment Number: \_\_\_\_\_ / \_ / \_ /

Questionnaire Number: (CONSECUTIVE) \_\_\_\_\_ / \_ / \_ / \_ / \_ /

Date of the Interview: \_\_\_\_\_ MM / \_ / \_ / DD / \_ / \_ / YYYY / \_ / \_ / \_ /

Day of the Week: Monday=1 Tuesday=2 Wednesday=3 Thursday=4 Friday=5 Saturday=6 Sunday=7 / \_ /

Start time: \_\_\_\_\_ / \_ / \_ / HH / \_ / \_ / MM

End time: \_\_\_\_\_ / \_ / \_ / HH / \_ / \_ / MM

**Q1. FILTER QUESTION** Have you worked for at least one hour the previous week or were you temporarily absent from your job?  
 Yes=1 (CONTINUE) No=2 (THANK AND CONCLUDE)  
 DO NOT KNOW=98 (THANK AND CONCLUDE) DO NOT ANSWER=99 (THANK AND CONCLUDE) / \_ / \_ /

**Q2.** What's the gender of the person interviewed?  
 Female=1 Male=2 / \_ /

Q3. What is your age?

Specify: \_\_\_\_\_ years old DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_\_/\_\_\_/

Q4. What is the last year of study that you approved?

No schooling: 0 Elementary: 1 2 3 4 5 6  
Secondary: 1 2 3 4 5 6 University: 1 2 3 4 5 6  
DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_\_/\_\_\_/

Q5. What age were you when you started to work?

Specify: \_\_\_\_\_ years old DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_\_/\_\_\_/

Q6. What is the job (duties) that you perform at your main job (that is to say, the one you have devoted more time to during the last 30 days)? Describe what you do. **INTERVIEWER: WRITE LITERALLY. THE CODING IS CARRIED OUT AT THE OFFICE.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_/\_\_\_/\_\_\_/\_\_\_/

Q7. Besides your main job, do you have other paid jobs?

Yes, usually = 01 Yes, but only occasionally = 02 Yes, seasonal work = 03 No, I do not others jobs = 04  
DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_\_/

**A. CONDITIONS OF EMPLOYMENT**

**NOTE TO THE INTERVIEWER:** IF, FROM THIS QUESTION ON, HE/SHE HAS SEVERAL JOBS, ALL THE QUESTIONS WILL MAKE REFERENCE TO THE MAIN JOB: **THE ONE HE/SHE HAS DEVOTED MORE TIME TO DURING THE LAST 30 DAYS.**

A8. How long have you been working in your main job? (Specify years, months, days)

Specify: \_\_\_\_\_  
DO NOT KNOW=98 DO NOT ANSWER=99 Years /\_\_\_/\_\_\_/ Months /\_\_\_/\_\_\_/ Days /\_\_\_/\_\_\_/

A9. Are you paying contributions to...? (**READ ACCORDING TO THE COUNTRY:** For example, Costa Rican Social Security Fund, Salvadoran Social Security Institute, Guatemalan Institute of Social Security, Honduran Social Security Institute, Nicaraguan Social Security Institute, Social Security Fund of Panama)

Yes=1 No=2 DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_\_/

A10. In your main job, are you...? **READ ALTERNATIVES**

Permanent or steady=1 GO TO A13 Temporary=2  
Entrepreneur or owner of the business with employees=3 (**GO to A16**)  
Freelancer or self-employed worker=4 (**GO to A16**) DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_\_/

A11. How long does your current contract last? (Specify years, months, days)

Specify: \_\_\_\_\_  
DO NOT KNOW=98 DO NOT ANSWER=99 NA=88 Years /\_\_\_/\_\_\_/ Months /\_\_\_/\_\_\_/ Years /\_\_\_/\_\_\_/

A13. In your current job, the way you are employed is...?

Direct=1 Indirect through another company/business/person who outsources your services=2  
DO NOT KNOW=98 DO NOT ANSWER=99 NA=8 /\_\_\_/

A14. When they hired you at your job, how did they do it? **READ OPTIONS**

Written or oral=1      Do not have a contract=2      DO NOT KNOW=98      DO NOT ANSWER=99      NA=8      /\_\_/

A15. In reference to your main job, can you do the following things without problems?

	Yes	No	DK/D A	NA	
A. Take your vacation	1	2	9	8	/ / /
B. Receive retirement pension	1	2	9	8	/ / /
C. Take weekly rest days	1	2	9	8	/ / /
D. Get time for medical disability	1	2	9	8	/ / /
E. Get permission to leave the job to go to the doctor	1	2	9	8	/ / /
F. Get permission due to family or personal reasons	1	2	9	8	/ / /
G. Get maternity or paternal leave	1	2	9	8	/ / /
H. Receive at least the minimum wage	1	2	9	8	/ / /
I. <b>(ONLY FOR WOMEN)</b> Get breastfeeding leave	1	2	9	8	/ / /

A16. Over the last 12 months, how long have you been unemployed? (Specify months, days)

Specify: \_\_\_\_\_ DO NOT KNOW=98

DO NOT ANSWER=99      NA=88

Months / \_\_ / \_\_ / Days / \_\_ / \_\_ /

A17. In total, **IN YOUR MAIN JOB**, ¿How many hours do you work per week?

Specify: \_\_\_\_\_ Hours per week

It's very irregular=998      DO NOT KNOW=98      DO NOT ANSWER=999

/ \_\_ / \_\_ / \_\_ /

**If Q7= 01, 02 or 03 →** A18. In total, **TAKING ALL YOUR JOBS INTO ACCOUNT**, how many hours do you work per week?

Specify: \_\_\_\_\_ Hours per week

It's very irregular=998      DO NOT KNOW=98      DO NOT ANSWER=999

/ \_\_ / \_\_ / \_\_ /

A19. Which days of the week do you work at your main job? **READ ALTERNATIVES**

From Monday to Friday=01      From Monday to Saturday=02      Every day=03      Irregular days=04

Other alternative=05. Specify: \_\_\_\_\_

DO NOT KNOW=98      DO NOT ANSWER=99

/ \_\_ / \_\_ /

A20. What kind of work day or usual schedule do you have at your main job? **READ ALTERNATIVES**

Continuous work day, morning-afternoon (for example, from 8am to 4pm or 5pm, with or without lunch break)=01

Continuous work day, afternoon-night (for example, from 1pm to 9pm)=02

Continuous work day, night-early morning (for example, between 10pm and 6am)=03

Split shifts, morning and afternoon (for example, from 8am to 12md and then from 1pm to 5pm)=04

Rotating shifts, except the night shift=05

Rotating shifts, including the night shift=06

Irregular or variable working day, depending on the day=07.

Other alternative=08. Specify: \_\_\_\_\_

DO NOT KNOW=98      DO NOT ANSWER=99

/ \_\_ / \_\_ /

A21. In your main job, your schedule of entrance and exit is...? **READ ALTERNATIVES**

Rigid=1      Flexible, you decide when you get there and when you leave=2

Flexible, the company decides the entrance and exit schedule=3

DO NOT KNOW=98      DO NOT ANSWER=99

/ \_\_ /



**B. COMPANY/BUSINESS/JOB**

B22. In your main job, what does the company/business/institution/organization where you work do? **NOTE TO THE INTERVIEWER: WRITE LITERALLY. THE CODING IS CARRIED OUT AT THE OFFICE.**

\_\_\_\_\_ / \_\_\_/\_\_\_/\_\_\_/

B23. Including yourself, how many people work at the company/business/institution/organization where you work? (**NOTE TO THE INTERVIEWER: AT LEAST ONE PERSON: THE SAME PERSON INTERVIEWED**)

Specify: \_\_\_\_\_ people DO NOT KNOW=98 DO NOT ANSWER=999 / \_\_\_/\_\_\_/\_\_\_/

B24. At the company/business/institution/organization where you work, how many people do you supervise?

Specify: \_\_\_\_\_ people  
None=00 NA=8888 DO NOT KNOW=98 DO NOT ANSWER=9999 / \_\_\_/\_\_\_/\_\_\_/

B25. Where is your main job located? **READ ALTERNATIVES**

Building=01 Country=02 At your house=03 (GO TO C27)  
Street=04 Mean of transportation=05 At somebody else's house=06  
Other alternative=07. Specify: \_\_\_\_\_  
DO NOT KNOW=98 DO NOT ANSWER=99 / \_\_\_/\_\_\_/

B26. How long does it approximately take for you to move from your house to your job and vice versa on a typical work day? (Specify hours and minutes)

Specify: \_\_\_\_\_ DO NOT KNOW=98  
DO NOT ANSWER=99 / \_\_\_/\_\_\_/HH / \_\_\_/\_\_\_/MM

B27. What means of transportation do you usually use to go from your house to your job and vice versa? Choose the one you most frequently use. **READ THE ALTERNATIVES.**

On foot=1 Bicycle=2 Motorcycle=3 Public bus=4 Taxi=5 Private car=6  
Other alternative=8. Specify: \_\_\_\_\_  
DO NOT KNOW=98 DO NOT ANSWER=99 / \_\_\_/

**C. WORKING CONDITIONS**

**NOTE TO INTERVIEWER: READ SLOWLY: NEXT, WE ARE GOING TO ASK ABOUT SOME RISKS AND SITUATIONS THAT MIGHT BE PRESENT AT YOUR WORKPLACE/JOB SITE. PLEASE, ALWAYS ANSWER ACCORDING TO YOUR MAIN JOB (THE ONE YOU HAVE DEVOTED MORE TIME TO DURING THE LAST 30 DAYS). YOU TOLD ME THAT YOU WORK AS \_\_\_\_\_ (NAME MAIN OCCUPATION OF P7). NOW I WANT TO ASK YOU SOME QUESTIONS REGARDING THIS JOB.**

C28. At your workplace, taking as a reference a usual day of work, how often are you exposed to the following situations? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Always	Often	Sometimes	Just once	Never	DK/DA	
A. Falls	1	2	3	4	5	9	/ ___/
B. Have limited space to move and handle all the working tools adequately	1	2	3	4	5	9	/ ___/
C. Use the work equipment (instruments, machines, others), that might present a risk because of sharp borders, temperature, obstruction or weight	1	2	3	4	5	9	/ ___/
D. The working area is dirty and disorganized	1	2	3	4	5	9	/ ___/

C29. Now, regarding the environment of your workplace and taking as a reference a usual day of work, how often are you exposed to the

following conditions? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Never	Less than a quarter of the time	Between a quarter a half of the time	More than half of the time	DK/DA	
A. Extreme hot temperatures	1	2	3	4	9	/ / /
B. Extreme cold temperatures	1	2	3	4	9	/ / /
C. Levels of noise that are so high that you have to raise your voice in order to talk to people	1	2	3	4	9	/ / /
D. The handling of hazardous or toxic substances	1	2	3	4	9	/ / /
E. Sun (radiation)	1	2	3	4	9	/ / /
F. Inhalation of chemical substances that are in the air	1	2	3	4	9	/ / /
G. Tobacco smoke	1	2	3	4	9	/ / /
H. Manipulation of animals or people's secretions or wastes	1	2	3	4	9	/ / /
I. Poisonous or irritating insects or plants	1	2	3	4	9	/ / /

C30. At your workplace, taking as a reference a usual day of work, what is your habitual position and for how long do you stay in that position? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Never	Less than a quarter of the time	Between a quarter a half of the time	More than half of the time	DK/DA	
A. Standing up	1	2	3	4	9	/ / /
B. Seated	1	2	3	4	9	/ / /
C. Walking	1	2	3	4	9	/ / /
D. Squatting position	1	2	3	4	9	/ / /
E. On your knees	1	2	3	4	9	/ / /
F. Leaning	1	2	3	4	9	/ / /

C31. In your working position, taking as a reference a usual day of work, how often are you confronted with the following situations? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Never	Less than a quarter of the time	Between a quarter a half of the time	More than half of the time	DK/DA	
A. Throw, pull, lift or push heavy loads	1	2	3	4	9	/ / /
B. Perform repetitive movements with hands or arms	1	2	3	4	9	/ / /
C. Perform heavy or strong physical effort	1	2	3	4	9	/ / /

C32. In relation to your working position, taking as a reference a usual day of work, how often can you...? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Never	Less than a quarter of the time	Between a quarter a half of the time	More than half of the time	DK/DA	
A. Work comfortably	1	2	3	4	9	/ / /
B. Carry out the necessary movements	1	2	3	4	9	/ / /
C. Change postures	1	2	3	4	9	/ / /

C33. In your working position, taking as a reference a usual day of work, how often do you have to...? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Never	Less than a quarter of the time	Between a quarter a half of the time	More than half of the time	DK/DA	
A. Strain your eyes	1	2	3	4	9	/ /
B. Work in an uncomfortable position	1	2	3	4	9	/ /

C34. In your working position, taking as a reference a usual day of work, tell us, how often do you have to face the following demands in order to perform your job? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Always	Often	Sometimes	Just once	Never	DK/DA	
A. Do you have to work very quickly?	4	3	2	1	0	9	/ /
B. Is the distribution of tasks irregular and causes the amount of work you have to build up?	4	3	2	1	0	9	/ /
C. Do you have time to keep your job up to date?	4	3	2	1	0	9	/ /
D. Is it hard for you to forget the problems from your job?	4	3	2	1	0	9	/ /
E. Is your job, in general terms, emotionally exhausting?	4	3	2	1	0	9	/ /
F. Does your job require that you hide your feelings?	4	3	2	1	0	9	/ /

C35. In your working position, taking as a reference a usual day of work, how often do you have influence and control over what you do in your job? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Always	Often	Sometimes	Just once	Never	DK/DA	
A. Do you have influence over the amount of work that is assigned to you?	4	3	2	1	0	9	/ /
B. Is your opinion considered when the tasks are assigned to you?	4	3	2	1	0	9	/ /
C. Do you have influence over the order in which you carry out the tasks?	4	3	2	1	0	9	/ /
D. Can you decide when to have a break?	4	3	2	1	0	9	/ /
E. If you have a personal or family issue, are you allowed to leave your working position for at least an hour without having to ask for a special permission?	4	3	2	1	0	9	/ /
F. Does your job require that you have initiative?	4	3	2	1	0	9	/ /
G. Does your job allow you to learn new things?	4	3	2	1	0	9	/ /
H. Do you feel committed to your profession or trade?	4	3	2	1	0	9	/ /
I. Do your tasks make sense?	4	3	2	1	0	9	/ /
J. Do you speak enthusiastically about your company to other people?	4	3	2	1	0	9	/ /

C36. Now I'm going to read a list of changes that may occur at your job. For each of the items in the list tell me, how worried are you right now? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Very	Quite	More or less ... worried	A little	Not	DK/DA	
A. Becoming unemployed and having to find another job	4	3	2	1	0	9	/ /
B. Suffering a change in your tasks against your will	4	3	2	1	0	9	/ /
C. Suffering a change in your salary (not getting it updated, getting a salary reduction, being paid in kind)	4	3	2	1	0	9	/ /
D. Suffering from a change in your schedule (shift, days in the week, in and out times) against your will	4	3	2	1	0	9	/ /

C37. Please, answer the following questions taking as a reference a usual day of work. **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Always	Often	Sometimes	Just once	Never	DK/DA	
A. Do you know exactly what amount of autonomy (independence) you have in your job?	4	3	2	1	0	9	/ / /
B. Do you know exactly which tasks you are responsible for?	4	3	2	1	0	9	/ / /
C. In your company, do they tell you far enough in advance about the changes that might affect your future?	4	3	2	1	0	9	/ / /
D. Do you receive all the information that you need to carry out your job effectively?	4	3	2	1	0	9	/ / /
E. Do you receive support from your coworkers?	4	3	2	1	0	9	/ / /
F. Do you get help and support from your boss or your immediate superior?	4	3	2	1	0	9	/ / /
G. Is your workstation located far away from your coworkers'?	4	3	2	1	0	9	/ / /
H. At work, do you feel like you are part of a team?	4	3	2	1	0	9	/ / /
I. Are your current immediate superiors good planners?	4	3	2	1	0	9	/ / /
J. Do your current immediate bosses communicate well with the workers?	4	3	2	1	0	9	/ / /

C38. In your working position, taking as a reference a usual day of work, how often do they recognize what you do at work? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Always	Often	Sometimes	Just once	Never	DK/DA	
A. Your superiors show you the appreciation that you deserve	4	3	2	1	0	9	/ / /
B. When confronted with hard situations at work, you receive the support that you need	4	3	2	1	0	9	/ / /
C. At your job, you are treated unfairly	0	1	2	3	4	9	/ / /
D. If you think about all the work and the effort that you have made, the recognition that you get in your job seems about right	4	3	2	1	0	9	/ / /

C39. Now let's talk about your household. Please tell me, INCLUDING YOU, how many people are in your core family or household? **(NOTE TO INTERVIEWER: MINIMUM ONE PERSON: THE SAME PERSON INTERVIEWED)**

Specify: \_\_\_\_\_ people DO NOT KNOW=98 DO NOT ANSWER=99 / / / /

If C39 is greater than 1 → C40. How many people under the age of 14 form your core family or household?

Specify: \_\_\_\_\_ people under 14 years old DO NOT KNOW=98 DO NOT ANSWER=99 / / / /

C41. Usually, how often do you perform each of the following activities outside or apart from your main job? **(READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE BY OPTION)**

	Everyday	Several times a week	Some times a month	Less frequently	Never	DK/DA		Usually, how many hours a day do you dedicate to each activity on average?
A. Care and education of your children or grandchildren or other minor family members	04	03	02	01	00	98/99	/ / / /	Specify: / / / /
B. Care for elderly or disabled family members	04	03	02	01	00	98/99	/ / / /	Specify: / / / /
C. Performing domestic and family (e.g., housechores) work	04	03	02	01	00	98/99	/ / / /	Specify: / / / /

If C41.C = 4, 3, 2 or 1 → C42. Which part of the domestic and family work do you do?

I don't do any or practically any of those tasks =0 I only do specific tasks=1

I do more or less one quarter of the domestic and family tasks=2

I do approximately half of the domestic and family tasks=3

I'm the main responsible and I do most of the domestic and family tasks=4

DO NOT KNOW=98 DO NOT ANSWER=99 NA=8

/ \_ /

C43. Taking as a reference a usual day of work, how often do the following situations take place? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	Always	Often	Sometimes	Seldom	Never	DK/D A	
A. If one day you are not at home, are the domestic tasks that you do left undone?	4	3	2	1	0	9	/ _ /
B. When you are at the company, do you think about the family and domestic tasks?	4	3	2	1	0	9	/ _ /
C. Are there times in which you would need to be both in the company and at home at the same time?	4	3	2	1	0	9	/ _ /

#### D. VIOLENCE AND DISCRIMINATION AT WORK

D44. Over the last 12 months, when you were at work, have you been subject to the following situations?

