



**NZ  
Human  
Rights.**

Te Kāhui Tika Tangata  
Human Rights Commission

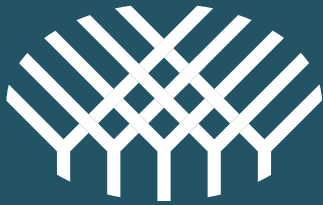
---

# Experiences of Workplace Bullying and Harassment in Aotearoa New Zealand

A NATIONWIDE SURVEY FOR TE KĀHUI TIKANGATA  
THE HUMAN RIGHTS COMMISSION



**KANTAR PUBLIC**



**NZ  
Human  
Rights.**

Te Kāhui Tika Tangata  
Human Rights Commission

**ISBN:** 978-0-478-35630-4 (web version)  
978-0-478-35631-1 (print version)

**Citation:** New Zealand Human Rights Commission. (2022) Experiences of Workplace Bullying and Harassment in Aotearoa New Zealand. Human Rights Commission, Wellington, NZ

### Copyright

The copyright owner of this publication is Te Kāhui Tika Tangata, New Zealand Human Rights Commission (HRC).

The HRC permits the reproduction of material from this publication without prior notification, provided that fair representation is made of the material and that the HRC is acknowledged as the source.

### Disclaimer

This research has been carried out by an independent party under contract to the HRC. The views, observations, and analysis expressed in this report are those of the authors and are not to be attributed to the HRC.

Any queries regarding this report should be directed to the HRC at the following address:

New Zealand Human Rights Commission  
PO Box 10424, Wellington 6140  
Level 1, Stantec House, 10 Brandon Street, Wellington 6011  
New Zealand  
[www.hrc.co.nz](http://www.hrc.co.nz)  
[media@hrc.co.nz](mailto:media@hrc.co.nz)

### Published

August 2022

Photo courtesy of Chris Collins ([unsplash.com](https://unsplash.com))

# CONTENTS

1. SUMMARY .....	5
2. SEXUAL HARASSMENT.....	9
3. RACIAL HARASSMENT .....	19
4. BULLYING .....	30
5. PERPETRATORS.....	41
6. IMPACT .....	43
7. PATHWAYS OF CARE.....	52
8. SUMMARY OF FINDINGS AMONG MĀORI WORKERS .....	61
9. APPENDIX: VERBATIM COMMENTS AND SAMPLE PROFILE .....	69



## FOREWORD

Acts of violence and discrimination in the workplace in the form of sexual harassment, bullying, and racial harassment are immoral and illegal. They breach fundamental human rights.

For the first time in Aotearoa New Zealand, we look at the prevalence and impact of these acts of violence using behavioural definitions from the perspectives of gender, ethnicity, disability, age, sexual identity, industry, and period of settlement in New Zealand.

In particular, our research design ensured that we had a large number of young hospitality workers in the sample to be able to understand their experiences, as this is a group that often bears the brunt of workplace violence.

The insights from the study tell us whom survivors seek support from, why many suffer out of sight, and the job status of perpetrators relative to victims.

In addition, the study gives a picture of survivors' perceived usefulness, safety, fairness, and trust towards policies within workplaces, community, government agencies, and the Human Rights Commission itself.

Please read with an open mind and heart. Then I encourage you to act to eliminate violence from our workplaces and our lives.

**Saunoamaali'i Karanina Sumeo**  
Equal Employment Opportunities Commissioner  
Te Kāhui Tika Tangata  
New Zealand Human Rights Commission



## THE TASK AT HAND

The New Zealand Human Rights Commission commissioned Kantar Public to undertake a national survey of New Zealand's workforce to understand the prevalence of sexual harassment, racial harassment and bullying in the workplace, and to better understand what support victims seek and may be missing to address the impacts of these negative experiences.

## FOUR KEY OBJECTIVES:

1

To understand the prevalence and characteristics of sexual harassment, racial harassment, and bullying in the New Zealand workforce.

2

To understand which groups of workers are most at risk for these negative experiences.

3

To understand the short and long-term impacts of these negative experiences on the victims.

4

To understand how victims deal with these experiences including what types of support they seek, and what they would find useful.

## RESEARCH METHOD

- A nationwide survey of 2,512 workers in New Zealand was conducted from 19 May to 29 June, 2022. This included an online panel survey with 2,321 workers, and a booster sample of 191 hospitality workers aged under 30 years using a push-to-web survey (with respondents sourced from the Electoral Roll).
- For the purposes of this survey, workers were defined as either currently being in paid employment or having been in paid employment in the last five years.
- The survey took an average of 15 minutes to complete. Questionnaire development involved the review of similar surveys undertaken, as well as cognitive testing and conventional piloting to ensure the feasibility, comprehension and completeness of the questionnaire. The cognitive testing was completed with five Māori workers who had experienced sexual harassment, racial harassment or bullying in the workplace.
- Following the completion of fieldwork, data were weighted by age, ethnicity, and gender within industry to ensure survey findings reflect New Zealand's workforce.