	Yes	No	DK/DA	
A. Physical violence exercised by people working with you	1	2	9	/ _ /
B. Physical violence exercised by people related to your workplace (patients, students, prisoners, customers, etc.)	1	2	9	/ _ /
C. Physical violence exercised by people from outside your workplace	1	2	9	/ _ /
D. Sexual harassment ( <b>INTERVIEWER DESCRIBE:</b> jokes, comments, sexual questions or advances, recurring date requests or break ups with the couple, excessive approaches or contacts, suggestive gestures and looks, sexual requests, open sexual requests in exchange of improvements or threats)	1	2	9	/ _ /

D45. Over the last 12 months, in your main job, have you been victim of any of the following conducts?

	Every day	At least once a week	A few times a month	A few times a year	Never	DK/DA	
A. People make it difficult for you to communicate (they prevent you from expressing yourself, they don't talk to you, they don't look at you, they ignore your presence, they forbid everybody else from speaking to you)	1	2	3	4	5	9	/ _ /
B. People discredit/devalue you personally or professionally (there are intrigues, lies; people mock you, they make fun of your private life or your way of thinking, they question your decisions, they assign humiliating tasks to you, they don't assign any task to you, they criticize your job in front of other people...)	1	2	3	4	5	9	/ _ /
C. People threaten you (oral threats, written threats, or threats over the phone; people mess with your working station, with your vehicle, they cause damages to your house...)	1	2	3	4	5	9	/ _ /
D. They have threatened you saying that the company doesn't have the money to pay you your monthly wage, and they keep you in a state of uncertainty causing you instability	1	2	3	4	5	9	/ _ /
E. They have demoted you at work or they have reduced your salary (constructive dismissal)	1	2	3	4	5	9	/ _ /
F. They pay you out of term or not accordingly to the terms	1	2	3	4	5	9	/ _ /

stipulated in the contract							
G. Other conducts of this sort	1	2	3	4	5	9	/ / /

**E. HEALTH STATE AND WELL-BEING**

E46. How do you consider your health situation to be, in general terms? **READ ALTERNATIVES**

Very good=1 Good=2 Regular=3 Bad=4 Very bad=5 DO NOT KNOW=98 DO NOT ANSWER=99 / / /

E47. During the last week, how many hours per day have you approximately slept?

Specify: \_\_\_\_\_ Hours DO NOT KNOW=98 DO NOT ANSWER=99 / / /

E48. Over the last month, have you felt...?

Pain in: <b>(READ ONE AT A TIME)</b>	Yes	No	DK/ DA		In case the answer is affirmative, is it related to your job?				Because of this health problem, have you been unable to work or suspended from it?			
					Yes	No	DK/ DA		Yes	No	DK/ DA	
A. Upper back (cervical)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
B. Mid back (dorsal)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
C. Lower back (lumbosacral)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
D. Shoulder	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
E. Elbow	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
F. Wrist	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
G. Ankle	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
H. Head	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
I. Other: _____	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /

Problems or disorders: <b>(READ ONE AT A TIME)</b>	Yes	No	DK/ DA		In case the answer is affirmative, is it related to your job?				Because of this health problem, have you been unable to work or suspended from it?			
					Yes	No	DK/ DA		Yes	No	DK/ DA	
J. Respiratory	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
K. Dermatological (related to the skin)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
L. Coronary (heart diseases)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
M. Diabetes	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
N. Vision (sight)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
O. Auditory (ear)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
P. Arterial hypertension (high blood pressure)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
Q. Varicose veins	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /
R. Chronic kidney disease (kidneys)	1	2	9	/ / /	1	2	9	/ / /	1	2	9	/ / /

E49. We would like to know if you have had any discomforts or disorders and how your health has been over the last weeks. We are interested in knowing about the recent and current problems, not the past ones. Over the last month, how often have you...? **READ ALTERNATIVES, CHOOSE ONLY ONE ALTERNATIVE PER OPTION**

	4	3	2	1	DK/ DA	
A. Have you been able to focus on what you do?	More than usual	As usual	Less than usual	Much less than usual	9	/__/_/
B. Have you lost many sleeping hours because of your concerns?	Not at all	No more than usual	A bit more than usual	Much more than usual	9	/__/_/
C. Have you felt that you are playing a useful part in life?	More than usual	As usual	Less than usual	Much less than usual	9	/__/_/
D. Have you been able to make decisions?	More than usual	As usual	Less than usual	Much less than usual	9	/__/_/
E. Have you felt that you are constantly under pressure?	Not at all	No more than usual	A bit more than usual	Much more than usual	9	/__/_/
F. Have you felt that you cannot overcome your problems?	Not at all	No more than usual	A bit more than usual	Much more than usual	9	/__/_/
G. Have you been able to enjoy your daily activities?	More than usual	As usual	Less than usual	Much less than usual	9	/__/_/
H. Have you been able to face your problems?	More than usual	As usual	Less than usual	Much less than usual	9	/__/_/
I. Have you felt sad or depressed?	Not at all	No more than usual	A bit more than usual	Much more than usual	9	/__/_/
J. Have you lost confidence?	Not at all	No more than usual	A bit more than usual	Much more than usual	9	/__/_/
K. Have you thought that you are worthless?	Not at all	No more than usual	A bit more than usual	Much more than usual	9	/__/_/
L. Do you feel fairly happy taking into account everything that goes on in your life?	More than usual	As usual	Less than usual	Much less than usual	9	/__/_/

E50. Over the last 12 months, have you suffered from any injury or damage due to a work accident? (**INTERVIEWER EXPLAIN:** unexpected and sudden event that happened because of the job that you usually do, at the workplace or to or from home)  
 Yes=1 No=2 (**GO to E60**) DO NOT KNOW=98 DO NOT ANSWER=99 (**GO to E60**) /\_\_/\_/

**INTERVIEWER: READ CAREFULLY: ON THE FOLLOWING QUESTIONS, ANSWER ABOUT THE INJURY OR DAMAGE BECAUSE OF WHICH YOU LOST THE HIGHER NUMBER OF DAYS AT WORK OVER THE LAST 12 MONTHS. IF YOU ONLY HAD ONE INJURY, ANSWER ABOUT THAT ONE.**

E451 If you had more than one accident, indicate how long you were absent from your job over the last 12 months because of the injury or damage for which you lost the higher number of days at work. (Specify months, days)

Specify: \_\_\_\_\_ DO NOT KNOW=98  
 DO NOT ANSWER=99 Months /\_\_/\_/ Days /\_\_/\_/

E52. Which part of your body was the most affected one because of that injury? (**INTERVIEWER:** mark all the items that apply, and if the participant mentions more than one, verify according to the accident mentioned in E46).

Head=1 Neck=2 Back=3 Chest/internal organs=4  
 Abdomen/internal organs=5 Upper extremities (arms and hands)=6  
 Lower extremities (legs and feet)=7  
 Other alternative=8. Specify: \_\_\_\_\_ DO NOT KNOW=98  
 DO NOT ANSWER=99 /\_\_/\_/

E53. What kind of injury was that?

Superficial (contusion, external wound, abrasion, laceration)=1 Fracture=2  
 Sprain or dislocation=3 Amputation=4 Deep (contusion, internal wound or injury)=5  
 Burn, corrosion or bite=6 Poisoning or infection=7 DO NOT KNOW=98 DO NOT ANSWER=99 /\_\_/\_/

E54. How did that injury happen? **READ ALTERNATIVES**

Contact with electricity=01      Contact with extreme temperatures=02  
 Contact with toxic substances=03      Contact with pointed and sharp objects=04  
 Submersion or immersion=05      Fall from some place=06      DO NOT KNOW=98      DO NOT ANSWER=99  
 Got caught with something=07      Collision=08      Overstrain=09      Bites or blows=10  
 Other alternative=11. *Specify:* \_\_\_\_\_      DO NOT KNOW=98      DO NOT ANSWER=99  
 NA=88      / \_\_ / \_\_ /

E55. What was it that caused the injury? **READ ALTERNATIVES**  
 Buildings or structures=01      Engines or transmissions=02      Manual tools=03  
 Mechanic tools or machines=04      Transport and feeding equipment=05  
 Vehicle=06      Materials or other products=07      Substances=08      Living organisms=09  
 Other alternative=10. *Specify:* \_\_\_\_\_  
 DO NOT KNOW=98      DO NOT ANSWER=99      NA=88      / \_\_ / \_\_ /

E56. Did your report that injury that was caused by a work accident?  
 Yes=1      No=2 (**GO to E58**)      DO NOT KNOW=98      DO NOT ANSWER=99      / \_\_ /

E57. If the answer is yes, who did you report that work accident to? (**LITERALLY**)  
*Specify:* \_\_\_\_\_  
 DO NOT KNOW=98      DO NOT ANSWER=99      NA=8      / \_\_ /

E58. Did you receive medical attention because of that work accident?  
 Yes=1      No=2      DO NOT KNOW=98      DO NOT ANSWER=99      NA=88      / \_\_ /

E59. Did you receive any monetary compensation from the social security coverage or any other institution because of that work accident?  
 Yes=1      No=2      DO NOT KNOW=98      DO NOT ANSWER=99      NA=88      / \_\_ /

E60. During the past 12 months, have you had one or more illnesses diagnosed by a physician that have been caused by work?  
 Yes=1      No=2      DO NOT KNOW=98      DO NOT ANSWER=99      NA=88      / \_\_ /

E61. In the last 12 months, how many days did you lose because you were on leave due to an accident or illness related to work or not?  
*Specify:* \_\_\_\_\_  
 DO NOT KNOW=98      DO NOT ANSWER=99      NA=8      / \_\_ // \_\_ /

E62. Do you have any health problems or permanent disabilities that limit your ability to move, walk, use hands, hear, see or speak?  
 Yes=1      No=2      DO NOT KNOW=98      DO NOT ANSWER=99      NA=88      / \_\_ /

E63. How often do any of these disabilities, impairments or health problems limit their ability to work?

	Always	Often	Some-times	Seldom	Never	DK/DA	
	04	03	02	01	00	98/99	/ __ / __ /

**F. RESOURCES AND WELFARE AND PREVENTIVE ACTIVITIES**

F64. In your current job (the main one), does your employer offer you the possibility of receiving free medical examinations?  
**INTERVIEWER: Do not ask if A10=3 or A10=4.**  
 Yes and I had the medical examination=1      Yes, but I didn't have the medical examination=2      No=3  
 NA=8 (He/she is a freelancer or self-employed worker)      DO NOT KNOW=98      DO NOT ANSWER=99      / \_\_ /

F65. To what extent are you informed about the security and health risks at your main job?  
 Very well=1      Well=2      Regular=3      Bad=4      Very bad=5      DO NOT KNOW=98      DO NOT ANSWER=99      / \_\_ /



F66. Do you have the personal protection equipment (helmet, gloves, boots, etc.) available to you whenever you need it?  
 Yes=1 No=2 DO NOT KNOW=98 DO NOT ANSWER=99 NA=88 (Do not need it) /\_/\_/

F67. In your main job, how often...?

	Always	Often	Sometimes	Few times	Never	DK/DA	
A. They consider the protection of your health as a very important matter	1	2	3	4	5	9	/_/_/
B. Your immediate superior worries about the safety at work	1	2	3	4	5	9	/_/_/

**G. DEMOGRAPHIC CHARACTERISTICS**

G68. Which is your country of birth?

Guatemala=01 El Salvador=02 Honduras=03 Nicaragua=04  
 Costa Rica=05 Panama=06  
 Other alternative=07. *Specify:* \_\_\_\_\_ DO NOT KNOW=98  
 DO NOT ANSWER=99 /\_/\_/\_/

G69. Which ethnic group do you belong to? **INTERVIEWER READS ALTERNATIVES**

Indigenous=01 Mixed race=02 White=03 Black=04 Mulatto=05  
 Other alternative=06. *Specify:* \_\_\_\_\_ DO NOT KNOW=98  
 DO NOT ANSWER=99 /\_/\_/\_/

G70. What is your marital status?

Married, with a couple=1 Single=2 Widow/er=3 Divorced, separated=5 DO NOT KNOW=98  
 DO NOT ANSWER=99 /\_/\_/

G71. In your main job, how much do you approximately earn per month?

*Specify:* \_\_\_\_\_ DO NOT KNOW=98 DO NOT ANSWER=99999999 /\_/\_/\_/\_/\_/\_/\_/\_/\_/\_/\_/\_/

G72. **INTERVIEWER: IF HE/SHE DOES NOT ANSWERS G64 ASK:** Which has been your average monthly income over the last 3 months? I'm going to read some income ranges for you. **READ ALTERNATIVES PER COUNTRY**

Country	-\$200	\$201-\$300	\$301-\$500	\$501-\$1000	+\$1000	DK/DA	
Guatemala (Q)	-1546=1	1547-2319=2	2320-3865=3	3866-7730=4	+7731=5	9	/_/_/
El Salvador (\$)	-200=1	201-300=2	301-500=3	501-1000=4	+1000=5	9	/_/_/
Honduras (L)	-4292=1	4293-6438=2	6439-10730=3	10731-21460=4	+21461=5	9	/_/_/
Nicaragua (C\$)	-5320=1	5321-7980=2	7981-13300=3	13301-26600=4	+26601=5	9	/_/_/
Costa Rica (C)	- 109200=1	109201-163800=2	163801-273000=3	273001-546000=4	+546001=5	9	/_/_/
Panama (\$)	-200=1	201-300=2	301-500=3	501-1000=4	+1000=5	9	/_/_/

G73. At your house, how many people are economically dependent on you according to the following characteristics?

	¿How many?	Do any of the following people have a disability and/or chronic disease?		DK/DA	
		Yes	No		
A. People under the age of 16	/_/_/_/	1	2	9	/_/_/
B. People between the ages of 16 and 65	/_/_/_/	1	2	9	/_/_/
C. People over the age of 65	/_/_/_/	1	2	9	/_/_/

G74. Besides your usual job, do you look after or take care of other people according to the following characteristics?

	Yes	No	DK/DA	
A. People under the age of 16	1	2	9	/_/_/

B. People between the ages of 16 and 65 with some disability and/or chronic disease	1	2	9	/ / /
C. People over the age of 65	1	2	9	/ / /

G75. How much time per week do you devote to the household tasks?

Specify: \_\_\_\_\_ Hours

DO NOT KNOW=98

DO NOT ANSWER=99

/ / /

G76. At your house, how many people under the age of 18 work?

Specify: \_\_\_\_\_ People

DO NOT KNOW=98

DO NOT ANSWER=99

/ / /

## H. SPECIAL MODULE: KIDNEY DISEASE

**NEXT, AND IN ORDER TO CONCLUDE THE INTERVIEW, WE ARE GOING TO ASK YOU A FEW QUESTIONS ABOUT SOME ISSUES THAT MIGHT BE RELATED TO A KIDNEY DISEASE WHICH AFFECTS SOME PEOPLE IN CENTRAL AMERICA.**

H77. Over the last 12 months, how often were you exposed, in your job, to high temperatures that made you feel uncomfortable?

Frequently=1    Sometimes=2    Rarely=3    Never=4    DO NOT KNOW=98    DO NOT ANSWER=99

/ / /

H78. How is the general temperature at your workplace?

Very cold=1    Cold=2    A little cold=3    Pleasant or normal=4    A little hot=5

Hot=6    Very hot=7    DO NOT KNOW=98    DO NOT ANSWER=99

/ / /

H79. How often did you take water at your job last week? **READ ALTERNATIVES**

Every 30 minutes or with more frequency=1    Every half hour=2    Every hour and a half=3

Every two hours=4    Every three hours=5    Every four hours=6    I don't drink water at work=7

DO NOT KNOW=98    DO NOT ANSWER=99

/ / /

H80. What is the general level of humidity at your workplace?

Dry=1    Pleasant and desirable=2    A little humid=3    Very humid=4    DO NOT KNOW=98

DO NOT ANSWER=99

/ / /

H81. How much do you sweat (perspire, etc.) at work?

I don't sweat=1    I notice sweat in my armpits and my groin=2

I sweat so much that I notice it all over my body and my clothes get all wet because of the sweat=3    DO NOT KNOW=98

DO NOT ANSWER=99

/ / /

H82. How much does the heat at your work bother you?

It does not bother me=1    It bothers me a little=2    It annoys me=3    It annoys me a lot=4

It annoys me so much that it affects my capacity to do my job=5    DO NOT KNOW=98    DO NOT ANSWER=99

/ / /

H83. When you are at work, which of the following situations is more similar to the physical effort or the work intensity that you are carrying out? **SHOW FIGURE 1**

Very easy=1    Easy=2    Strong=3    Very strong=4    So strong that I have to take breaks=5

DO NOT KNOW=98    DO NOT ANSWER=99

/ / /

H84. Approximately, how many hours a day are you under these conditions of physical effort or work intensity?

Specify: \_\_\_\_\_ Hours

DO NOT KNOW=98    DO NOT ANSWER=99

/ / /

H85. How thirsty do you get doing job?

I'm not thirsty=1    I'm a little thirsty=2    I'm very thirsty=3

DO NOT KNOW=98    DO NOT ANSWER=99

/ / /



## **Appendix D. Focus Groups Final Report.**

**WORK-RELATED VIOLENCE IN HONDURAS  
A FOCUS GROUPS ANALYSIS**

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## 1. Introduction

This study was undertaken according to the Focus Group Protocol, Purchase Order DOL-OPS-P-00239 of the Health Science Center of Houston, Public Health School of the University of Texas for the United States Department of Labor (USDOL) and the Bureau of International Labor Affairs (ILAB) and the USDOL Chief Evaluation Office, in June of 2016.

### **The study aims were to:**

- Gain a greater understanding of the violent and threatening events that workers may have experienced as a consequence of the environment they live in.
- Gain knowledge about the experience of workers as a consequence of the environment they work in and of the tasks they perform, especially with respect to WRV.
- To better comprehend worker perception of violence and discrimination that participants themselves or others may have experienced in relation to their workplace.

The results will be used to identify certain risk factors for WRV in the countries that integrate Central America. The participants were selected because they were all people who work in Honduras and who volunteered to be a part of the focus group.

This document presents the results obtained from the analysis of the focus group sessions of male and female participants that were carried out in Tegucigalpa, Honduras, in June 2016.

## 2. Theoretical Framework

There are different types of work violence, including “WRV”<sup>14</sup>:

When we talk about “violence” we make reference to violent acts perpetrated by individuals who share a working environment. The people engaged in these kind of acts can be: owners, managers, employees, clients or users, as well as other actors that interact in this environment such as providers, government agents, neighbors, policemen, extortionists, etc. Likewise, all instances of aggression that do not take place in the workplace, but that are an immediate result of the job or of the kind of relationship that is established in the workplace, are also considered to be instances of WRV.

Actions that are considered violence including physical aggressions such as aggressive physical contact like kicks, bites, scratches, pushes and spitting, regardless of whether or not they result in injuries; threats of physical assault, which may include any verbal expression intended to cause harm, inappropriate usage of language or aggressive behavior such as shaking fists, destroying property or throwing objects, which might cause a worker to feel fear, discomfort or worry for

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<sup>14</sup> The University of Texas Health Science Center at Houston, School of Public Health. Focus Groups Protocol for the United States Department of Labor (USDOL) and the Bureau of International Labor Affairs (ILAB). May 3rd, 2016.

his personal wellbeing; and emotional abuse, which might lead to harmful attitudes, comments or gestures.

These “violent acts” include physical assault, and also the threat of physical assault, events in which the people involved might not have resulted injured but might have been harmed physically or psychologically.

This kind of violence may take the form of:

- psychological harassment (intimidation, discrimination, or harassment based on different reasons like gender, race or sexual orientation.)
- sexual harassment
- threats, extortion and death

Violence has always had a place in the workplace.<sup>15</sup> As Baker (2003/4) points out, there is evidence that even in present day not all instances of acts of WRV that occur are reported. Violence comes both from outside the workplace and from within. The perpetrator might be a coworker or someone the victim knows, or a stranger, such as a client, for instance.<sup>16</sup>

Sexual harassment, perhaps the most frequent problem for women, is one of the most offensive and degrading experiences. Psychological violence is a type of violence that is the most difficult to measure, and is often not reported. Women, young workers and people who have low-paid jobs, as well as ethnic and racial minorities are the most vulnerable to this kind of violence.

Some jobs appear to be more susceptible to violence than others. In Honduras, the work areas that involve more interaction with the local community are the riskiest. Examples include persons who must drive across different areas of the city (e.g., taxi drivers, truck drivers, delivery persons); journalists, due to the work they do, which involves direct contact with the audience and coverage of dangerous events; healthcare workers; and the legal profession in Honduras is a high-risk job in the country, with high death rates among lawyers.

Employees can be subject to mistreatment by their employers or other repressive groups if they engage in a protest or union activities. Another common occurrence is psychological harassment towards workers whom the employers want to get rid of, a practice that is widely reflected in the focus groups we studied. This kind of WRV has an impact in other spheres, affecting employees, the workplace, coworkers, employers, families and society as a whole.

The existence of WRV generates devastating effects on productivity and level of satisfaction achieved by the performance of the individual. Dissatisfaction in the workplace is considered harmful to individual health, causes frustration and depression and can lead to low self-esteem. All of the above has a clear impact on the worker’s family, can lead to drug or alcohol abuse, and, in extreme cases, to suicide.

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<sup>15</sup> Jim Baker, Director of the Bureau for Workers' Activities ILO, Editorial on La violencia en el trabajo, Revista Educación Obrera 2003/4; (133): V-VIII.

<sup>16</sup> Op. Cit.



With respect to productivity, creativity, efficiency and work quality, violence in all its forms creates negative impacts on the workplace, reflected in absenteeism, diminished productivity, deterioration of working relationships, lack of creativity, low quality, and mistreatment of users and clients. This in turn creates a ripple effect affecting all social relationships. WRV also increases the level of fear and anxiety experienced by society.

The work environment has a great effect on us all. Persons working in a healthy and safe environment tend to feel greater satisfaction, create better relationships with their coworkers and employers, and be more efficient and more productive.

Most cases of harassment are committed by hierarchical superiors, but there also exist other types of violence due to discrimination among coworkers, assault by other members of society; assaults towards clients or users, etc.

Cooperation and dialogue among employers and workers are the most important tools to reduce and eliminate WRV, and to build positive productivity and creative environments. Research shows that WRV is linked to other factors that have an impact on workers' health, such as stress and alcohol and drug consumption. The International Labor Organization (ILO) sustains that it is important to face all of these issues, and that reducing or eliminating one of them may reduce the incidence and severity of all the others. Several courts and regulatory bodies have established the existence of a clear link between work and stress (Baker, 2003).

The risk of WRV increases due to factors like change, reorganization, inadequate staffing, work overload, poor hiring practices, slipshod contracts, poor communication, poor management, insecurity and inadequate response to violent incidents (Baker 2003; 2004).

Finally, the construct of violence also includes what some authors like La Parra and Tortosa of the Grupo de Estudios de Paz y Desarrollo de la Universidad de Alicante (2003:57) point out, systemic or structural violence. The terms "systemic" or "structural" applies to all those situations in which harm is caused to the satisfaction of basic human needs (survival, wellbeing, identity or freedom) as a consequence of the processes of social stratification, without the presence of direct violence being necessary.

### **3. Focus Group Methodology and Analysis**

Focus groups are a data collection method involving a semi-structured group interview which revolves around a topic proposed by the investigator. Different authors (Aigner, 2006; Beck, Bryman and Futing, 2004, cited in Escobar and Bonilla, 2007) agree that focus groups are "discussion groups, guided by a set of questions carefully crafted for a specific aim". Gibb (1977), also cited by the authors, points out that "the main purpose of focus group research is to draw upon respondents' attitudes, feelings, beliefs, experiences and reactions." As compared to

individual interviews, focus groups allow researchers to obtain multiplicity of viewpoints and emotional processes within the context of the group.<sup>17</sup>

The focus group protocol proposed for this project (Annex 1) sought to present a strategy for the creation of focus groups, providing enough detail so as to guarantee that the methodology is reproducible and that its' techniques can be replicated in other populations and for other topics. It was recognized that each focus group may take on a life of its own, that probing questions are used as a tool to promote deep discussion, and that it is not mandatory to ask all of the questions.

The protocol proposed the use of a written document to facilitate and guide the focus group discussion (Annex 2) and the moderators through the data collection process. All questions must be read in the order in which they were written, even though the focus groups is a living organism that will take a life on its own. It is actually preferable that participants eventually wind up ignoring the presence of the moderator, engaging in a discussion of their own perceptions.

Selection of participants in Honduras began by inviting 60 workers (30 females and 30 males), using a purposive snowball sampling approach, combined with other strategies such as contacting government agencies and community organizations that work with labor rights (trusted employees, local unions, churches and community leaders.)

Specifically, in Honduras we reached out to:

- a) Ministry of Labor of Honduras – invitation issued by the person in charge of labor claims in the ministry to people who have filed complains before this institution and to young people who have approached the ministry after experiencing hardship when trying to find a job;
- b) Inhabitants of the municipality of Valle de Angeles, a semi-rural municipality/ bedroom community of Tegucigalpa where a large part of the population commutes daily to the capital to work in secondary and tertiary areas.
- c) Native people from the area of Honduras called “La Moskitia”, who belong to the Miskito people, who have a particular culture and language, different from the one shared by the Hispanic-mixed population. These people have usually moved to the capital city to work in government institutions and in the secondary (i.e., manufacturing) and tertiary (i.e., services) sectors.<sup>18</sup>
- d) Workers of the service industry in Tegucigalpa.

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<sup>17</sup> Jazmine Escobar and Francy Ivonne Bonilla-Jiménez, Grupos Focales: Una Guía Conceptual y Metodológica. In Cuadernos Hispanoamericanos de Psicología 2007; 9(1): 51-67.

<sup>18</sup> The sectors of the economy where a firm may operate are typically considered: (1) the primary sector or the acquisition of raw materials, such as in mining or oil drilling; (2) the secondary sector or the manufacturing and assembly process, for instance, making plastics from oil; and, (3) the tertiary sector or the services supporting the production and distribution process such as transportation as well as other services such as teaching and health care.

Inclusion criteria for participation in the focus group sessions were:

- (a) being 18 years old or older,
- (b) having worked for at least one year in a formal or informal job, and
- (c) being a Spanish speaker.

Participants received 10 USD in compensation for their participation; snacks and refreshments were available in each session. Additionally, they were reimbursed for any transportation expenditures to and from the meeting location.

The local team organized the focus group sessions and made sure that the following tasks were carried out before each session:

1. Establish the time and place for the focus group sessions;
2. Contact potential participants;
3. Contact each person the day before the focus group meeting to remind them of the time and place of the meeting.

### **3.1. Characteristics of the Focus Groups Sessions**

#### **1. Composition**

In Honduras four focus groups sessions were conducted with the participation of 10 participants per group. Due to the sensitive nature of WRV and our interest in sexual violence experiences, the participants were separated according to their gender:

- Two groups exclusively made up of women, with a mixture of people who had formal and informal jobs, and who were from different rural and urban areas
- Two groups exclusively made up of men, with a mixture of people who had formal and informal jobs, and who were from different rural and urban areas

Even though we reached out to persons who may have had self-reported disabilities, we were not successful in recruiting them to any of the sessions.

#### **2. Environment**

- The focus groups sessions were conducted within reasonable proximity to the participants' workplace or residence; in the case of people who came from farther away, their transportation expenses were reimbursed;
- In a closed environment (hotel meeting room in Tegucigalpa);
- Pleasant temperature and lighting;
- Seats arranged in a circle;

- Beverages (water, tea, coffee) and snacks were available in the room;
- The room had doors to keep the discussions private;
- Sessions were audio recorded, with the consent of the participants;
- No person under 18 was allowed to remain in the room, and in the event someone could not avoid bringing an underage child to the meeting, he/she was kept separate from the discussion area under the care of the project team;
- Calm, pleasant environment to ensure all contributions were heard.

### **3. Reduction of participation barriers**

All sessions took place during non-business hours (weekends).<sup>19</sup>

#### **3.2. Methodology for Data Analysis**

The analysis of the data collected from the focus group sessions was carried out using ATLAS.ti software, an organizational tool for qualitative data analysis. It allows qualitative analysis of large bodies of data such as texts, figures and videos. This software helps researchers organize, rearrange and manage the material in a creative and systematic fashion. Additionally, it is a simple and easy-to-learn package.

The central working area of ATLAS.ti is the Hermeneutic Unit Editor. Each data set is downloaded into so-called Hermeneutic Units which organize the main documents of a given project. The access to basic project components (primary documents, quotes, codes and notations) is quick and comfortable. Coding is easily done by dragging the codes from the Code Manager to the data section selected. The Object Manager, Object Explorer, and Co-occurrence Explorer allows one to explore and surf through the project data.<sup>20</sup>

Specifically, in the case of the focus groups that were carried out, the literal answers of the participants were grouped into topics or hermeneutic units according to the five violence categories identified at the initial stage of the project: magnitude of the WRV problem, personal effects of WRV, consequences of WRV, reporting a WRV event and the relationship between WRV and social violence.

The answers provided by both female and male focus groups were unified by the same hermeneutic units before proceeding to their analysis, based on the degree of correspondence between the answers and each topic.

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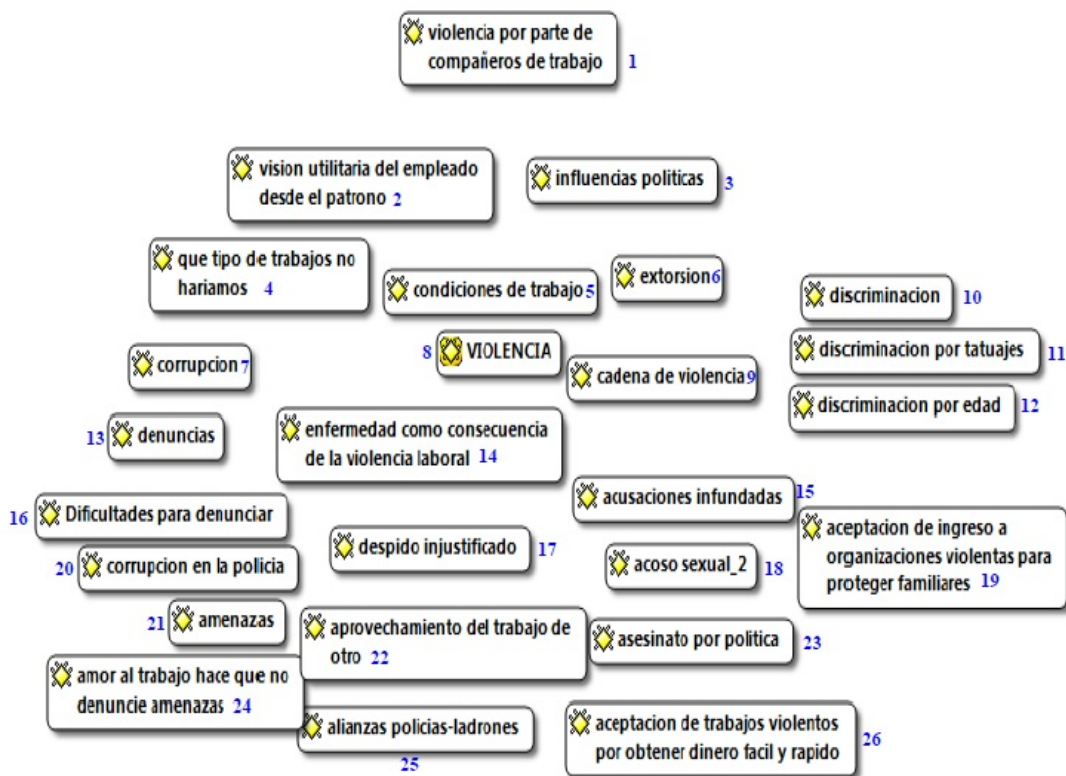
<sup>19</sup> Further details about the Protocol for Focus Groups in the Appendices.

<sup>20</sup> ATLAS.ti, El Conjunto de Herramientas del Conocimiento. [http://atlasti.com/wp-content/uploads/2014/07/atlas.ti6\\_brochure\\_2009\\_es.pdf](http://atlasti.com/wp-content/uploads/2014/07/atlas.ti6_brochure_2009_es.pdf)

Through this analysis methodology the data obtained for general and particular topics from the participants' answers were coded, organized and processed. Special attention was paid to the subjective construction of answers of the interviewed people, taking into account their own experiences and perceptions. The ATLAS.ti helped to structure and identify the specific texts provided by the participants of the interview (Annex 3).

Once the data has been organized into units, it is easier to perform a comparative analysis of the information provided by each interviewee, which allows researchers to have the flexibility they need to widen the senses and the concepts of all participants, regardless of whether they are women or men, formal or informal workers, or members of different communities.<sup>21</sup>

Figure 1: Example of Net of Codes of Work-Related Violence



## References

- |  |   |   |
|--|---|---|
| 1. Violence from co-workers.   | 12. Discrimination on the basis of age                | 22. Taking advantage of other people's work               |
| 2. Utilitarian conception of the employee from the point of view of the employer | 13. Claims  | 23. Political kills                                       |
| 3. Political Influence   | 14. Disease as a consequence of work-related violence | 24. Love for the job prevents from filing claims          |
| 4. What kind of job we would not do  | 15. Unfunded accusations                              | 25. Police-thieves'                                       |
|  | 16. Obstacles to filing claims                        |   |
|  |   | 26. Acceptance of violent jobs to get money fast and easy |

<sup>21</sup> The list of the categories used by ATLAS.ti is presented in the Annex 3.

- |                                 |                                |                       |
|---------------------------------|--------------------------------|-----------------------|
| 5. Working conditions           | 17. Unjustified discharge      | cooperation           |
| 6. Extortion                    | 18. Sexual harassment          | 26. Accepting violent |
| 7. Corruption                   | 19. Joining violent            | Jobs to make easy and |
| 8. Violence                     | organizations to protect other | quick money           |
| 9. Chain of violence            | family members                 |                       |
| 10. Discrimination              | 20. Police corruption          |                       |
| 11. Discrimination on the basis | 21. Threats                    |                       |
| of tattoos                      |                                |                       |

#### 4. Focus Groups Analysis

***“Violence has become cultural”***  
*Focus Group 3.doc - 1:108 (659:659)*

The focus groups that met in Tegucigalpa started their sessions talking about social insecurity, understood as instability in the job position. The moderators had to redirect the discussion to tackle the topic of violence, which was difficult to address and to a certain extent it could be said that it seems to be a topic that is avoided.

This difficulty the participants experienced when trying to differentiate insecurity from violence springs from the fact that they link both concepts almost inextricably as they perceive insecurity as a direct result from violence and vice versa, more than other factors. For instance, one of the participants associates one violent event of which he was a victim directly to the fact that he was working and that, therefore, the robbers thought he would have money they could steal.

Additionally, the participant tells that during the incident some policemen showed up but defended the thieves instead of him, who was doing an honest job. The victim concludes his story arguing the following: *“Yes, you cannot trust—no, the thing is that now—like I said—the uniformed policemen assault people, just like that”*.

Despite the confusion, it can be perceived that, for many of the people interviewed, insecurity is a reflection of the lack of sufficient control and just punishment imparted by the State. Another element that is perceived as a trigger for insecurity is the fact that they feel vulnerable and objects of victimization. This fear is what best reflects the *feeling of insecurity* directly associated with the impunity that prevails in the justice system and in the security state entities.

On the other hand, this difficulty derives from a language problem because when we refer to “insecurity” in the workplace, people from Honduras automatically think about the lack of stability in the job position, lack of guarantees that they will continue to have a salary and good working conditions.

We suggest that, in future studies carried out in Central American countries, the information collection instrument (focus group guide) specifies when the questions address *insecurity* understood as labor instability, or poor working conditions, other factors be included, such as employment, access to housing, health services and the environment, etc.; and another set of questions that address in a clearer fashion the issue of violence per se.

Figure 2 shows a net of topics related to employment instability and the conditions of work-related insecurity.