# 1 SUMMARY

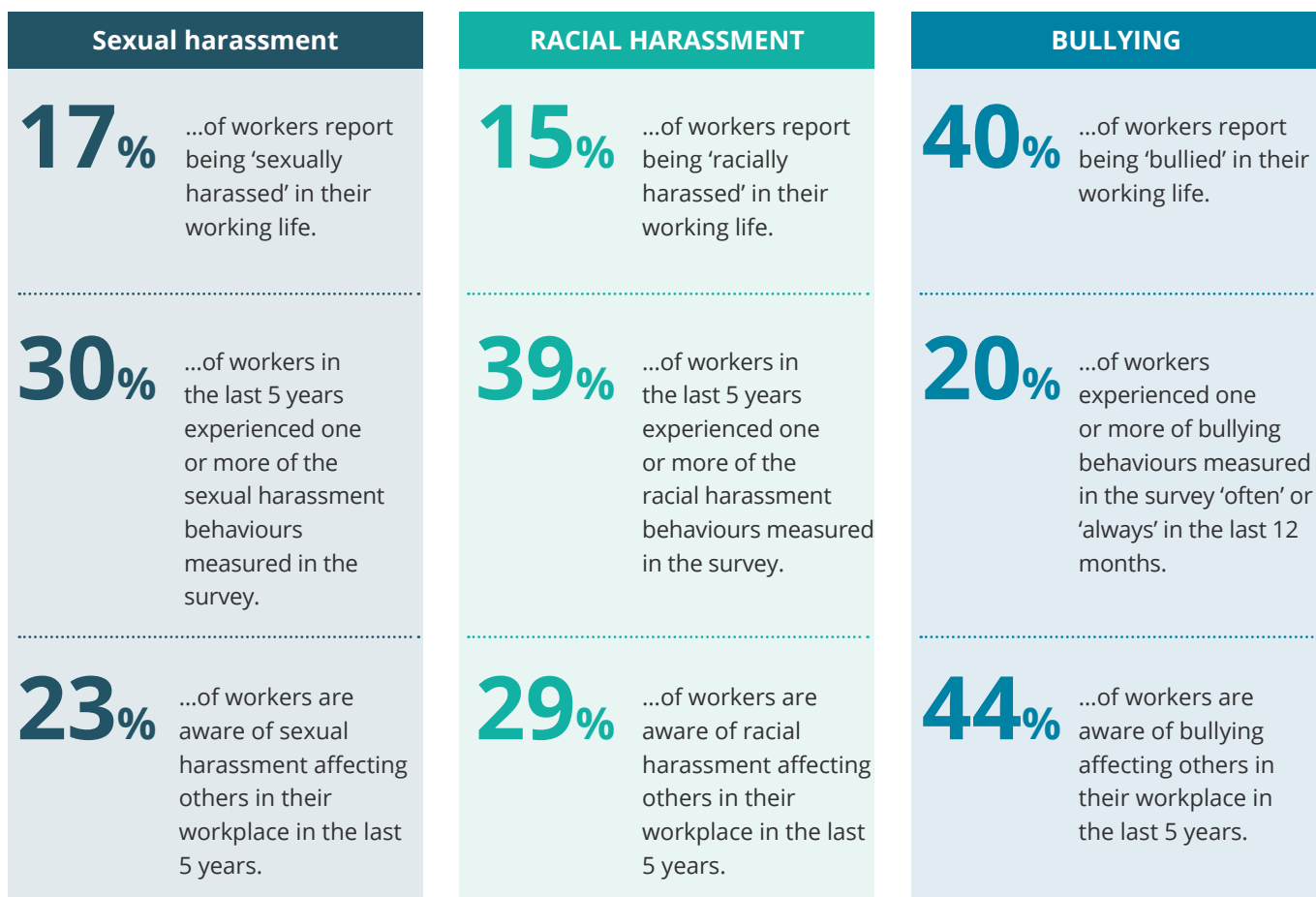
# Summary of key insights

## PREVALENCE RATES

Prevalence rates show harassment and bullying affects all sectors in New Zealand and cuts across all socio-economic groups.

However, as shown in the body of this report a number of groups are disproportionately affected, e.g. Māori, Pacific Peoples, and Asian workers, as well as disabled workers, and bisexual workers.

Differences in prevalence rates using the labels of sexual harassment and racial harassment versus the behavioural definitions points to a gap in worker understanding of what constitutes these types of harassment.





# Summary of key insights

## IMPACTS

### The negative impacts of harassment and bullying are far-reaching

- 86% of workers who have experienced harassment or bullying have been negatively impacted by the experience. For nearly three in ten (29%), the negative impact is large or extreme.
- Workplace harassment and bullying causes many workers to feel disrespected (60%), uncomfortable (57%), angry (47%), frustrated (45%) and anxious (44%).
- The most common immediate impacts of the harassment and bullying are worsening mental or physical health (64%), a loss of self-confidence (46%), and direct impacts on a person's job or career (53%).
- Nearly two thirds (63%) suffer from ongoing negative impacts of the harassment or bullying.
- Most (62%) were not subject to any unrelated life circumstances (e.g. existing mental health issues) that may have made the bullying/harassment more difficult to cope with.

## PATHWAYS OF CARE

### Formal pathways for addressing harassment and bullying are uncommon and often ineffective

- Around three in ten (29%) workers impacted negatively by harassment or bullying don't tell anyone about it. Even when the impact is large or extremely negative, around one in seven (15%) keep the experience to themselves.
- Most workers who have experienced harassment or bullying seek some sort of support (79%), but this is almost always informal support – most commonly friends or whānau (54%) or work colleagues (40%).
- Just 24% of workers who experience harassment or bullying raise a formal complaint.
- Dissatisfaction with the outcome of the formal complaint is high (43%), and even higher when the impact of the harassment is large or extreme (59%).

# Summary of key insights

## BARRIERS

### Power dynamics and systemic issues act as barriers to workers seeking support and/or raising a complaint

- For 69% of workers subjected to harassment or bullying, the perpetrator was someone in a more senior position.
- Workers don't seek support or complain for fear of the consequences (45%) and distrust in the system – 35% felt complaining would be ineffective due to workplace cultural norms and 28% felt their complaint would not be believed or kept confidential.

“Older, very senior men making jokes and comments, and implying my future success would be better if I sided with them.”

## MOVING FORWARD

### Workers want better support, preferably from someone independent

- 42% of workers impacted by harassment or bullying felt that they needed more support than what they got at the time. This jumps to 65% when the impact is large or extreme.
- Top 5 things that would be useful:
  - Someone independent looking into the workplace culture/policies (31%)
  - Anti-bullying and harassment training for the workplace (29%)
  - Support to make an internal complaint (20%)
  - Independent, free service to resolve the situation (17%)
  - Counselling/mental health support services (15%).