We think it is important to mention at the beginning of the analysis that “violence has become cultural,” which indicates that people perceive a situation of structural violence, both in the workplace and outside the workplace.

*“...I think it does, especially because violence has become almost a cultural phenomenon. We see violence here, violence at home, violence in the park, in the school, in the university, so it becomes like a cultural thing, so that is why authorities are indifferent...”*

In this way, it can be perceived that participants identify instances of violence in all social spheres in which their lives take place, including the workplace.

#### **4.1. General Concerns Regarding Work-Related Violence**

When participants were asked whether or not they felt secure while doing their job, their answers were linked mainly to “security”, understood as employment stability and as compliance with labor acts of the country. Some of the factors that trigger a feeling of work-related insecurity are:

4. Sexual harassment and the fact that refusing to allow harassment may cause a person to be fired.

*When I noticed the man was like a harasser and that—like slimy... and he came up to me, I didn't pay attention to him because I was doing my thing, I saw many girls would go to his office. One day he told me “You have to clean,” so I went inside and I saw there was a room at the back like with a bed and everything. When I saw that I left running, I quit, I thought he wants to... this man, if I stay late he will rape me. Focus Group 1.doc - 2:31 (91:91)*

- Poor working conditions

*They locked me in a room that was this small and I couldn't even walk there, and I had a computer, a printer and just two little holes. Focus Group 1.doc - 2:31 (91:91)*

- Unfavorable working conditions such as per hour jobs.

*Per hour employment is the worst thing that could happen to anyone, they take away your rights, they don't give you the fourteenth, they don't give you licenses, if you leave they discount the hour, the two hours, I mean, it is like—you get paid for the time you worked. And those who agree, humiliate you. And we are, and you are not, and you cannot use this bathroom, you can use the other one, or like, you cannot sit here, they treat you as if you had the plague.*

- Keeping a job out of necessity even though they are unhappy with the working conditions

*They paid me every 6 months, once they paid me after a year and so on. But I accepted it.*

- Employment insecurity due to political reasons



*... We feel our job is at risk because we don't have employment insecurity. The political issues are going to take away our jobs... because in our country, if you don't have the political approval you cannot do anything. The entire system depends on politics, so even if you have a contract, at any time someone can show up and run a check on you, and if you don't have a politician that supports you, you lose your job... There is no such thing as a right to employment stability if you have a two-year contract. The law says you can continue—your contract can be renewed, but in our country laws are not observed, so I think we are—at any time our job could be taken away from us because that is what we feel, that is what we fee.*

With respect to the amount of WRV, groups reported that, even though there is violence in the workplace, sometimes people put up with it because they fear they will lose their jobs and because it is very difficult to get another job.

It was mentioned that violence is linked to the depreciation of women, who are especially victims of harassment even by their coworkers. For instance, women can be victims of harassment when they get promoted because it is considered that they have used tools linked to their sexuality to tease their boss or coworkers to obtain benefits.

*There are people that plot against other employees to have more authority over a girl. For instance, if a girl works in a company... there are people that plot with other coworkers and file a claim stating that she was teasing the boss or teasing other coworkers.*

#### **4.2. Experiences and Perceptions of the Workers**

The narratives of the people interviewed are related to the following main topics:

- **Unjustified Dismissal-** Most of the people interviewed, men and women, expressed that they feel employment insecurity because they fear unjustified dismissal, not managing to have their rights respected, and the future consequences of filing a claim.

*"[...] your contract has been cancelled." And I told him: "Why?" He didn't give me a reason, he just said there was no more funding. And I went to the Ministry of Labor, they did an assessment to see how much they owed me, and this person [the one that told him the contract was over] was called to the Ministry of Labor and this person told me, in front of the ministry staff: "If you go [to the authorities to complain about this situation], the only thing you are going to achieve is to never get hired again."*

- **Lack of trust in the authorities and the State -** The opinions expressed by the groups show a widespread lack of trust towards authorities and State entities, which indicates a critical attitude towards the government.

*Look, nowadays the government, if you protest because you are not getting paid, they threaten to fire you, just because you are protesting, and it is my understanding that that is not right. Focus Group 3.doc - 1:5*

- **Sexual Abuse**- Both, men and women groups referred to sexual abuse as one of the most common forms of WRV, especially the one perpetrated by male bosses to female employees.

*I am Misquito... and if we speak of work-related violence in our center, thank God it is huge, many female teachers go looking for a job and are victims of violence perpetrated by the principals themselves, by the departmental secretary themselves, they give them a job in exchange for sex. Focus Group 3.doc - 1:19 (140:140)*

*...another teacher... she was telling me that she got a one-year contract, first he told her “you give me sex and I will give you a one-year contract, or if you don’t accept”—he made two offers, sex or cash. If you don’t want to have sex, then you can give me half of your salary. So she said “I am not going to lose my pride, I will give you half of my salary.” Focus Group 3.doc - 1:23 (146:146)*

*...a coworker went to ask for a job at a company, they gave her a job... when she was already working there, her immediate boss started to sexually harass her and when she wouldn’t give in, he fired her. Just like that. Because since she didn’t want to have sex or intercourse with him... She went to the Ministry of Labor and they didn’t help her. Focus Group 3.doc - 1:71 (418:421)*

*... 99.9% of the cases of rape, sexual harassment, in the workplace, goes unpunished.*

- **Physical attacks or assaults**: Even though the participants did not talk about physical aggression as a widespread phenomenon, they did mention instances in which bosses used physical violence against their employees.

*The boss was a little drunk and he hit him straight up and told him that if he fought back he would fire him. In the end, he ended up firing him because the employee fought back... anyway he went to get the money they owed him, they paid him everything, but he lost his job. Focus Group 3.doc - 1:25 (164:164)*

The participant also reported instances of yelling and insults as well as downgrading that are tolerated by the employees because of their economic needs.

*... a neighbor worked in the house of a [professional], she would come back in the evenings and cry in her room. And she would tell us that he insulted her in front of his clients, he yelled at her and insulted her. Once... he even pulled her hair. She kept working there because she couldn’t find another job, she needed the money... people suffer because there are no jobs in the country. Focus Group 3.doc - 1:36 (232:232)*

Power relationships and pronounced differences of hierarchy establish grounds for downgrading even in the least expected environments, like in educational institutions. This kind of mistreatment that takes the form of offensive language, insults and downgrading, is commonly perpetuated by bosses towards employees.

*... there, the janitors have a really bad time there... I witnessed how a lady yelled at the janitor as if she was her mother... she offended her, she insulted her and all that... she said: "you are worthless, you are useless, I don't know why they send useless people, you are lame" ... the lady was an older woman, they cannot stand up for themselves. If she comes and says something and defends herself, they immediately file a report and she is fired. ... so she just stepped outside and run to the bathroom crying. ... and it has happened many times there, there were many cases when the cleaning stuff was insulted and downgraded and all that.*

- **Taking risky "Jobs" due to lack of opportunities**

The need to work, to have an income, to be independent, makes young people agree to perform dangerous tasks, that may put their lives in danger or that make them themselves part of a violent system that offers what - according to the sayings of the male participants in one of the groups - are "forms of employment" such as contract killings, extortion, kidnapping, blackmailing and joining drug-dealing networks. In many cases, the criminal associations and the "jobs" they offer become a kind of substitute for family life to individuals who have lived with poor or non-existent support from a social group that can protect them, recognize them as their own, and provide economic stability.

*Yes. You know, many people do it because the maras make them, other people do it because maybe the disintegration of their family took them there, and others do it willingly. The people who chose to do it say: "Oh, well, it is easy money and you grow up there." Focus Group 3.doc - 1:105 (629:629).*

The lack of employment opportunities, the need for a job, and the threats cause young people to establish bonds with criminal organizations.

*...for young people... maras are an easy way out. Because if we analyze each neighborhood or in... each place is under the control of a mara, a gang... there are always people like "you join or you join". I haven't been through that, but you know... for young people it is easier to just join the mara or they threaten to kill them, or if you have sisters you think about them, you think about what they could do to them... your family might be in trouble, they might rape your sister if you don't join them... for young people nowadays, the maras and robbery and contract killings are easy ways to make a living. Focus Group 3.doc - 1:93 [1:31:04.5 I think that many times.] (555:555)*

*... it is the only option we have nowadays... because there are no job opportunities... most employers ask for very experienced people, three years, five years of experience, and you don't have that much experience. Focus Group 3.doc - 1:94 (561:570)*

The lack of opportunities, in tandem with the flaws of the education system and the structural weakness of families, creates individuals that when reaching their “productive” age face a hostile environment that doesn’t offer them any alternative. In a country where most of the population is young, this situation reaches alarming levels. In the case of La Moskitia, many young men accept to work as divers in the lobster fishing industry. This is a high-risk job due to the horrible and inhumane conditions offered by the fishing boats that hire them. The situation of the miskitos divers has been reported to the International Human Rights Court during the last two decades without any result.

*...due to the educational deficiencies. There is no educational program, there are no technical centers where young people can learn a trade... there are no job opportunities, that is why they decide to—sometimes the divers sail and say: “Okay, if I don’t come back, pay the compensation to my family.” They are fully aware of the fact that they might not come back alive. So many have stayed, because before leaving they say goodbye “If I don’t come back, well,” they make that decision because there are no other job opportunities. They don’t have an option.*

*Well, the need—if a person needs the money and wants to work, he has to work in whatever job he can find, even if the job is dangerous. For instance, if you have a family and you cannot give them—well, if you don’t have the means to support it, a person would do anything for their family. Focus Group 3.doc - 1:85(516:516)*

However, the following testimony of a grandparent who lost his grandson to the criminal organizations, allows us to see a different perspective that points to the choices young people make rather than the to the lack of opportunities. According to this participant, even though the family supported him to study and his grandfather tried to get him back, this boy chose to stay in the gangs because he had become a drug addict and working with the gangs he had easier access to the drugs.

*My first grandchild is 14... I divorced my wife and our grandson was growing up with us, but he stayed with his mom and started to hang with the maras. It is not true that maras are the best option. No. The thing is that first they become addicts and they know they can get the drugs there... My grandchildren, when I told them: “Don’t wonder the streets, come with me, come home with me, I will teach you how to work” ... “No grandpa, I am fine this way.” I went looking for him like five times, he didn’t want to come... they caught him, he was sent to Renacer. Because he didn’t want to understand... it is an option, he had his mom, his grandma and he had me, we all wanted to help him. But he didn’t want to accept our help. You know that kid they killed recently, just the other day, he is my grandson. The one that got shot during a riot in Renacer. We just buried him. He was my grandson.*

The message this man wants to share with young people is that they have to work hard to get what they want, that nothing in life is easy, that they must work hard to do better and to look for opportunities and that it has always been like that.

*There is nothing—There is nothing I can do now. It hurts, he is my grandson, it hurts but he didn't want to study... I always tell young people, it is not true that it is easy. You have to fight to progress. You have to work hard to find a way, but you don't have to look for an immediate solution...*

*Focus Group 3.doc - 1:109 (666:666)*

Thus we can see that several factors are at play or interact when it comes to making a decision to join a criminal gang:

1. It can be seen as “a job” that is easily available and that gains recognition for young people who don't have previous working experience;
2. The gang becomes the social support for young people who feel their own family is not providing them with the emotional support they need;
3. Young people become drug addicts when they come close to other members of the gang and to keep having access to the drugs they do certain jobs for the criminal organization.
4. Even though studying is an option, it is difficult for a young person who is already involved with a gang to go back to education.
5. There are gangs in every neighborhood, it is likely that each family has at least one relative involved in this kind of organization. These gangs have a huge influence and power in the social dynamics of these sectors.
6. The gangs use coercion and luring maneuvers to get new people to join their groups.

#### **4.3. Causes that May Lead to Violent Events**

The following were identified as causes that lead to violence or mistreatment:

- Sex, race, social class, ethnic group, age, nationality or physical appearance differences, political differences, abuse of authority and feeling of superiority, sexual harassment, discrimination and contempt.
- Avoiding responsibilities towards employees
- Systematic violence
- Social pathologies

##### **4.3.1. *Sex, Race, Social Class, Ethnic Group, Age, Nationality or Physical Appearance Differences***

Just as the sociologist Erving Goffman (2006:12) explains in his treatise on stigma and the deteriorated identity, the social environment establishes the categories of people that might be found in it. The daily social interaction in pre-established environments allows us to have contact with “others” for whom we already have categories created. When we meet a stranger, their appearance allows us to anticipate in which category he/she belongs and which are his/her attributes, that is to say his/her “social identity” which includes personal characteristics (sympathy, politeness) and other structural characteristics (gender, marital status, social class.)

The predictions we make for people are transformed, in a subconscious way, into expectations and rigorous demands.<sup>22</sup>

The perception about social identity, understood as a set of stereotypes and prejudices that predispose someone to evaluate others or to assume other people's behaviors, solely based on looks, possessions or symbolic aspects, was identified in the testimonies of the focus groups' participants. Likewise, the appreciation of social status and its links to structural aspects of the individuals are important elements that must be analyzed due to the fact that discrimination and mistreatment are linked to aspects such as sex, social class, ethnic group; place, neighborhood or area of residence, age, and political party supported, among others.

- **Gender Discrimination:**

Sexual harassment, sexual innuendo, power abuse and the conditioning establishing that if a woman does not agree to engage in sexual activities with their bosses she might be fired, are common situations that were mentioned in female and male focus groups alike.

*For instance, some women coworkers went to ask for a job and they were employed, but when they had been working there for a while, their immediate boss started to... sexually harass them, and since she wouldn't give in, he fired her. Focus Group 3.doc - 1:22 (146:146).*

*He said: "How beautiful!", "What a nice hip!", I mean, he would say things that—let's see, one... "What a beautiful smell!", or "You smell good!"— and he would say other things that I was like, when he said that, I felt like something ran through... he was married and everything, and I told his wife this, this—he said I was a liar... and I said "I am not going to keep working here," and he was only paying me \$3,500 and I worked Monday to Saturday. Y told him I wasn't going to keep working there and I quit. Focus Group 1.doc - 1:56 (246:246)*

Another kind of mistreatment is the mistreatment that pregnant women experience from managers and bosses. Due to the fact that local legislation protects pregnant women, companies and institutions prefer to avoid hiring them and in the event a woman becomes pregnant while they are working for them, this becomes a problem that managers prefer to get rid of.

*...another coworker... she was fired, she worked in a restaurant... for over five years... due to pregnancy issues, she had a miscarriage, she returned two weeks later, so she was fired and they didn't give her any benefit, she filed a suit before the public ministry and supposedly she was entitled to a 140 thousand award, but the lawyers of the public ministry held her money and up until today she hasn't received a penny. Focus Group 3.doc - 1:18 (140:140)*

- **Discrimination based on physical and cultural differences**

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<sup>22</sup> Goffman Erving, Estigma, La identidad Deteriorada, Amorrortu Ed. B.A. – Madrid, 2006.

Participants made reference to the existence of discrimination and mistreatment towards people who are different as regards their physical appearance or their culture or who belong to indigenous communities or are of African descent.

*This situation also happens in indigenous communities... I graduated from... I have a bachelor's degree in communication and I belong to an indigenous community, I am Pech. ... after I graduated, I went to a media company, and I thought, well, I can use design and editing software, I am going to ask for a job with my CV... the lady from Human Resources took my CV and I got a call the next day. So the manager asked me: Where are you from?... I started telling him where I was from, and he told me: Oh, no, you are Pech, no, you cannot work here. Focus Group 3.doc - 1:8 (98:98)*

*The saddest part is that, for instance, in the leading office of an indigenous town of Honduras... even there they discriminate. If someone from a Pech community goes there, he is discriminated against. But if a garifuna goes there, they listen to him, but if a misquito, a pech or a chorti goes there, they make him wait. So in Honduras we deal with blatant discrimination against indigenous people. If you are a native, if you are Misquito or Pech, it is complicated. Focus Group 3.doc - 1:52 (309:309)*

This discrimination seems to worsen if the person who belongs to a culturally-different community also happens to be a female.

*...I knew a misquita who was looking for a job in a colony... she submitted her ID and the personnel officer read her curriculum and asked her: "Where are you from?" From the Mosquitia. Immediately, right in front of her, she tore her CV apart and threw it into the bin. So, that is discrimination. Focus Group 3.doc - 1:52 (309:309)*

- **Discriminations based on social status or class**

The perception that differences of social class and social status that are conferred to the person who owns the production means grants a power that, in some cases, makes bosses treat their employees violently, based on the thought that law can be "bought" and that, at the end of the day, the employee will not make it very far due to his/her lack of economic means.

*I worked in the distribution company... and there the owners look at employees as if they were worthless because several times my boss told me: "Look, if you want to, we can go" ... He would tell me in my face to go file a complaint: "We have money, we have money." What was he saying? That the employee is worthless.*

*And the guard looked at us like us just like our coworkers, they looked at how I was being bullied and he said: "If I tell you to put this here today, and tomorrow there, you put" ... he said. I told him "You can do that, I will go to the Ministry of Labor to get an inspector here because that is harassment," I said. And at that point he felt a little bit scared. They are abusive towards employees; that is really wrong. Focus Group 3.doc - 1:6 (92:92)*

The participants also made reference to discrimination or contempt as instances of violence expressed by bosses towards male and female subordinates.

*... they are mean, I mean, they are very contemptuous, just because that day they are in a higher position. They always look down on you. Focus Group 3.doc - 1:13 (122:122)*

Social class prejudice also constitutes grounds for discrimination towards clients or users, just like the following comment shows. This comment makes reference to managers and bosses that mistreat people who look “poor” in their eyes and who they think will not make them earn a good-enough amount of money.

*In my opinion, some people lack the morals to be bosses, once I was working in a store... some poor people came in to buy, right? While I was bagging their purchase, my boss came, the manager and she told me: “Don’t pack that, that doesn’t even cover our expenses” she said... And I told her: “You know what? The client comes first, I have to pack the product so that it won’t get damaged” ... a boss like that one, without any principles, shouldn’t be in charge of a company. Focus Group 3.doc – 1:26 (176:176)*

- **Abuse of Authority**

Abuse of power, typically associated with a feeling of superiority and disdain for others, is another experience reported by the participants as indicated by their testimonies. Antisocial personalities are characterized by violating other people’s rights and not complying with social norms. Attitudes such as homophobia also correspond to social pathologies.

*In regards to why some bosses act in a violent way, violently... I think these people were instructed, but they were not educated... a person who was instructed might have a high academic profile, but if they were not educated as human beings and were not taught that human relationships are to be preserved and balanced... I think that maybe we have to contribute more to have a better education in our country.*

*We always see that the person who is above—the person above looks down on us, the others, the ones that are not, he... that one is an elementary school teacher, I am a doctor. And we don’t contribute to help the elementary school teacher progress, we make him smaller and you can always notice—they look down on them, we don’t help one another, and that is what we need to be, supportive, we have to help each other. Focus Group 3.doc - 1:31*

*... She (the boss) ..., got upset and started yelling in the hallway. There were a lot of people, students and everything... if she had wanted to reprimand me... we can go inside her office, if she wants to reprimand me, she can reprimand me alone, why would she do it in front of all those people? Why would she humiliate me? Like, look, I am the boss here, I am in charge, I do whatever I want. So that is a type of—it is verbal aggression, that shouldn’t happen. Focus Group 3.doc - 1:14 (122:122)*

- **Age Discrimination**



Another form of discrimination that reaches systematic levels in institutions and companies is age discrimination. Both men and women made reference to this kind of discrimination that works both ways: people are discriminated against for being too young and people are discriminated against for being considered too old to perform certain tasks.

*... there are no more opportunities to work here. One company refuses to employ me, they say that if you are 35 or 40 you have to start get packing because they will not renew the contract. So too, in that way, ... them telling you that if you are over 50 they will not hire you is also a—how can I say it? It is a step back for humans because we no longer have the right to work. Focus Group 3.doc - 1:24 (146:146)*

- **Discrimination based on prejudice and stereotypes about the physical appearance**

Instances of symbolic aspects that influence the way in which people are perceived or treated, such as body tattoos or skin color or other cultural aspect

*...there is discrimination against people who have tattoos or... And they [employers] think that, I mean, that you are some sort of criminal. Focus Group 3.doc - 1:46 (274:274)*

*... due to the tattoos... everywhere you go, people stare... because they see you have tattoos and they think you are a criminal, a mara member, I don't know... they are afraid of you and all that... in the entire country, that is something that happens in all the country. Focus Group 3.doc - 1:48 [0:57:54.6] (291:291)*

*This week I walked into the bank and everyone stared at me, I have the names of my children tattooed... and people kind of stepped aside and I just laughed. Well, it is better for me because I skip the queue, well..., I just walked to the desk. People stared at me the whole time. Yes, I mean, we have that prejudice in our mind, to be honest... Focus Group 3.doc - 1:50 (297:297)*

*...one of my cousins has a tattoo here and when I saw it I got scared and I told him... in other countries people see that as art... but not here... Why?... because here most of the people who have tattoos are boys, gang members, and if you are an honest worker... they give you dirty looks, and it shouldn't be that way, why can't they see it as a piece of art? He has a good body and he has a good tattoo. Focus Group 3.doc - 1:60 (359:359).*

*Well, the truth is that here, at the country level, this is something that is everywhere. Already with the disabled, because I am black, because I am Chinese, because I am indigenous ... That is, we are not, that is, mentally, that is, we have a, well, we have a conflict, that is, they feel themselves superior to others because they are white, perhaps. Focus Group 3.doc - 1:48 (291: 291).*

- **Discrimination based on political affiliation**

Politics is another consideration that establishes exclusions when it comes to hiring new employees or providing better working conditions for people who are already employed, just as the following testimonies indicate:

*And it is only a matter of having the right political affiliation. Once you finish your studies, you have to turn to a politician for him to authorize someone to give you a six-month job, a six-month contract, during which your rights are not respected. Aside from that, many people, after working with a contract, have the right to get a job but they are excluded. And other people who might not be properly educated for the position get the job because they buy their position or because they are friends with a politician. So this is the type of violence we live with. Focus Group 3.doc - 1:20 (140:140)*

*I cannot believe the government saying there are more employment opportunities because I am constantly filling paperwork, I am a nurse... but most of the times other people get the job, people who are part of the political party that governs now. Focus Group 3.doc - 1:42 (256:256)*

*I worked as a teacher with a contract, but when the opposition came to power... the change of government... I was fired, because I don't have the political support... it is hard to find a job. I was unemployed for five years. Focus Group 3.doc - 1:45 (268:268)*

*He told me: "Which party do you belong to?" "None." "Okay, but did you speak to the Representative?" "Remember that the representative contributed two votes in the parliament in favor of the president... you know what I mean? Politics has infiltrated every sphere. Focus Group 3.doc - 1:55 (326:326)*

- **Discrimination based on place of residence**

There is a stigma about people who live in certain areas, and employees take this factor into account when it comes to hiring them for a job. As a result, this creates a high degree of exclusion that contributes to making a lot of young people turn to criminal activity. If the place of residence is perceived as a violent area, the person who is applying for a job will face even more obstacles to be employed.

*... This friend of mine who is looking for a job told me: Enrique, I got a call from a company and I went to the interview and they told me "okay, I need you to draw a sketch" so I started drawing and they said "okay, that is fine." But one of the requisites listed in the requisites sheet said that the person postulating could not come from a colony – could not live in that colony...Focus Group 3.doc - 1:51 (303:303).*

#### **4.3.2. Avoiding Responsibilities Towards Employees**

An employer's refusal to acknowledge their legal responsibilities towards employees lay the groundwork for mistreatment, which normally takes the form of verbal aggression, lack of payment or denial of benefits the employee is entitled to receive. As mentioned before, these

types of situations occur, for instance, in the event of an unforeseen pregnancy that triggers the rejection of certain benefits that had not been contemplated initially.

*... At first, the lady was very nice to me, she would take me to all the events with her..., but when I got pregnant, the psychological abuse began, verbal abuse and... one day she even tried to hit me because she hated pregnant women. And I, I was young, I felt like I was walking around with a protective shield and always proud, because I thought that as a pregnant woman I had rights. Well, some issues came up, I hired a lawyer and everything, we faced her... after all the abuse, I was really mad. Immediately after I gave birth, she fired me, because it was like I didn't have a shield anymore. Focus Group 1.doc - 1:29 (91:91)*

Another circumstance that leads to mistreatment is one that emerges due to the payment of labor benefits that, according to Honduras' legislation, are owed to the employee upon their dismissal. In many cases, conflict arises between the employer, who tries to minimize the cost of the dismissal, and the employee, who tries to maximize the benefit he is going to get. One way in which an employer might justify a dismissal is by probing that the employee behaved improperly, which obviously is handled differently by each of the parties and the existing tension may lead to violent situations. To defend the rights of the employers, labor unions are created, which in turn creates a push-back from management; in this way, the relationships between the players are polarized.

*And when he felt like firing someone, he would say, take these two thousand pesos and get out of here, and you it didn't matter how many years they had been working there, and if he could he pushed them out of the door. Focus Group 3.doc - 1:2 (74:74)*

*It came to the point when we wanted to create a union to protect ourselves, but there is no liberty here to protect your own rights. The constitution itself says that you have the right to belong to a union, right? Our right to protect ourselves, but we couldn't do it. The union was formed, now they are like seventy, seventy employees fighting for their rights. Focus Group 3.doc - 1:3 (80:80)*

Along the same lines, conflicts also arise when the times come for an employee to retire. This situation also creates tensions that result from the negotiation between employee and employer over benefits.

*It was supposed that by the age of seventy you could retire with your insurance, well... I filled out the paperwork to see if I could retire and you earn a misery after working so many years... almost 60 years, 53 years paying an insurance... the legislation is backwards as regards workers' rights. And the same happens in many other companies that just do what they please with their employees. Focus Group 3.doc - 1:4 (80:80)*

Acknowledgment of the minimum salary established by current legislation is also, sometimes, ground for conflict between management and employees.

*... it is a job in which you become a slave and they don't pay for what I do, they don't pay me what I should be earning, in accordance with the tasks I perform in a position. Focus Group 3.doc - 1:7(98:98)*

*... I have a neighbor who worked... in a bakery. He works from ten in the morning, sometimes he works until sunrise when there is a large order. So when he asked for a rise he was fired and the employer did not pay his benefits, he worked there for over two years, he filed a complaint in the public ministry, the case hasn't been settled yet. Focus Group 3.doc - 1:17 (140:140.)*

This situation is also common for freelance workers, as users may take advantage of the suppliers of a service by not paying for the job done. When this situation plays out in the context of a relationship of power, clearly the person that fares worse is the one that is in the more vulnerable position.

*I had a client... he hired my nursing services, I had to take care of him for a full week, and he is an important politician, he refused to pay me... I worked for him during an entire week from six in the morning until noon, taking care of his dad, and when the moment to pay came, he decided he wouldn't pay, just like that. He blocked my phone number, I went looking for him and he told me I couldn't bother him because he was very busy and that he had no intention whatsoever to pay me. Focus Group 3.doc - 1:12 (116:116)*

#### **4.3.3. Systemic Violence**

This kind of violence is characterized by the existence of a conflict between two or more social groups (in terms of gender, ethnicity, class, nationality, age, political affiliation or others) in which the distribution, access or usage of the resources is systematically decided in favor of one of the parties and to the detriment of the others, due to the social stratification mechanisms that, as a consequence, end up transforming into frustration, anger and hate towards the society as a whole.

The term systemic or structural violence recognizes the existence of conflict regarding the use of social and material resources and relates these to the manifestations of direct violence (for instance changing or strengthening a conflict situation using force) or cultural violence (legitimizing the other two kinds of violence like, for instance, racism, sexism, class discrimination and ethnic discrimination).

The main ideas about the concept of systemic or structural violence developed by La Parra and Tortosa (2003:70) are the following:

- despite the fact that there is no identifiable player that causes violence, it can be explained on the basis of the existence of social structures that produce an unequal distribution of power and resources;
- the damage caused to people and the satisfaction of their basic human needs occurs in terms of life, deprivation of liberty, of acculturation and others;

- it is a form of violence integrated in social structures (social class, gender, ethnicity, age, and others);
- it is a form of violence that is inextricably related to other forms of violence like direct violence and cultural violence.<sup>23</sup>

The following testimonies of participants of the focus groups illustrate the existence of systemic violence in Honduras.

*... especially for young people, the maras<sup>24</sup> are an easy way out, because if you analyze several neighborhoods or in every neighborhood you will find one dominating mara, a gang... it is an easy way to support your family. Focus Group 3.doc - 1:93 (555:555)*

*Yes, or you may file a suit (inaudible). If you accuse someone of committing murder and that person belongs to a mara, the mara will find out... Focus Group 3.doc - 1:67 (406:406)*

*And if he was being threatened, why didn't he say something in the company? Because he was being threatened, they told him: "If you say something we will have (a member of his family) killed... Focus Group 1.doc - 1:90 (466:466)*

*... he was doing very good and he loved his job and I told him "My son, file a suit because I am scared they are going to kill you," and this and that. So he never did it, not until now...Focus Group 1.doc - 1:92 (470:470)*

*... they killed a guy that worked in the barber shop – he was a miskito<sup>25</sup> and it is said he was killed because of a bad haircut, because their cut a marero's hair, so they killed him and his cousins were also members of the mara, so they went and threatened the miskitos, they said they would kill them all... right now they are all running away from the Colony. Focus Group 1.doc - 1:96 (487:487)*

*Yes, because my mom, let's say—she spoke up because we are 4 sisters, we are four women, so I think she was thinking about our wellbeing—if something happened to me, who is going to take care of my daughters, things like that. Yes, because it also happened—it happened with three different cops. First it was one of them—to one cop too, my mom's partner, they were together, and then it was with my mom, and now in 2015, last year, it was with another guy as well. Code: work related murderers. {1-0} Focus Group 1.doc - 1:81 (431:431)/ Focus Group 1.doc - 1:86 (445:445)*

*One co-worker was killed because of politics. She always harassed the people that belonged to the party..., and she always humiliated them, she even argued, and one day... Focus Group 1.doc - 1:93 (474:474)*

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<sup>23</sup> Daniel La Parra, José María Tortosa, Grupo de Estudios de Paz y Desarrollo. Violencia estructural: una ilustración del concepto, in Documentación Social 131, Universidad de Alicante, (2003).

<sup>24</sup> Gangs

<sup>25</sup> One of the 8 indigenous communities that have a different culture in Honduras, from the area of the Moskitia.

*No, about my mom there was... an interview in which... the policeman that had my mom killed appears. No, not that one, that is him, but they haven't caught him yet. Focus Group 1.doc - 1:101 (505:505)*

*And just like there is large-scale corruption, there is small-scale corruption, because in Valle de Angeles, I remember my nephew was robbed in front of the house and we knew where the robber lived, but the policeman said he didn't have gas to drive there, so they didn't go... corruption is everywhere. Focus Group 1.doc - 1:121 (632:632)*

*Yes. You know, a lot of people do it because the maras force him to do it, others do it maybe because the disintegration of their families lead them there, and others do it willingly. The people who do it willingly tell you "Oh, well, it is easy money and you grow up." That is what I have heard. I think that, well, like everything else, there is a reason for it. So they become detached—Focus Group 3.doc - 1:105 (629:629).*

#### **4.3.4. Social Pathologies**

In the focus groups meetings some elements that can be considered as part of social pathologies were recognized.

A social pathology is an abnormal conduct within a society, where an individual behaves in an abnormal or deviant way. Among the factors that promote mental and emotional instability are an excessive workload and mental fatigue; recurrent nervous tension; urban stress; family disintegration and lack of human interaction; abuse of stimulants and sedatives.<sup>26</sup>

These and other similar situations cause people to succumb to a neurotic state.

*Yes, um, in the department where I am working I have diagnosed a coworker that has this attitude, he gets very angry very easily, the smallest thing, nothing, he gets angry. I think that people who have that kind of aggressive attitude feel like they are above everybody else, above their coworkers. He is the one that knows everything, he is the one who can then, when the ego comes, the mess, the ego, the mess, it makes him react in that way. I think that happens when they feel they are superior and they are just people, they are not human beings, so they lack the human part... Focus Group 3.doc - 1:32 (211:211)*

Alcohol abuse can lead to situations of unjustified violence.

*... my boss treats me right... I cannot complain about anything. Sometimes he drinks and becomes violent but not to me, he is violent with the other guy that drinks with him. I think he respects me, because I have earned his trust, but he says he can fight, he knows*

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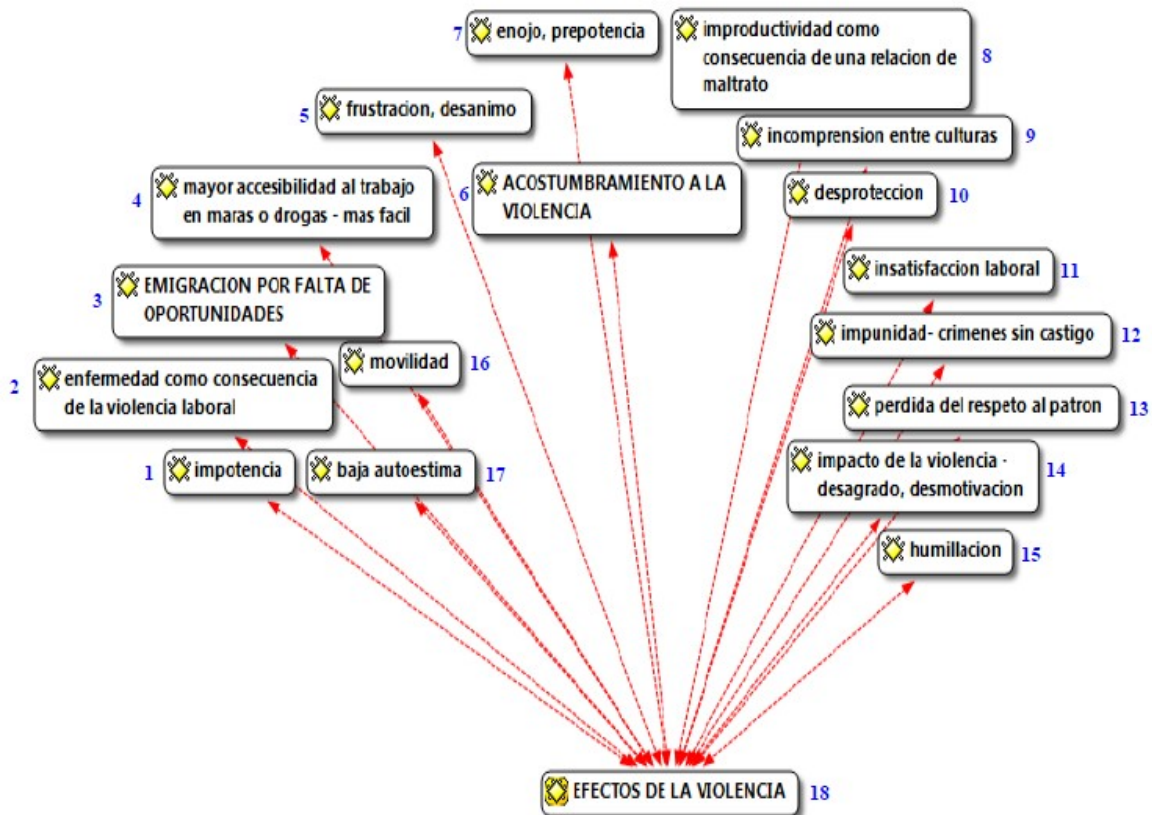
<sup>26</sup> Escartín Alcubierre Carmen, El Trabajo y su patología social, in *Mar Océana: Revista del humanismo Español e Iberoamericano*, ISSN 1134-7627, N°2, 1995, pág. 35-51.

*some sort of martial art, I don't know which one, but he only uses it when he has to.*  
*Focus Group 3.doc - 1:47 (280:280)*

## **5. Personal Impact of Work-Related Violence**

Focus group participants identified the consequences that violence, in all its forms, has on persons affected by it. Figure 3 shows a summary of the main consequences identified by the focus group participants.