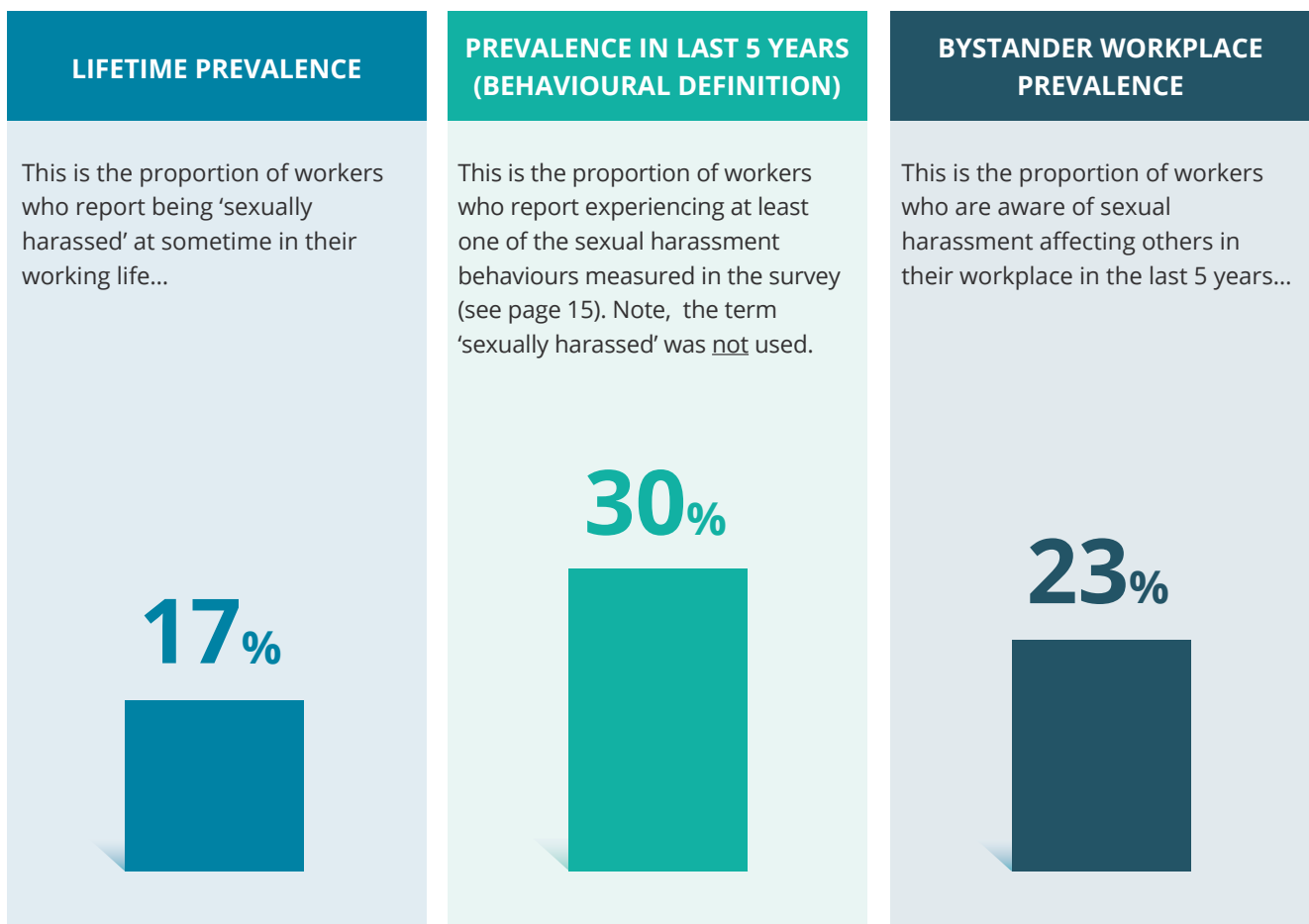
“I ended up quitting with no job lined up as my mental health was at the point of I either quit and be unemployed or jump in front of a train. I had no support, they did not offer to train me properly, showed no care for my mental health and took no responsibility for putting me in that position.”



## 2 Sexual harassment

# Summary of prevalence of workplace sexual harassment

Nearly one in three (30%) workers have personally experienced sexual harassment in the last 5 years (based on the behavioural definition). However, there appears to be a gap in understanding what can constitute sexual harassment, with just 17% of workers saying they've been 'sexually harassed' in their lifetime.



Base: All respondents (2,512)

Q1 Have you personally ever been sexually harassed in a work environment (e.g. at work or a work-related event)?