Figure 3: Consequences of Violence



**References**

- |   |  |
|---|--|
| 1. Impotence  | 10. Lack of protection                         |
| 2. Disease as a consequence of work-related violence            | 11. Labor dissatisfaction                      |
| 3. Migration due to lack of opportunities                       | 12. Impunity – unpunished crimes               |
| 4. Greater access to work in maras or drugs – easier            | 13. Loss of respect towards the employer       |
| 5. Frustration, discouragement                                  | 14. Impact of violence – dislike, demotivation |
| 6. Naturalization of violence                                   | 15. Humiliation                                |
| 7. Anger, arrogance   | 16. Mobility                                   |
| 8. Low productivity as a consequence of an abusive relationship | 17. Low self-esteem                            |
| 9. Lack of understanding between cultures                       | 18. Effects of violence                        |



- **Emotional Impact:** self-esteem, insecurity, demotivation, communication problems, impotence, frustration

*...a coworker... she started working and when she first arrived she was an active girl, she did about everything, she helped everyone, but... in a meeting, with the work team, the boss... yelled at her, she felt bad... he told her: "... you had to have this plan ready;" "what is the point of having it in a computer? Anyone can tell me that, even the janitor... anyone can do that" ... From that day on... they kept telling her stuff..., sometimes she didn't even get the chance to answer... it had an emotional impact on her and she never managed to get back on her feet, she ended up quitting..., that kind of aggression in the workplace have a huge impact... on our self-esteem... can I do it or can't I? You start doubting yourself... you feel demotivated. Focus Group 3.doc - 1:34 (220:220)*

*... you start losing your confidence and... you lose interest in your work... you even feel afraid of asking things to your boss because you don't know how they are going to react... if they are in a good or bad mood, so that makes people feel afraid. I mean, this person starts to become distant, they step aside... you will never have the same communication you had at the beginning. Focus Group 3.doc - 1:33 (217:217)*

*Demotivation... You feel powerless, frustrated, uninterested, wary... Focus Group 3.doc - 1:35 [0:48:06] (223:223)*

- **Disease**

*... a lot of people get sick, they have high blood pressure or low blood pressure and other emotional conditions that they suffer, mental disorders, because being yelled at in front of 10, 15 people, by your boss, being yelled at, insulted, being told "you are useless," and those kind of stuff... that is not human, that is not human. Focus Group 3.doc - 1:38 (232:232)*

- **Loss of Interest**

*... I am not going to do my job happily anymore, the way you do things when you do something you like, you do it happily, not just to impress your employer, you do it because you want to, because you want to do a good job... then afterwards... you lose your motivation to do things right... you don't do the job... well because you don't feel well. Focus Group 3.doc - 1:40 (238:238)*

- **Impact on the Family**

*All this is the impact violence has in the workplace, in the family and in many other spheres. It is harmful to people. Focus Group 3.doc - 1:40 (238:238)*

- **Loss of productivity in the workplace**

*Unproductive... when there is a good relationship between the employer and the worker, a good relationship at work, your kind of want to company to do well, so you keep doing what you are doing better, because you are okay, there is a good employer-employee relationship. But when that is lost, almost always the company falls to pieces, because there is no way to sustain it. Focus Group 3.doc - 1:41 (250:250)*

- **Physical or mental disability and death**

*That I think—that is why young people—and also because there are no other job offers, it is the only option they have, that is why they decide to send—sometimes the divers sail and say: “Okay, if I don’t come back, pay the compensation to my family.” They go knowing they might come back dead. So many have arranged, because before leaving they say goodbye “If I don’t return, well,” they leave with that decision in mind because there are no job opportunities. They don’t have an alternative. Focus Group 3.doc - 1:84 (501:507)*

- **Effects of politics of work opportunities:** instability, uncertainty, stress, devaluation, frustration.

*... we have a nice working environment but we feel there is a constant threat to our job because we do not have stability. The political issues might leave us jobless at any time, we are sure of that, because in our country, if you don’t have the approval of a politician, you cannot move forward.*

*...The whole system is politized, so we have a contract and at any time someone can come and investigate you, and if you don’t have a political godfather they leave you jobless. You don’t have the right to stability... the law says that you can continue—renew your contract, but in our country, unfortunately, laws are not respected, so... at any time your rights can be taken away, that is what we feel. Focus Group 3.doc - 1:11 (110:110)*

*...the real problem in Honduras is the politization of the different work systems: health, education... in any job, if you don’t have the political support, you cannot move forward... even me, I am at risk... any time now they will investigate me, they will see I don’t belong to the party and they are going to kick me off... it is hard to find a job in Honduras. Focus Group 3.doc - 1:45 (268:268)*

## **6. Claims Channels: Options Available to Report Mistreatment, Aggression or Threats.**

When asked about whether or not they thought there are adequate channels to file claims for aggressions, participants of the focus groups in general said that, in Honduras, “there are none,” or that those that exist do not function properly.

*The hope to find opportunities to file claims. Look, this is happening here and there, with this person or whatever. But up until today, we don’t have the chance to do that... they*

*don't help you at all... we have to talk about what is happening in our country. It is possible that my neighborhood is not so corrupt, but the one that is right next to it is. And we don't have to hide that, that is the reality of our country. Focus Group 3.doc - 1:76 (460:460)*

*All that goes unpunished. Even if you go to the Ministry of Labor to ask an inspector to inspect the place... they pay him off and nothing happens... they don't investigate if there is mistreatment, work-related harassment, all that, they just don't do it. Focus Group 3.doc - 1:76 (460:460)*

Corruption within the institutions in charge of settling issues related to violence in all its forms, is the main reason why these institutions do not perform their work correctly.

*... a couple of cops... in the market and the Seventh Avenue, two guys were walking. I noticed they were not good people, good but (the cops) grabbed them, took them to the corner, took a pot cigarette and a small amount of cocaine from them, like two grams. They took that away from them, they stared at them, and then they allowed them to leave. They just walked around the square..., they went into a truck in one bar and when the truck arrived, they were there, the two cops smoking a cigar. So, how are you supposed to trust the authorities? Focus Group 3.doc - 1:69 (409:409)*

Lack of trust towards these institutions, together with the fear that exists among the population who believe authorities might be colluding with criminals, results in people deciding not to file claims at all, which allows impunity to take over the society.

*I think that 99.99% of the people who experienced rape in the workplace, sexual harassment, don't file claims because they fear they will lose their jobs, their opportunities. Another reason is that these crimes go unpunished. I have some examples. A teacher was harassed by the [person in a position of power], she was a Miskito and she was married, for a job position – he promised her a position in exchange for sex. She was having sex with him but he never gave her the job and her husband found out and filed a claim. So this man came and paid like 50.000 to the public ministry, to the prosecutor, and the crime went unpunished. Focus Group 3.doc - 1:74 (452:452)*

The Ministry of Labor is the government institution in charge of supporting employees' claims against their employers.

*... the truth is, there is no safety. But... I think, it is not as much the employers' fault as it is the government's, why? Because here we are supposed to have a Ministry of Labor. And if you turn to the Ministry of Labor for any reason, to denounce physical or verbal mistreatment, or any kind of violence, or to fight for your rights, we don't have rights. It is like even the people of the Ministry of Labor take side with the employers to disregard the law. Focus Group 3.doc - 1:1 (74:74).*

The reasons why workers decide not to report work-related incidents were the following:

- Shame or embarrassment in cases of sexual harassment

*But that only creates—speaking about the sexual issues, especially for women, they don't file complaints, they don't do it because they need their job and if they do it, they know they will be fired... it is complicated. Also, they tell them: "Do you think someone is going to believe you? They will be believing me, I am the boss here, you are just a secretary, or something like that, it is your word against mine. You are going to lose." Focus Group 3.doc - 1:74 (452:452)*

- Lack of trust that the claim will be effective

*You can file a claim, but that doesn't mean someone will pay attention to it. Because it says here, right? Call this number and file a claim, but nobody picks up. I mean, it is just a screen, to pretend they are doing things right, but it is a lie, they don't get things done. P 1: Focus Group 3.doc - 1:61 (365:365)*

- Fear among the authorities to follow up on claims against sectors or individuals considered dangerous

*... once, someone went to file a claim, he called to file a suit and they asked him, in which colony do you live? And he said the colony and they told him "no, that is the colony of... that is too dangerous." And they are the police. Focus Group 3.doc - 1:62 (374:374)*

*Even they are afraid. Focus Group 3.doc - 1:63 (379:379)*

- Fear of possible connections between the authorities and the criminals, which might mean that filing a suit could put the claimant at greater risk

*Yes, we can file claims if we have the courage, because when you file a claim you put your life in danger, because we don't know who we are talking to. The person who is there—in our country the problem is that organized crime or violence is—it is a chain, it is a chain that you have to understand, so you file a claim, but that goes to a drawer and they immediately call the person you filed a claim against: "This person came to file a claim against you."*

*... everything is covered by the same blanket and they are all friends and they all know each other. Focus Group 1.doc - 1:85 (442:442)*

*There are certain places where you can go in but you don't know if you are going to get out alive, you have to pray to God... if you go there in the night and in your car, you have to signal with your lights that you are going somewhere, otherwise, you don't get out of there. And that way they keep everything and your car... you go to a police station and the moment you leave the station, the criminal already knows who filed a claim against him. And that is why I told you that... maybe you won't even make it back home, because the violence in our country is out of control. Focus Group 3.doc - 1:59 (359:359)*

*...when you file a claim, you risk your life, you don't know who you are talking to...in our country the problem is that organized crime or violence is like a chain, and they immediately call the person you have just filed a claim against: "this person came to file a claim against you." We filed a claim... the moment we crossed the door, they already knew what we had done, the authorities themselves call them. Focus Group 3.doc - 1:64 (385:385)*

*Well, you also fear you will lose your life, nobody knows what kind of people you are dealing with. Focus Group 3.doc - 1:66 (403:403)*

*If you accuse someone of murder and that person belongs to a mara, the mara will find out, let's say, and the people who filed the claim... Focus Group 3.doc - 1:67 (406:406)*

*And the same happens with robberies, because the police works with the robbers, they know each other, they have their phone numbers. If you go to file a claim, they call the thief and nobody notices it, even the cops themselves might call in the cops in one area for a while so that... I don't know. Focus Group 3.doc - 1:68 (406:406)*

*I remember this one time, they went to accuse someone there at night—I lived there near the colony... they went to file a claim against someone, and when they were going back home, they already knew it. The people had not left the station, I mean, that means they picked up the phone immediately and called to inform someone was filing a claim. When I got home, I heard people murmuring someone had filed a claim, they were just waiting—and there in the same area, the—one of the most popular places, I heard people murmuring... they hadn't return home and they already knew. Focus Group 3.doc - 1:70 (409:409)*

- Fear of losing their jobs

*...you can file as many claims as you like, but the thing is that many people who work, don't do it because they are afraid they will lose their jobs, because of the situation we live in this country, if you lose a job and try to find a new one... that is why a lot of people do not file claims, I mean, they stay quiet. Focus Group 3.doc - 1:65 (397:397)*

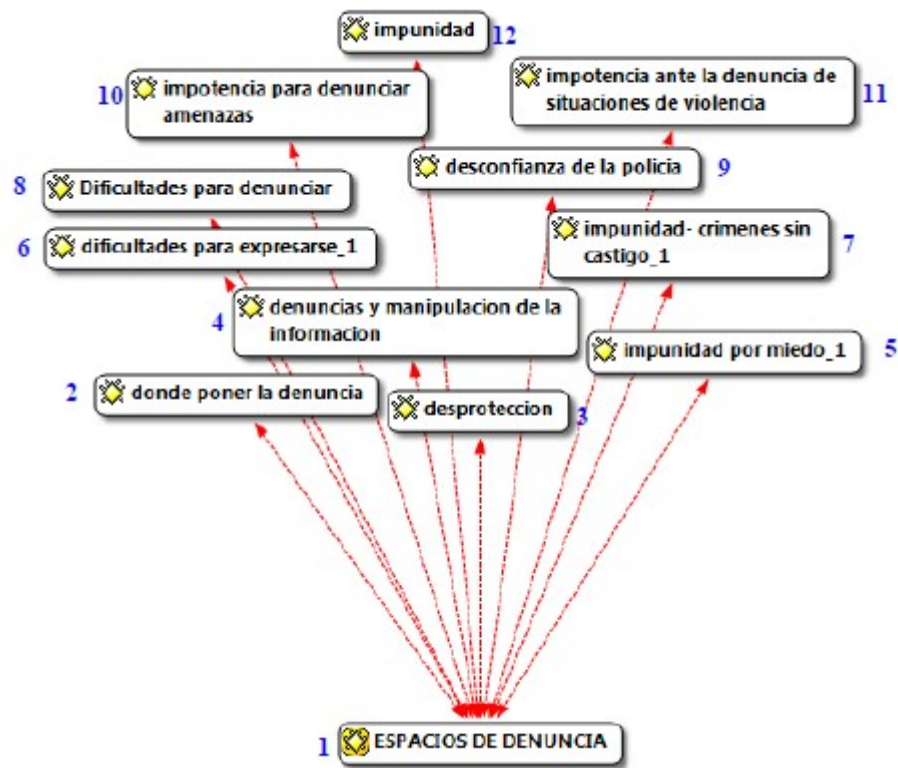
*So... we filed several claims and they are in a drawer. They just put it there and leave it in the drawer. So it is a serious issue, that is why many people don't file claims, they fear the authorities will rat them out, they fear they will be killed, so that is—we filed a claim once, at the same moment—as soon as we crossed the door, the person we were filing the claim against was leaving, in the same office. Focus Group 3.doc - 1:64 (385:385)*

- Impunity

*All that goes unpunished. Even if you turn to the Ministry of Labor to request an inspector, they make a deal with the people, and nothing happens... the benefits, that is what they do, they don't investigate... if there is mistreatment, work-related harassment.*

*They don't do any kind of research that just doesn't happen. Focus Group 3.doc - 1:76  
(460:460)*

Figure 4: Barriers to Reporting



**References**

- |   |   |
|---|---|
| 1. Claim channels                         | 7. Impunity – crimes go unpunished                  |
| 2. Where to file a claim                  | 8. Obstacles to file a claim                        |
| 3. Lack of protection                     | 9. Lack of trust in the police                      |
| 4. Claims and manipulation of information | 10. Sense of powerlessness to report threats        |
| 5. Impunity caused by fear                | 11. Sense of powerlessness to report violent events |
| 6. Difficulties expressing themselves     | 12. Impunity  |

## **7. Relationship Between Work-Related Violence and Social Violence**

When participants were asked if they thought the amount of violence they experience in the workplace is related to the amount of crime in society, they felt there is a direct relationship between the two and that, in fact, many jobs are in some way involved in the web of crime that currently exists in the country

*Not long ago a Misquito was murdered, in May... we live among the maras..., they see us as enemies and not long ago there was a murder, we were just standing there and they were like “we don’t want to see any Misquito here, if we see you here we will kill you” ... I have seen them extortion students... everyone is moving out of the colony. Focus Group 3.doc - 1:56 (337:338)*

*I think that sometimes the gangs... it is the easiest way out, joining a gang, become a robber, do bad stuff; instead, getting a job, working for something, and holding your head high with pride for what you do, that is more difficult. I think everybody picks the easy choice: stealing, killing, selling drugs that is the easy way out. Focus Group 3.doc - 1:110 (669:669)*

*The last time one of his brothers denounced him... his mom and dad were always yelling at him... this one time, his dad hit him with a machete and the dad thought maybe that way he would get back on track—and no, his dad told him “do you want a woman from the street? What do you want?” But he—the last time I accused him and then my mom came and I left the house with her. I grabbed a few belongings—what remained, right? And there—he even hid my daughter so I wouldn’t take her. But... his brother, he helped me get the girl out and then I had to go to the police... Focus Group 1.doc - 1:65 (331:331).*

*It is like he said, it is the only option we have today. Well, young people especially because just like he said, most employers want experienced people, they ask for at least three years of experience, or five years, and we don’t have that experience. Focus Group 3.doc - 1:94 (561:570)*

*Yes. It is the easiest way to have an income.*

One of the reasons why people feel permanently at risk is that criminal organizations collect extortion money from the companies after threatening to kill the owners and managers.

*As regards the previous question, you said asked in what other sphere extortion was usual, and I think that extortion is very common for people who sell at the market, so maybe they have employees and they don’t pay them because they have to pay the maras off. Focus Group 3.doc - 1:111 (675:675)*



*... due to the war taxes\*<sup>27</sup> sometimes the employer might try to find ways to make up for the money losses... So the extortions cause... cause tensions... stress. I mean, knowing that... if they don't pay the money, they might get killed... it has to do with how they make money to pay to their employees, I mean, they have to make the choice: either they pay the employee or they pay the extortion money. Focus Group 3.doc - 1:106 (635:647)*

## **8. Magnitude of the Violence: General Concerns Regarding Work-Related Violence**

The magnitude of the violence problem must be understood from multiple perspectives. This problem is very complex and needs to be understood from an analytical viewpoint that takes into account the historical background of wide social sectors that have survived under marginalized conditions. The responses to marginalization and the survival strategies these social groups have developed in the face of a government and civic society that ignore, reject or mistreat them, have given rise to outlets akin to a powder keg under pressure. The interplay with other elements that co-occur in the current historical moment with the explosion adds additional dimensions to the situation. We are making reference to common delinquency combined with the rise of gangs, known in Central America as “maras” that carry with them a tradition of marginalization combined with the foreign elements adopted from gangs such as those in Los Angeles. The maras adapt to their environment, incorporating children and young people who, in general, lacked a stable home, have been victims of child abuse, have lived in the streets, have experienced social contempt and who, in many cases, were already addicts to inhaling a glue known in Honduras as “resitol”, because the maras are an easy way to gain access to drugs and get hooked on them.

*Yes. You know, many people do it because the maras make them, other people do it because maybe the disintegration of their family took them there, and others do it willingly. The people who chose to do it say: “Oh, well, it is easy money and you grow up there.” Focus Group 3.doc - 1:105 (629:629).*

A large youth population in Honduras, the lack of educational and employment opportunities, the marginalization, and the social exclusion meet the existence of criminal organizations that do offer opportunities and alternatives. At the end of the chain there are the drug-dealing networks and organized crime.

*First, because—due to the educational deficiency. The educational program is non-existent. There are no educational centers where young people can learn a trade, technical knowledge... there are no work alternatives. Focus Group 3.doc - 1:84 (501:507)*

*... some young people cannot rely on their parents. They let them grow—they just care about going to work, their child is at home, they don't know what they are up to, they don't know where they are, they don't know their friends, maybe that is why they turn to that, because they don't have knowledge. Nowadays, all young people know that maras are bad, that if you go in, you cannot leave, all young people know that. But maybe when*

---

<sup>27</sup> “War tax”: extortion

*the maras arrived, they didn't have someone to advise them: "Look, get away from this, this is bad, if you get into drugs you will lose..." And I think that is an important factor for maras. Focus Group 3.doc - 1:112 (678:678)*

*... it is the only option we have nowadays... young people especially because there are no work opportunities... most employees want experienced people, at least... three, five years of experience... Focus Group 3.doc - 1:94 (561:570)*

So if we relate the general situation of the Honduran society to the sphere of work, we can conclude that violence in all its different forms is embedded in all parts of society, which means it is also present in the workplace. Clearly, in some cases violence is more prevalent than in others.