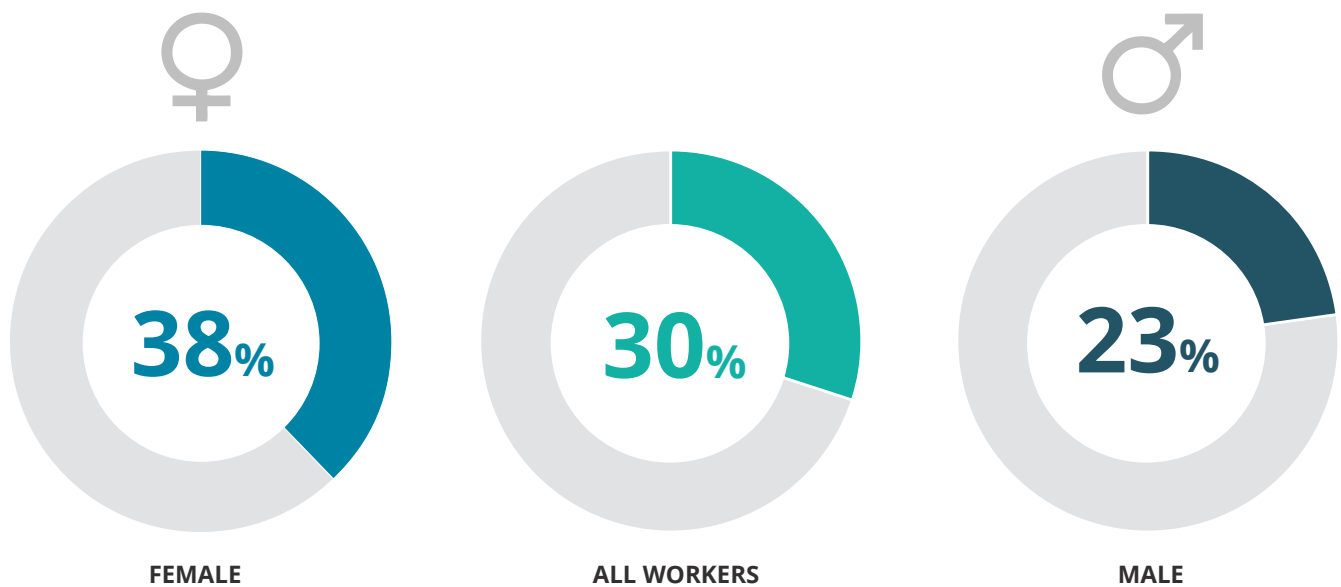
Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Q5 Have you been aware of sexual harassment happening to someone else in your workplace in the last 5 years?

# Prevalence of sexual harassment in the last 5 years (behavioural definition)

Nearly four in ten (38%) women have experienced sexual harassment in the last 5 years. While women are much more likely to experience sexual harassment, sexual harassment affects men too; nearly a quarter of men (23%) have been sexually harassed in a work environment in the last 5 years.

PREVALENCE OF SEXUAL HARASSMENT IN THE LAST 5 YEARS



*"I was sexually, verbally, mentally harassed in a job for 5 years. I couldn't speak as I am an immigrant."*

30-39 year old Indian woman who was working in the accommodation and food services sector

*"A senior female leader sexually harassed me. When I complained nothing was done. Jokes made about me. Taunts such as a white male in your 40s you should be flattered anyone is interested in you."*

40-49 year old man who was working in the public administration and safety sector

*"A co-worker would continuously walk up to me during work hours and make sexual comments and say we should "hang out" outside of the work. I was 19 at the time and he was at least 50. I told him he was disgusting and to leave me alone which made it worse. When I told the store manager, nothing was done and he still had his job so I resigned and left."*

20-29 year old woman who was working in the retail trade sector

Base: All respondents (2,512), Males (1,243), Females (1,255)

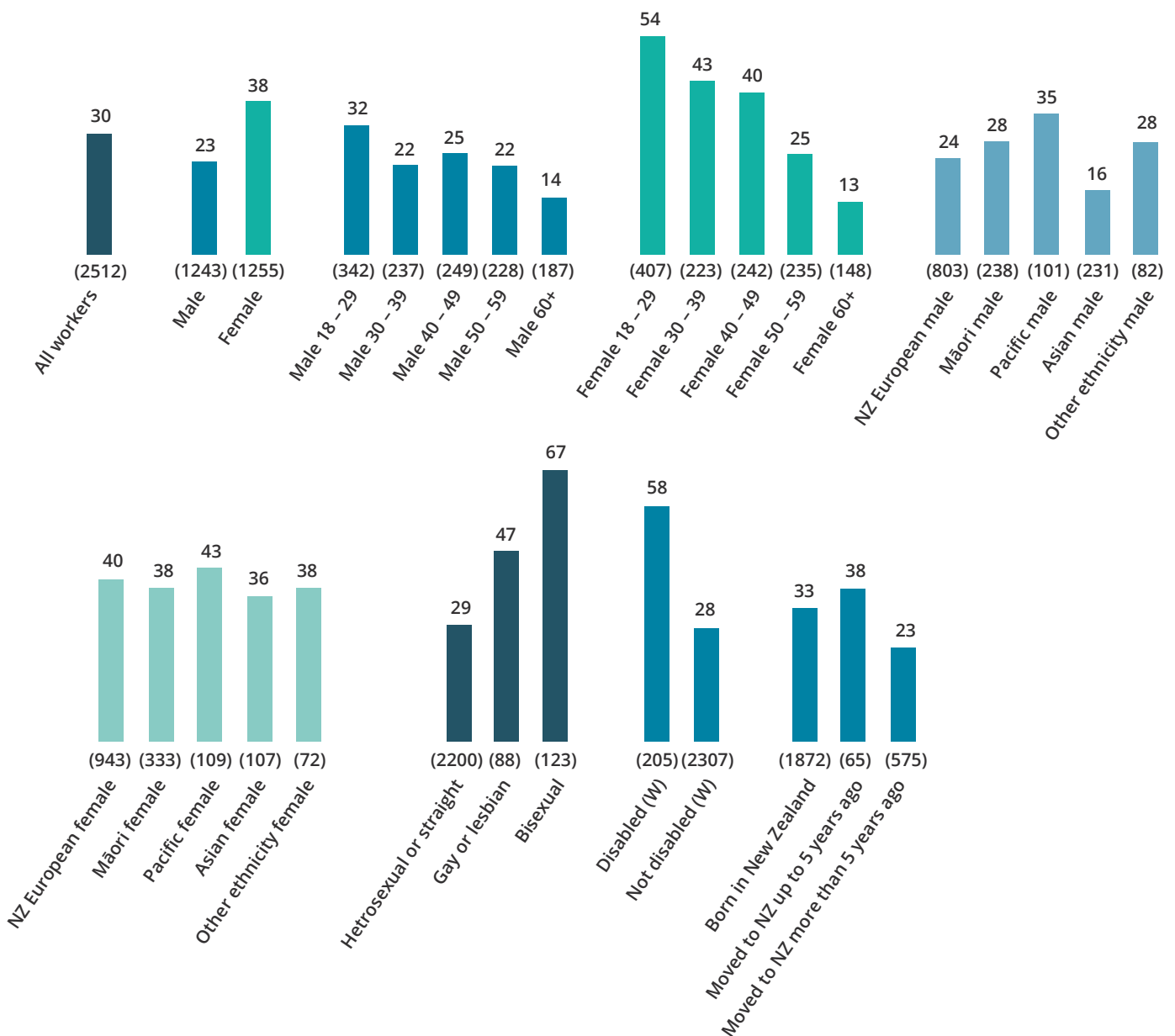
Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Respondents were shown 11 sexual harassment behaviours.

# Prevalence of sexual harassment (behavioural definition) by demographic groups

Young women, bisexual workers, and disabled workers are especially likely to have experienced sexual harassment.

**% OF WORKERS WHO HAVE EXPERIENCED AT LEAST ONE SEXUAL HARASSMENT BEHAVIOUR IN THE LAST 5 YEARS**



Base: All respondents (2,512)

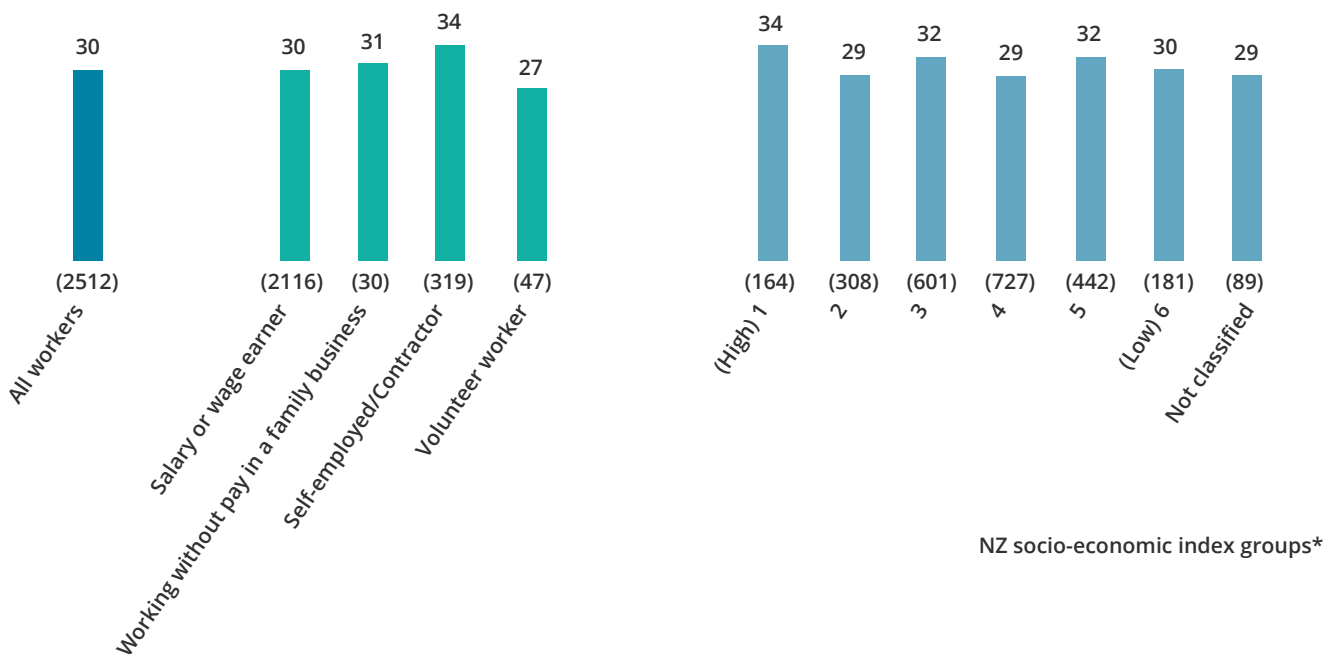
Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Respondents were shown 11 sexual harassment behaviours.

# Prevalence of sexual harassment (behavioural definition) by demographic groups

Sexual harassment affects workers across all socio-economic groups, with little variation in prevalence rates evident.

**% OF WORKERS WHO HAVE EXPERIENCED AT LEAST ONE SEXUAL HARASSMENT BEHAVIOUR IN THE LAST 5 YEARS**



\*These have been defined using Statistics New Zealand's NZSEI, an occupation based measure of socio-economic status. NZSEI scores are assigned to occupations. The scores reflect the average education and income level associated with that occupation – with education given a higher importance than income in the scoring. Scores are then consolidated into one of six distinct categories ranging from high SES (group 1), to low SES (group 6). Base: All respondents (2,512)