*Is it related to violence in the workplace? —well from employers towards their employees with... I think it does, because violence has become a cultural think in our country, it is almost part of our culture. We see violence here, violence at home, violence in the park, violence at school, in the university, so it becomes cultural, so that is the reason why the authorities turn a blind eye to it...". Focus Group 3.doc - 1:108 (659:659)*

When asked about what kind of job they would not agree to do, participants replied:

*I think that the only job I would reject would be working for a mara or something like that... because... I was raised with values, I wouldn't want to hurt anyone. Focus Group 3.doc - 1:87 (528:528)*

*So I told him: What other job would you like to do?... And he said: "There are only two jobs I wouldn't do: prostitution and killing for hire" ... I can cook, I can paint, I can do this, I can..." And that drew my attention, because that is what we must do. Focus Group 3.doc - 1:88 (537:537)*

*I think I wouldn't work as a deliveryman because I would be afraid to go into a colony and die or I don't know... getting hurt. I think that working as a deliveryman is risky. Focus Group 3.doc - 1:91(540:540)*

*Or as security guard. Focus Group 3.doc - 1:92 (543:552)*

Finally, the groups were asked which other jobs seemed dangerous per se; some of the answers are provided below. Without doubt, the jobs considered as the most dangerous are those linked to criminal networks, even if the tasks they involve are only secondary as "watchpersons", i.e., boys that "warn" when someone enters or leaves a specific area, and who also appear in the "payroll" of the maras.

*Selling drugs, killing for hire. What else? I think even flags have a salary. Focus Group 3.doc - 1:95 (575:576)*

*... many young people turn to drug dealing, that is also dangerous for young people. They become vulnerable, they start using drugs and they start killing people... Focus Group 3.doc - 1:82 (492:492)*

Truck drivers or those who drive delivery vans also face danger when they enter risky areas where they can be murdered during a robbery or are victims of extortion.

*Look, let me tell you something. If you work every day, your life is in danger, one way or another. In my case, most of my life I have worked driving trucks, I have had to go through... it is a horrible thing, driving a loaded truck through that mountain, you put your life at risk and the life of your helpers. Focus Group 3.doc - 1:77 (469:469)*

Driving a taxi can also be a high-risk job because you do not know the person who gets into the car; passengers may steal from the driver or try to kidnap him/her.

*I have never worked as a taxi driver, but I am trying to make living with a taxi, there it is, it is work, it is an old car someone lent me to work. Sometimes I make 300 pesos for the fee, 300 pesos for gas, and I get 100 pesos at the end of the evening, working from early in the morning until seven in the evening, and it is very risky. Sometimes criminals you don't know stop you thinking you have money and they point a gun at you... How many taxi drivers have they killed? How many people have died doing a job in which your life is at risk from the moment you leave your house? Focus Group 3.doc - 1:78 (474:474)*

Other jobs that have built-in risk are mining and diving for lobsters.

*Mining. Focus Group 3.doc - 1:83 (495:495)*

*In the Mosquitia, we have a very risky job, diving... the divers when they sail to work, from the moment they get in the water, their lives are in danger. There are a lot of people who come back to land paraplegic or they doomed to live in a wheelchair, a lot of people die because it is not a safe job.*

...

*This kind of job is lethal, in the Mosquitia there are over 5000 crippled divers. This last year, over 20 divers died, working in the open sea.*

...

*And business men only care about the product. Some companies have even doubled the length of the cord so that divers can go deeper. It is a high risk that offers no benefit in return.*

...

*The salary they obtain from diving, they spend it on alcohol and those kinds of things and there the diving companies do not have programs to help the communities. But people do it out of necessity because there are no employment opportunities in the Mosquitia. And many young, under-aged men quit school to go diving. Focus Group 3.doc - 1:81 (492:492)*

## 9. Conclusions

The following conclusions can be drawn from the discussions regarding the topic of WRV that were carried out in four focus groups in Honduras:

1. There appear to be obstacles to the full internalization and understanding of the concepts of insecurity and violence. At first, participants only talked about the issue from a perspective of “stability” and “permanence” in a job position, which created the perception that the element of stability is the most important one, even if the employment relationship is not a healthy one.
2. The topic of violence per se was difficult to address and, to a certain extent, appears to be unconsciously avoided.
3. At some point, it was expressed that “violence has become a cultural phenomenon”, which implies that people perceive a situation of structural violence, both in the work sphere and outside of it.
4. The following were identified by participants as causes of violence or mistreatment:
  - a. Differences in gender, race, social class, ethnic group, age, nationality, physical appearance, political affiliation and/or differences, abuse of power and feelings of superiority; sexual harassment, discrimination and contempt. In this sense, there are stigmas built into people’s minds and their constructions of social identities that give birth to stereotypes and prejudices that predetermine how one person values another or act towards others, solely based on looks and material or symbolic possessions.
  - b. Although we did not perform any analysis by gender or age, the distribution of responses to some of the WRV questions and, especially, some of the results from the focus group sessions suggest that gender is an important determinant of how WRV is experienced/witnessed or its consequences. The role of age is a little less clear, other than the finding that younger persons may be more attracted to entering the world of gangs for various reasons, including job opportunities, a social support structure, personal security. It will definitely be important to examine the role of both gender and age in future studies, and both the survey module variables and the focus group protocol are structured in such a way that detailed analyses from both a gender and an age perspective can be performed.
  - c. The sense of belonging to a certain social status is an element linked to discrimination and mistreatment that some individuals (usually employers) exercise towards others (employees).
  - d. Employers avoid their legal responsibilities towards employees. This gives rise to mistreatment, which usually takes the form of verbal aggression or lack of payment and denial of benefits owed. In this sense, the existence of labor unions

often creates more of an adverse reaction from management, and they usually repress these kinds of workers' movements.

- e. There is a background presence of system and structural violence, including corruption, racism, sexism, classism and ethnocentrism.
  - f. There are social pathologies (e.g., substance abuse, violence, abuses, crime, corruption, stigmatization) in this society caused by factors such as work overload, mental fatigue, stress, loss of the family unit, lack of human contact and the use and abuse of stimulants and sedatives.
5. The need to work, have an income, and be self-sufficient leads young people to agree to get involved in dangerous activities (e.g., working for a gang whether or not formally becoming a member of the gang), that may involve putting their own lives at risk or to become themselves part of a system of violence that at times offers "jobs" related to crime.
  6. In many cases, gangs and the "jobs" they offer become a substitute for family for individuals who have grown up without a social group. These organizations identify with them, protects them, and provides both economic and personal security.
  7. Even though the option to study does exist, it can be difficult for young people who are already immersed in the world of gangs to return to advancing their education.
  8. Gangs exist in virtually all neighborhoods. They are embedded in the family structure itself, exert great influence and have a great deal of power in the social dynamic.
  9. Methodological considerations:
    - a. Development and testing of the focus group protocol went smoothly and met the objectives of the contract.
    - b. The combination of survey and focus groups was useful because they complement each other. Both have their strengths and limitations. The survey provides an opportunity to cover a wide range of topics on WRV, at the expense of a limited ability to explore these topics in greater depth. The focus group sessions provide an opportunity to explore specific WRV topics in greater depth, at the expense of a more restricted range of topics. Because participants in focus groups are specifically recruited from a pool of persons who relate to WRV in some form or fashion, the opinions and findings will not necessarily be representative of the target population of Central Americans, but can provide greater insight on WRV.
    - c. Working with experienced focus group facilitators from the Region, rather than "coming in from the outside", is clearly a strength. A limitation, at times, was our dependence on their ability to meet turnaround times for analyses and reports. It will be important to consider this when planning timelines for future studies.

- d. The focus group protocol and guide were developed to ensure a standardized process across groups, so that each group was asked the same questions. Nonetheless, focus group questions are merely prompts to initiate a conversation and keep it on track when the discussion became redundant and was not contributing new ideas. Each individual focus group tends to take on a life of its own, partly determined by the composition of the group (e.g., women versus men) and partly by the experiences of participants which, in turn, shape the direction of the discussion. Fortunately, there is a well-developed methodological approach to the analysis of focus group data, such that both individual experiences and collective messages can be meaningfully synthesized.
- e. During the field work consideration was given to the possibility that some of the participants may not feel comfortable sharing their experiences given their lack of familiarity with the focus groups methodology. To avoid an uncomfortable start, participants were invited to come with enough lead time to break the ice, become comfortable with the room setup, as well as with the other participants and focus group facilitators.
- f. Recruitment of selected types of participants, particularly those with disabilities, should be reexamined to increase the likelihood of their participation. This should include a clear definition of “disability”, identification of stakeholder community or governmental groups that interact with persons with disabilities, and revisiting better ways to approach them for participation.

## **Annex 1: Focus Group Protocol**

## **A. FOCUS GROUP SET UP**

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### **A.1. Instructions for Use of Focus Group Protocol**

#### ***(a) Date of Construction/Revision***

May 3, 2016

#### ***(b) Purpose***

The objective of the Focus Group Protocol is to present a strategy of focus group formation. We are providing sufficient detail to ensure the focus groups are reproducible and so these techniques may be utilized in other populations on other topics. This form is used to facilitate and guide the focus group discussions. Each focus group session may take on a life of its own. Questions are used to encourage in-depth discussion and completion of all questions is not mandatory.

#### ***(c) Who Uses It***

The focus group facilitator and assistant facilitator.

#### ***(d) Stage of Project Form Is Used***

Focus group data collection

#### ***(e) Definition of Items and General Instructions for Use***

This form will guide the facilitators through the face-to-face focus group data collection process. All questions should be read in the order they are written. Facilitators should be sure to read through the specific instructions for their job (facilitator or assistant facilitator).

### **A.2. Participant Selection, Incentives and Notification Strategies**

No direct questions regarding residence (legal/not legal) status, health or of a sensitive nature will be asked at this point. Once eligibility has been established, the participant will be invited and scheduled to attend a focus group meeting. Participants will be told the session starts approximately 15-30 minutes prior to the actual starting time to give participants time to arrive, get settled and fill out any necessary paperwork.

#### ***(a) Incentives for Participation***

Participants will receive a token incentive payment of 10 USD for their participation, and refreshments will be available during the focus group sessions. This amount is the same as we have offered to focus group participants in prior similar activities in Central America, and is not an amount considered to be conducive to inducement.



### ***(b) Systematic Notification Procedure***

The local contractors who will facilitate the focus group sessions will do the following prior to the sessions:

1. Set meeting time and place for focus group session
2. Contact potential participants by phone or in person
3. Contact (phone or in person) each person the day before the focus group to remind them of the focus group place and time.

### **A.3. Characteristics of Focus Group Sessions**

#### ***(a) Composition***

We aim to conduct at least four focus groups in Honduras with around 10 to 14 participants per group. Given the sensitive nature of WRV and our interest in experiences of sexual violence, we will separate groups by sex:

- One group consisting of women only with a mix of people from informal and formal employment and from a mix of rural and urban areas
- One group consisting of men only with a mix of people from informal and formal employment and from a mix of rural and urban areas
- One group consisting of women with disabilities
- One group consisting of men with disabilities

People with disabilities will be excluded from participation in the first two focus groups if we are able to recruit enough disabled people to conduct focus groups for both men and women. If unable to do so, we will combine people from the disabled groups with the first two type of groups, by sex. People from racial and ethnic minorities will not be purposely excluded from participation in any of the groups.

#### ***(b) Environment***

- Within a reasonable distance from the participant's work site or home
- Indoors
- Comfortable temperature and lighting
- Seating arranged in a circle
- Drinks (water, tea, coffee) and light snacks available in room
- Room should have a door to maintain privacy of the discussion
- Tape recorded
- No one under the age of 18 will be permitted to stay in the focus group room
- Quiet space to ensure all comments are heard

***(c) Reduction of Barriers for Participation***

- Sessions will be held during non-work hours (evenings or weekends)
- Child care services will be offered to those who need it

***(d) Facilitator***

- Welcomes participants as they arrive
- Prior experience with Spanish speaking group discussions
- Uses pre-determined questions to guide the session, but completing all questions is not mandatory (See Annex 2)
- Establishes non-oppressive environment
- Will not hint at judgement of participants
- Will have an open and caring demeanor
- Will be prepared to encounter and handle the most sensitive of experiences/events

***(e) Assistant Facilitator***

- Handles logistics of setting up focus group
- Welcomes participants as they arrive
- Takes careful notes
- Monitors recording equipment

***(f) Analysis and Reporting***

- Systematic analysis
- Verifiable procedures
- Appropriate reporting

**A.4. Facilitator Job Skills**

***(a) Facilitator***

- Exercise unobtrusive control of discussion
- Inspires trust
- Prepares participants for the sensitive questions that are coming

***(b) Be Mentally Prepared***

- Alert and distraction-free
- Must be a good listener
- Must be trained in the questions

***(c) Use Purposeful Small Talk***

- Create warm and friendly environment
- Observe the participants for seating arrangements

***(d) Make Introduction***

Standard introduction:

- Welcome
- Overview of topic
- Ground rules
- First question

***(e) Use Pauses and Probes***

Five-second pause probes:

- “
- Would you explain further?”
- “Would you give an example?”
- “I don’t understand”
- Avoid using general questions such as “why?”

***(f) Control Reactions To Participants***

- Verbal and nonverbal
- Head nodding
- Short verbal responses (Avoid: "That's good", "Excellent")

***(g) Use Subtle Group Control***

- Does not allow a few group members to take over conversation
- Keep group focused on the topic

***(h) Use Appropriate Conclusion***

Three Step Conclusion:

- Summarize with confirmation
- Review purpose and ask if anything has been missed
- Thanks and dismissal

## **A.5. Assistant Facilitator Job Skills**

### ***(a) Set-Up For The Focus Group***

- Help with equipment & refreshments
- Arrange the room
- Welcome participants as they arrive
- Obtain witnessed informed consent

### ***(b) Record The Discussion***

- Operate recording equipment
- Tape Record entire discussion
- Take notes throughout the entire discussion

### ***(c) During Focus Group***

- Sit in a designated location during discussion
- Do not participate in the discussion
- Ask questions when invited

### ***(d) Control Reactions To Participants***

- Verbal and nonverbal
- Head nodding
- Short verbal responses (Avoid: "That's good", "Excellent")

### ***(e) Conclusion***

- Give an oral summary to the group
- Make any changes as necessary

### ***(f) Post-Discussion***

- Debrief with facilitator
- Give feedback on analysis and reports

## **A.6. Note Taking and Recording**

### ***(a) These Are The Main Responsibilities of The Assistant Facilitator***

The sessions will be recorded so the facilitator should not be expected to take written notes during the discussion, except when helpful to the facilitator.

### ***(b) Clarity and Consistency of Note Taking***

Anticipate that others will use your field notes. Notes sometimes are interpreted days or weeks following the focus group when memory has faded. Consistency and clarity are essential.

### ***(c) Field Notes Contain Different Types of Information***

It is essential that this information is easily identified and organized. Field notes should contain:

- **Quotes**

Listen for notable quotes: statements that illustrate an important point of view. Listen for sentences or phrases that express a particular point of view. Place name or initials of speaker after the quotations and note the time. Usually, it is impossible to capture the entire quote, capture as much as you can with attention to the key phrases. Use three periods ... to indicate that part of the quote was missing.

- **Key points and themes for each question**

Typically, participants will talk about several key points in response to each question. These points are often identified by several different participants. Sometimes they are said only once but in a manner that deserves attention. At the end of the focus group the assistant moderator will share these themes with participants for confirmation.

- **Follow-up questions that could be asked**

At times the main facilitator may not follow-up on a key point or seek an example of a vague but critical point. The assistant may wish to follow-up with questions at the end of the session.

- **Big ideas, hunches, or thoughts of the recorder**

Occasionally the assistant facilitator will discover a new concept. A light will go on and something will make sense when before it did not. These insights are helpful in later analysis.

- **Other factors**

Make note of factors which might aid analysis such as passionate comments, body language, or non-verbal activity. Watch for head nods, physical excitement, eye contact between certain participants, or other clues that would indicate level of agreement, support, or interest.

## **B. CONSIDERATIONS FOR FOCUS GROUPS WITH VULNERABLE POPULATIONS**

Due to the sensitive nature of WRV and gender discrimination, a number of considerations should be taken into account while developing research activities.

### **B.1. Creating a Rapport**

Facilitators should utilize the following strategies to develop and enhance the rapport between facilitators and participants before and during the session:

- Use similar communication styles as the participants
  - Language/ speech tone and patterns
  - Posture
  - Breathing patterns
- Make conversation with the participants before the focus group session begins
  - Speak to participants while they fill out paperwork and get settled
  - Ask about their job, family...etc.
- Show an interest in the participants' life
- Use active listening skills when making “small talk” before the session
- Be as welcoming as any gracious host

### **B.2. Creating a Safe Environment**

During the focus group session, the facilitators need to maintain a neutral but supportive atmosphere so participants feel comfortable disclosing their experiences. If a participant begins to disclose, it is important that the facilitators give them the opportunity to disclose as much as they are comfortable disclosing. If a participant becomes uncomfortable or abruptly ends their disclosure about a particularly sensitive topic, the facilitator should not continue to probe the participant. People who have experienced violent incidents may suffer additional emotional and psychological damage if they feel pressured to discuss their experiences when they are uncomfortable doing so.

Each focus group will be separated by the gender of the participant to help create an open atmosphere in which the participants feel safe and comfortable. The facilitators in these groups should also be the same gender as the participants to further ensure participants feel comfortable disclosing their experiences.

### **B.3. Emotional Risks to Facilitators and Participants**

While conducting sensitive research, it is important to acknowledge the emotional risks undertaken by the facilitators and participants. While it is understandable that some participants will be emotional when discussing their own personal experiences, it should also be

acknowledged that one group members' disclosure may serve as a "trigger" for another group member. It should also be understood that the facilitators can endure emotional impacts from the information disclosed during a focus group session. For these reasons, it is imperative any participant who wants information about follow up counseling receives it, and the facilitators are given enough time between sessions to "decompress". Disclosure of sensitive information in focus groups can have an impact not only on the person disclosing, but also on those who are listening and it is important to ensure all potentially impacted individuals are given access to follow-up care.