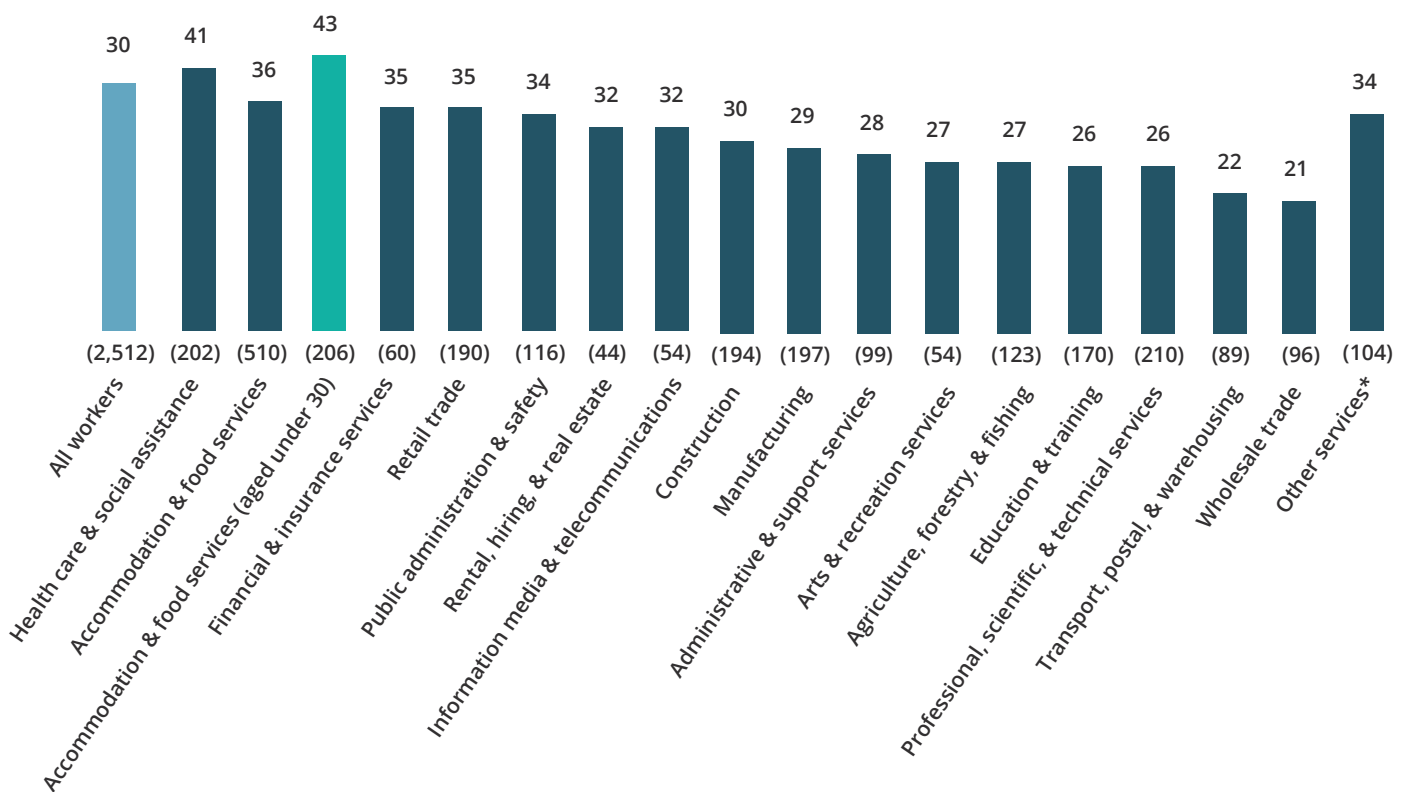
Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Respondents were shown 11 sexual harassment behaviours.

# Prevalence of sexual harassment (behavioural definition) by industry

While sexual harassment occurs in all industries, it is most common in the healthcare and social assistance sector (41%). Young people working in hospitality (43%) are also especially likely to be subject to sexual harassment.

**% OF WORKERS WHO HAVE EXPERIENCED AT LEAST ONE SEXUAL HARASSMENT BEHAVIOUR IN THE LAST 5 YEARS**



\*Other services include: mining, electricity, gas, water & waste

Base: All respondents (2,512)

Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

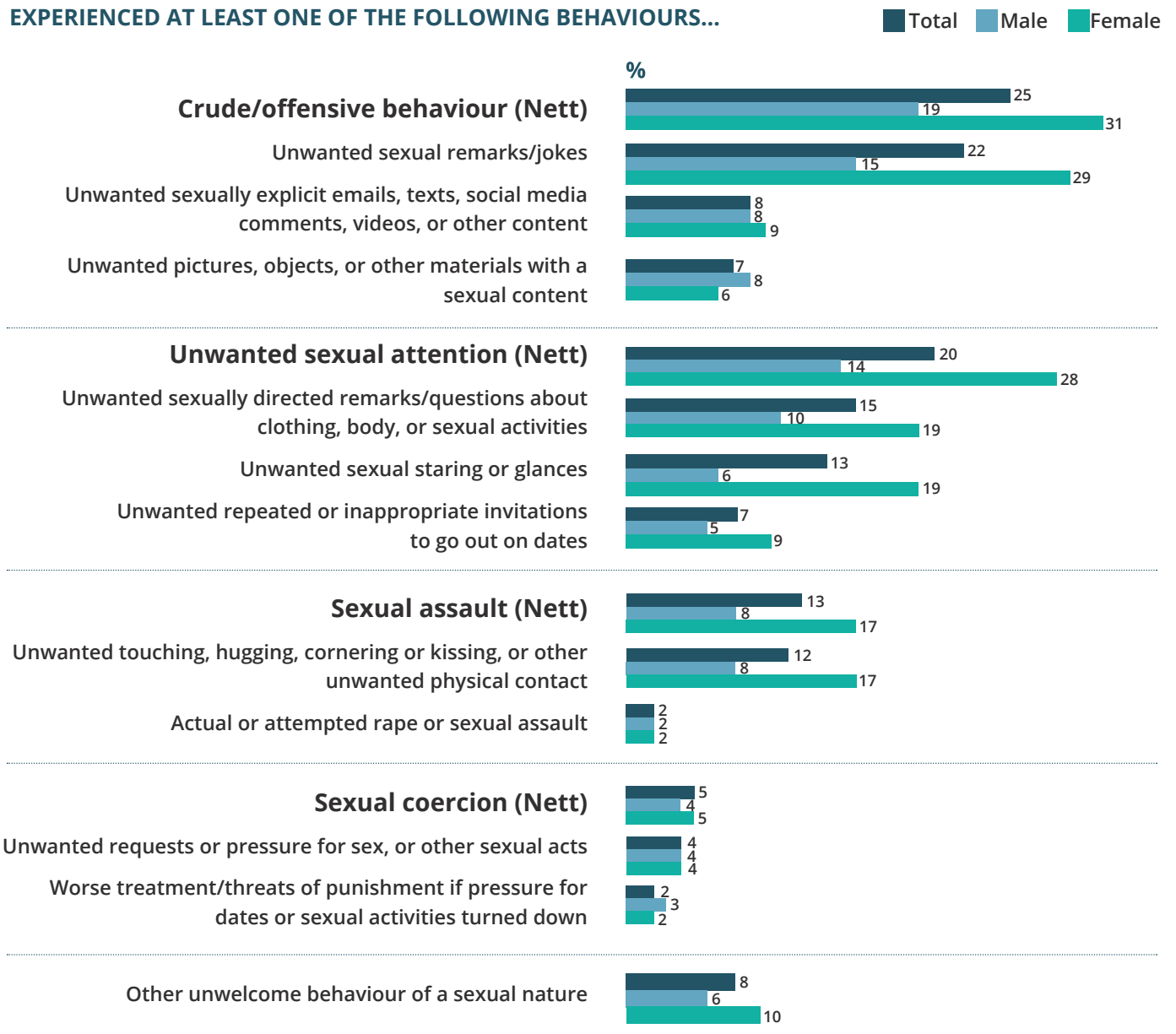
Respondents were shown 11 sexual harassment behaviours.



# Nature of sexual harassment behaviours experienced in last 5 years

The nature of sexual harassment behaviours experienced by workers varies widely. Workers are most likely to be subject to non-physical types of sexual harassment, particularly crude or offensive behaviour (25%) or unwanted sexual attention (20%). Physical forms of sexual harassment are less common, with 13% of workers reporting being sexually assaulted (including unwanted touching).

**30% OF WORKERS (38% OF WOMEN AND 23% OF MEN) HAVE EXPERIENCED AT LEAST ONE OF THE FOLLOWING BEHAVIOURS...**



Note: the 'nett' categories on this chart refer to the % of respondents who had experienced one or more of the behaviours listed underneath the 'nett' category.

Most common 'other behaviours' include being followed/stalked; unwanted advances (<1%)

Base: All respondents (2,512)

Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 11 sexual harassment behaviours.

# Sexual harassment behaviours experienced in last 5 years

Women are significantly more likely to be subject to multiple sexual harassment behaviours. One in ten women have experienced five or more of the types of sexual harassment behaviours in the last five years.

	All workers	Male workers	Female workers
One or more behaviours	30%	23%	38%
Two or more behaviours	21%	16%	27%
Three or more behaviours	15%	11%	20%
Four or more behaviours	11%	7%	14%
Five or more behaviours	7%	5%	10%

Base: All respondents (2,512), Males (1,243), Females (1,255)

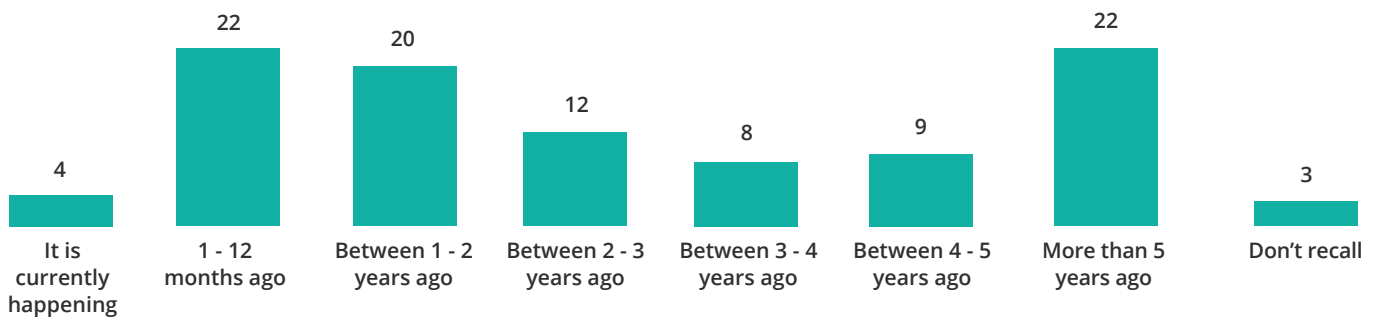
Q2A In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 11 sexual harassment behaviours.

# Last experience and duration of sexual harassment

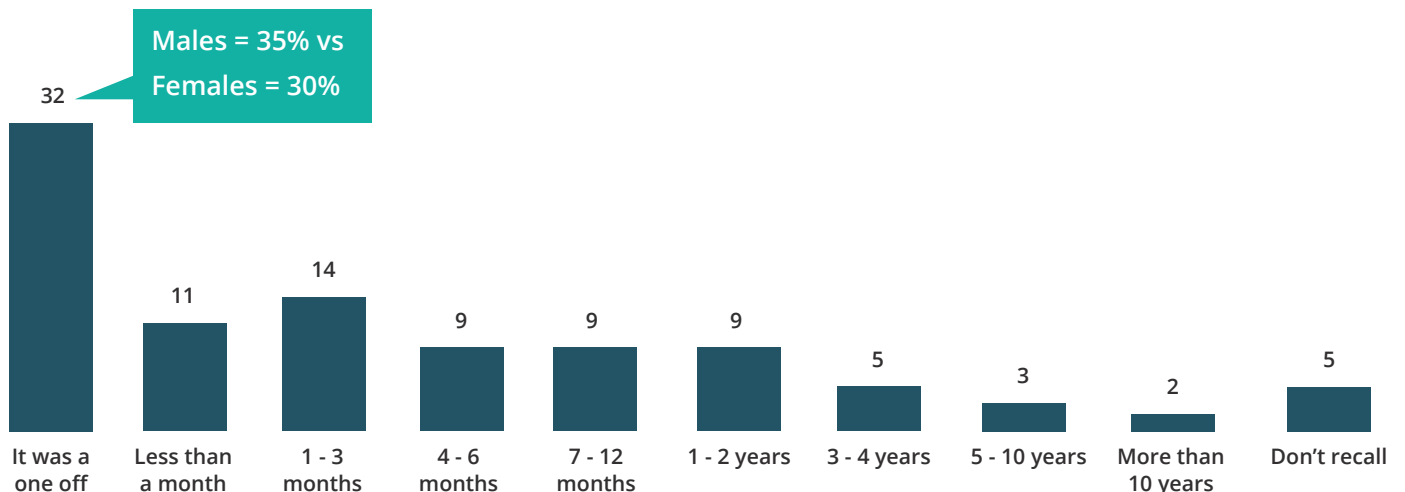
More than a quarter (26%) of workers who have experienced sexual harassment have experienced it in the last year.