## **C. FOCUS GROUP QUESTIONS AND SCRIPT**

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### **C.1. Outline of Focus Group Session**

#### ***(a) Welcome***

Introduce facilitator and assistant

#### ***(b) Our Topic Is Work-related Violence and Discrimination***

The results will be used to identify certain risk factors for WRV in Central American Countries. You were selected because you are a worker in Central America who volunteered to be a part of the Focus Group.

#### ***(c) Guidelines***

- There are no right or wrong answers, only differing points of view.
- This session will be tape recorded, so we ask that only one person speak at a time.
- Please use first names only.
  - Note: for the recording numbers should be internally assigned to each participant since questions are likely to be of a sensitive nature.
- You don't need to agree with others, but you must listen respectfully as others share their views.
- Please turn off your cell phones. If you must take a call, please exit the room quietly and return as soon as possible.
- My role as moderator will be to guide the discussion
- Please remember to talk to each other. We want an open discussion about these issues.

### **C.2. Beginning the Focus Group Discussion Script**

"Good morning/ afternoon/evening and welcome to the focus group session. Thank you for taking the time to join us to talk about WRV and discrimination. My name is \_\_\_\_\_ and assisting me is \_\_\_\_\_. We're both with \_\_\_ (agency name) \_\_\_. We are here to learn about your experiences with WRV. We are having discussions like this with people like you around the county. This session will take between 60-90 minutes depending on how the discussion goes. Before we get started, I want to ensure everyone has filled out and signed these consent forms (if

no one speaks up then move on, if someone says they did not sign give them a copy to sign before moving on).

You were invited because you volunteered to be a part of the focus group. During this focus group, we hope to gain a better understanding of your experiences with WRV and discrimination. Please take a moment to ensure your cell phones or pagers are turned off. If you must take a call, please exit the room quietly and return as soon as possible.

My role as the facilitator is to guide the discussion. I will start off by asking a question, and I may ask additional questions to help understand an experience or opinion, but I will not do most of the talking today.

Please remember that what people say during this session should not be repeated outside of the group. There are no wrong answers but rather differing points of view, so please be respectful of others' opinions and experiences. Please feel free to share your point of view even if it differs from what others have said. Keep in mind that we're interested in what all of you have to say and your own personal experiences with WRV and discrimination. Remember to talk to each other throughout the discussion. We want an open discussion about these issues.

We will be recording this session because we do not miss any comments made during the discussion. People often say very helpful things in these discussions and we can't write fast enough to get them all down. Keeping that in mind, we would appreciate it if only one person spoke at a time to ensure we can understand everyone during the discussion and on the recorded tapes. We will be on a first name basis, and we won't use any names in our reports. Once we have finished analyzing the tapes, we will destroy them and we will not save any version of the audio recordings. You should be assured your comments, answers and observations will be kept confidential.

Does anyone have any questions before we begin? (Answer any questions that the participants may have)

Great, let's get started. Let's find out some more about each other by going around the circle and telling us all your first name"

**Proceed to the focus group questions.**

### **C.3. Focus Group Questions**

Approximately 8 to 12 questions should be used for the discussion. Since time is limited, avoid spending too much time on background information and concentrate on the important issues that you wish to cover.

Focus group participants will not see the questions they are being asked so, to make sure they understand and can fully respond to the question or prompt, questions should be:



- Short and to the point
- Focused on one dimension of the topic you are covering
- Unambiguously worded
- Open-ended or sentence completion
- Non-threatening or embarrassing
- Worded in a way that they cannot be answered with a simple “yes” or “no” answer (use “why” and “how” instead)

There are three types of questions used during focus groups:

1. Engagement questions: introduce participants to and make them comfortable with the topic of discussion
2. Exploration questions: get to the meat of the discussion
3. Exit question: check to see if anything was missed in the discussion

#### **C.4. Ending Questions**

##### ***(a) All Things Considered Question***

This question asks participants to reflect on the entire discussion and then offer their positions or opinions on topics of central importance to the researchers.

Examples: "Suppose you had one minute to speak with lawmakers about WRV and discrimination, what would you say?" or "Of all the things we discussed, what is the most important to you?"

##### ***(b) Summary Question***

After the brief oral summary, the question asked is: "Does this summary reflect our discussion today?"

##### ***(c) Final Question***

The facilitator reviews the purpose of the study and then asks the participants: "Would you like to add anything else?"

#### **C.5. Concluding the Focus Group Session Script**

“Thank you all for taking the time to participate in this focus group. If any of the topics discussed here today have caused you any distress or discomfort, please ask for a referral services sheet from either myself or my assistant. Again, thank you all for coming and have a great day.”

## **D. DATA ANALYSIS**

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### **D.1. Facilitator Assisted Systematic Analysis Process**

#### ***(a) Start While Still In The Group***

- Listen for inconsistent comments and probe for understanding
- Listen for vague or cryptic comments and probe for understanding
- Consider asking each participant a final preference question
- Offer a summary of key questions and seek confirmation

#### ***(b) Immediately After The Focus Group***

- Draw a diagram of seating arrangement
- Spot check tape recording to ensure proper operation
- Conduct facilitator and assistant facilitator debriefing
- Note themes, hunches, interpretations, and ideas
- Compare and contrast this focus group to other groups
- Label and file field notes, tapes and other materials

#### ***(c) Soon After The Focus Group--Within Hours Analyze Individual Focus Group***

- Make back-up copy of tapes and send tape to transcriptionist for computer entry if transcript is wanted
- Analyst listens to tape, reviews field notes and reads transcript if available
- Prepare report of the individual focus group in a question-by-question format with amplifying quotes
- Share report for verification with other researchers who were present at the focus group

#### ***(d) Later--Within Days Analyze The Series Of Focus Groups***

- Compare and contrast results by categories of individual focus groups
- Look for emerging themes by question and then overall
- Construct typologies or diagram the analysis
- Describe findings and use quotes to illustrate

#### ***(e) Finally, Prepare The Report***

- Consider narrative style versus bulleted style
- Use a few quotes to illustrate
- Sequence could be question by question or by theme
- Share report for verification with other researchers
- Revise and finalize report

**Annex 2: Focus Group Discussion Guide**

**NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted at a lower language level for participants to understand.**

### **Opening speech from Focus Group Facilitator**

- We are involved in a project focused on getting a better understanding of violent or threatening events you may have experienced because of the work you do. We would like to use this time as an opportunity to learn from you about your work experiences and those of others you may have worked with.
- We are particularly interested in violence or threats experienced by you at your workplace, though other types of violence may come up in our discussions as well. When we say ‘violence’ we are referring to violent acts perpetuated by co-workers or your managers including not just physical assaults but also threats of physical assault. This can include things like yelling, actions that cause fear or discomfort, unwanted sexual gestures or touching, or unwanted pressure to date someone or have sex, or various other behaviors. We want to be sure you understand that we are interested in events whether or not they may not have caused you any physical injury or required of any medical care.
- This project is led by The University of Texas School of Public Health and in collaboration with researchers from the Universidad Nacional Autónoma de Honduras. It is funded by the U.S. Department of Labor Bureau of International Labor Affairs for strictly research purposes.

### **Regarding your participation and how the session will be conducted**

- There is no physical risk to you to if you participate.
- In order to reduce the risk of potential loss of privacy, we ask that anything discussed here be kept confidential and not discussed outside this setting.
- We will tape record the session only because we cannot remember everything you say.
- All tapes will be destroyed after the analysis is completed.
- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.
- Please initial, sign and date the consent form and return the form to one of us.

### **Regarding token incentive payment**

- As a reminder, you will receive \$10 USD (or its equivalent in local currency, approximately 225 Honduran Lempiras [HNL]) for participating in the discussion group today.
- You will be asked to sign a form when you receive the compensation; this is for accounting purposes only and will be destroyed after the study is finished.
- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

### **Start**

- Again, we’d like to thank you for your time and contribution to the discussion today. Shall we start...?

Domain	Questions	Probes
<b>Introduction</b>	<p>You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record.</p> <p>Just so we can make sure everyone knows each other, let's go around the table and have each person say your first name, current job, if you have a contract for your job, where your job is located and what type of company you work for. ...I will start....</p> <p><b>*Before moving into the questions, provide the definition of violence again:</b> There are many different types of work-related violence (including violence in the work setting). We'd like to clarify that when we say 'violence' we are referring to acts that might be <u>physical assault</u> such as aggressive physical contact like hitting, biting, scratching, pushing, shoving, and spitting, regardless of whether an injury was sustained. We're also interested in learning about <u>threats of a physical assault</u> which involves any verbal expression of intent to harm, inappropriate language or aggressive behavior such as shaking fists, destroying property or throwing objects that causes a worker to feel scared, uncomfortable or frightened about their personal well-being. We're also interested in learning about <u>emotional abuse</u> that might stem from hurtful attitudes, verbal remarks, or gestures.</p>	
<b>Magnitude of violence problem</b>	<p>To start out, we'd like to get an idea about your overall concerns about work-related violence.</p> <p>In general, do you feel safe doing your job?</p> <p>What are your thoughts on the amount of violence at your workplace?</p> <p>Do you think other workers experience the same amount of violence as you? More? Less? Why?</p> <p>Has the amount of work-related violence changed over time? How so? What do you think caused this change?</p>	
<b>Worker experiences and perceptions</b>	<p>Can someone tell us about a time they felt threatened or scared while at work because of a violent manager, coworker or customer?</p>	<p>Tell me more about where you were, what you were doing and who the perpetrator was?</p>

	<p>Who can tell us about a time they were physically assaulted or witnessed a physical assault while at work?</p> <p>From your experience, what are some things that could lead to a violent event?</p> <p>Does it make a difference if the manager or coworkers are of different genders? Races? Ethnic groups? Ages? Nationality? Physical appearance?</p> <p>What about customers?</p> <p>What are some of the reasons you think your manager, coworkers or customers are violent?</p> <p>When a co-worker is assaulted, do you think it is ever their fault?</p>	<p>Can you walk me through the whole experience step-by-step? (*Note: For certain experiences, this probe is completely inappropriate. Ensure this probe is used cautiously)</p>
<b>Personal effects of WRV</b>	<p>What kind of consequences did you suffer from the experiences we just discussed?</p> <p>Did any of the experiences we just discussed cause you to become angry, anxious or depressed?</p> <p>Did you suffer any physical or mental disabilities as a result of your experiences?</p> <p>In what ways did these experiences affect your relationship with your co-workers, friends or family?</p>	<p>Would you explain further?</p> <p>Would you give an example?</p> <p>How did that make you feel?</p>
<b>Job effects of WRV</b>	<p>After you were assaulted or threatened, was your job affected? How? Were you able to maintain a similar productivity as before? Were you able to get promotions or did you lose your job?</p> <p>If you lost your job, how hard was it to find another job?</p>	<p>How did you handle (losing your job/ lowered productivity/ not getting promotions)?</p>
<b>Reporting</b>	<p>What are your options if you want to report being assaulted or threatened? Who can you report these incidents to?</p> <p>What types of incidents do you think should be reported? Should an event be reported only if someone is seriously injured?</p> <p>How often do events get reported?</p>	<p>When feeling threatened what do you do to ensure your safety?</p> <p>Could you explain what you meant by ____.</p>

	<p>What do you think keeps workers from reporting all work-related violence incidents?</p> <p>How often do people assume violence is just part of their job? Why?</p> <p>What is the role of the manager in this process?</p> <p>What changes are made if someone reports being threatened or assaulted?</p>	
<p><b>Relationship of WRV with societal violence</b></p>	<p>Do you think the amount of violence experienced during your job is related to crime in the surrounding areas?</p> <p>Do you think the amount of crime in the surrounding areas has changed in the last year or remained the same?</p>	<p>Why do you think ____?</p> <p>Can you please explain further?</p>

**Annex 3: List of categories used for the analysis of the focus group in ATLAS.ti**



*This is a list of the categories used for the analysis for the qualitative information obtained from the focus groups. These categories were not defined a priori but resulted from the content analysis of the focus groups transcriptions. The list is presented as an example, without intending to be a prescriptive list for analysis of other future focus groups. This list would be relevant for the analysis of future focus groups as far as the terms included here are applicable to those focus groups, that is, that the content analysis of other focus groups brings afloat the same terms as part of the focus groups narrative. Still, the list may be useful to guide the analytical categories to be used in future focus groups analysis.*

Abuso sexual en contexto laboral  
Acceso al crimen para poder pagar extorsiones  
Aceptación de ingreso a organizaciones violentas para proteger familiares  
Aceptación de trabajo peligroso por falta de oportunidades  
Aceptación de trabajos violentos por obtener dinero fácil y rápido  
Acoso sexual  
Acusaciones infundadas  
Alianzas policías-ladrones  
Amenazas  
Amenazas si cuenta que está siendo amenazado  
Amor al trabajo hace que no denuncie amenazas  
Aprovechamiento del trabajo de otro  
Asesinan a un barbero por un mal corte de pelo a un marero  
Asesinato deja hijas huérfanas  
Asesinato por política  
Asesinatos vinculados al trabajo  
Asesinos en serie  
Aumento de tecnología relacionado con peor tratamiento del empleado  
Baja autoestima  
Cadena de amenazas y de muertes  
Cadena de violencia  
Cambios en la situación de violencia  
Carpe diem - si muero dejo a mi familia asegurada  
Como denunciar  
Compartir con su madre que recibe amenazas  
Condiciones de trabajo  
Consecuencias de la violencia laboral  
Contradicciones entre denuncias/amarillismo/castigo efectivo  
Corrupción  
Corrupción en la policía  
Corrupción interna entre policías - se cubren unos a otros  
Curiosidad juvenil y maras  
Dedicación  
Discriminación por política  
Denuncia de acoso sexual  
Denuncia de maltratos laborales  
Denuncias

Denuncias laborales  
Denuncias y violencia laboral  
¿Derecho a la violencia?  
Desahogo de situaciones personales con los compañeros de trabajo  
Desconfianza de la policía  
Desconfianza hacia patronos  
Desempleo  
Desintegración familiar como causa de aceptación de trabajos violentos  
Despido injustificado  
Desprotección  
Dificultad mayor para realizar trabajos que requieren esfuerzo de estudios, retos  
Dificultades para denunciar  
Dificultades para expresarse  
Discriminación  
Discriminación de clase  
Discriminación en la oferta de trabajo  
Discriminación hacia el cliente  
Discriminación hacia personas preparadas porque son más exigentes  
Discriminación hacia pertenecientes de pueblo indígena  
Discriminación por aspecto físico  
Discriminación por cultura  
Discriminación por edad  
Discriminación por estudios  
Discriminación por política  
Discriminación por sexo  
Discriminación por tatuajes  
Discriminacion\_1  
Donde denunciar  
Donde poner la denuncia  
Donde se denuncia una agresión  
Edad  
Educación formal versus formación de valores  
El empleo por hora  
Empleo injusto  
En la mara uno crece  
Enfermedad como consecuencia de la violencia laboral  
Enojo, prepotencia  
Entrada en maras  
Estafa laboral  
Exigencias no apropiadas  
Extorsión  
Extorsión e iliquidez en empresas para pagar a empleados  
Extorsión y asesinato por trabajo en carro repartidor  
Falta de consejo a jóvenes para que no entren a maras  
Falta de opciones de trabajo para jóvenes  
Falta de protección legal

Falta de solidaridad en el trabajo  
Familias mono parentales - femeninas y entrada a maras  
Favores sexuales en el trabajo  
Formas de protesta por problemas laborales  
Frustración, desanimo  
Golpes  
Gritos  
Humillación  
Impacto de la violencia - desagrado, desmotivación  
Impotencia  
Impotencia ante la denuncia de situaciones de violencia  
Impotencia para denunciar amenazas  
Improductividad como consecuencia de una relación de maltrato  
Impuesto-extorsión-salarios  
Impunidad  
Impunidad- crímenes sin castigo  
Impunidad por miedo  
Incomprensión entre culturas  
Indiferencia ante la violencia  
Inestabilidad laboral por filiación política  
Influencia de la violencia social en el trabajo  
Influencias políticas  
Información para denuncias  
Insatisfacción laboral  
Inseguridad laboral  
Insultos  
Irregularidades en el ámbito laboral  
Jubilación insuficiente  
La violencia se ha vuelto cultural  
Madre soltera trabaja para sus hijas  
Magia  
Malhumor de patronos  
Maltrato  
Maltrato en maternidad  
Maltrato entre compañeros de trabajo  
Maltrato laboral  
Maltrato por despido  
Maltrato verbal  
Manipulación política  
Mayor accesibilidad al trabajo en maras o drogas - más fácil  
Menosprecio  
Misquitos - corregir  
Movilidad  
Muerte de jóvenes por entrada a maras  
No pagar el servicio recibido  
Ocupación

Origen  
Pago irregular  
Pérdida de trabajo a causa de una denuncia  
Pérdida del respeto al patrón  
Preguntas  
Qué tipo de trabajos no haríamos  
Relación con la droga  
Riesgos de hacer una denuncia  
Salario injusto  
Segregación por lugar donde vive  
Seguridad laboral  
Simbolismo en la forma de dejar el cadáver de la persona asesinada  
Sindicatos  
Sospecha de compañeros de trabajo que asesinan a compañera por diferencias políticas  
Supervivencia  
Trabajo en maras  
Trabajos peligrosos  
Trabajos peligrosos - minería  
Trabajos peligrosos - narcotráfico  
Trabajos peligrosos - taxis  
Trabajos peligrosos buceo en la Moskitia  
Trabajos peligrosos enfermero a domicilio  
Trabajos peligrosos repartidor  
Violencia causada por alcohol  
Violencia con gritos insultos  
Violencia entre compañeros  
Violencia familiar  
Violencia física  
Violencia hacia personas pertenecientes a otros grupos culturales  
Violencia laboral  
Violencia laboral - asesinato  
Violencia por celos  
Violencia por extorsión entre compañeros  
Violencia por falta de transparencia - por exclusión  
Violencia por golpes  
Violencia por influencia de medios de comunicación  
Violencia por parte de compañeros de trabajo  
Visión utilitaria del empleado desde el patrono