Nearly one in three workers (32%) who experienced sexual harassment say it was a one off incident, but 28% have experienced sexual harassment for longer than six months.

## REGENCY OF EXPERIENCE OF SEXUAL HARASSMENT %



## DURATION OF SEXUAL HARASSMENT %



Base: Respondents who have experienced sexual harassment (930)

Q3 When did you last experience the sexual harassment/any of these negative behaviours/this negative behaviour?

Q4 Now thinking about the sexual harassment/the negative behaviours you experienced, about how did it go/ has it gone on for?

# Bystander prevalence of sexual harassment in the last 5 years

Nearly a quarter of workers (23%) either observed sexual harassment, were told by someone that they were sexually harassed, or heard about someone who was sexually harassed in the workplace.



Base: All respondents (2,512)

Q5 Have you been aware of sexual harassment happening to someone else in your workplace in the last 5 years?

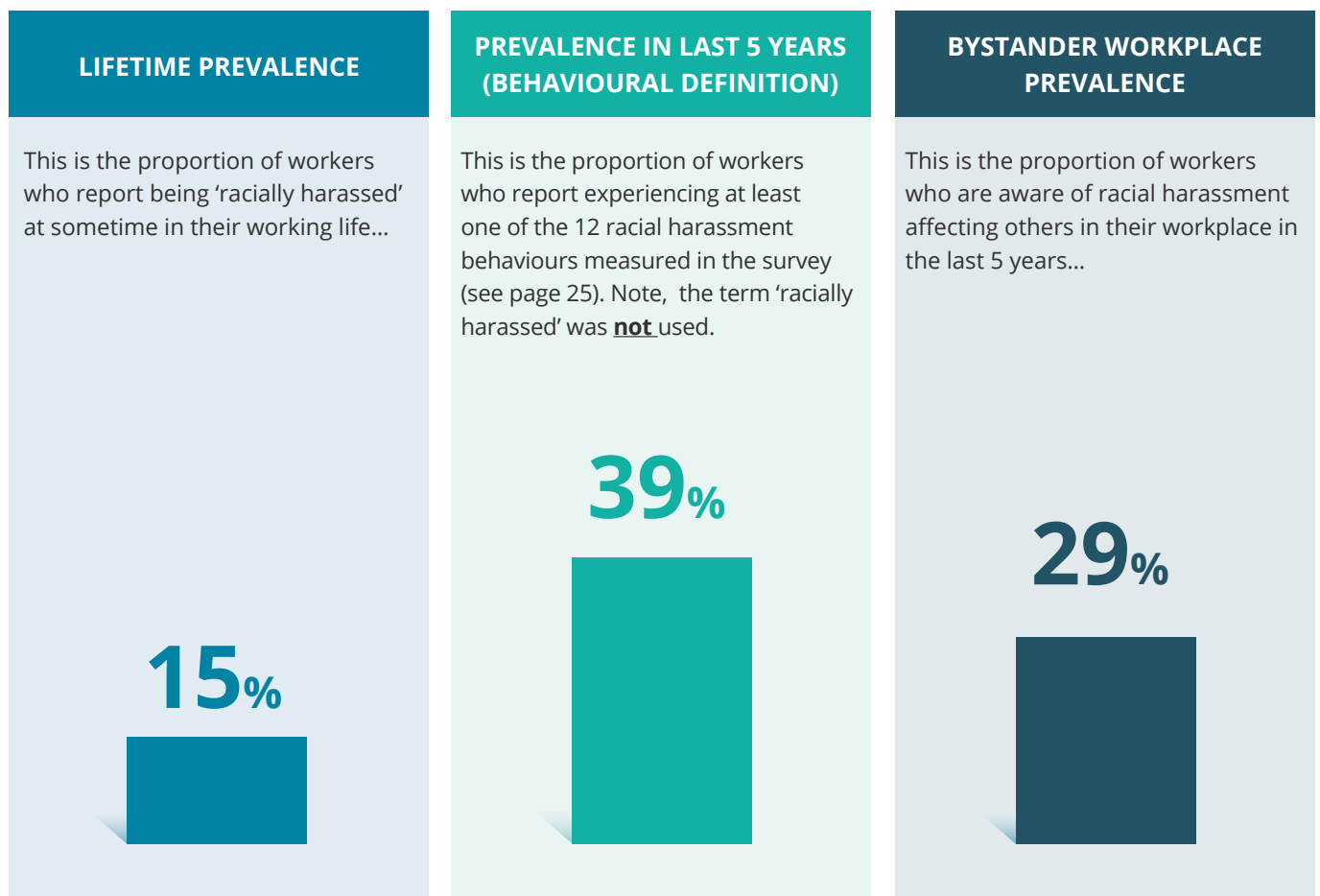


**3**

## **RACIAL HARASSMENT**

# Summary of prevalence of workplace racial harassment

In the last five years, nearly four in ten (39%) workers have experienced at least one of the racial harassment behaviours we measured. However, the lower lifetime prevalence rate (15%) suggests many workers don't regard some of the negative behaviours as racial harassment.



Base: All respondents (2,512)

Q6 Have you personally ever been racially harassed in a work environment (e.g. at work or a work-related event)?

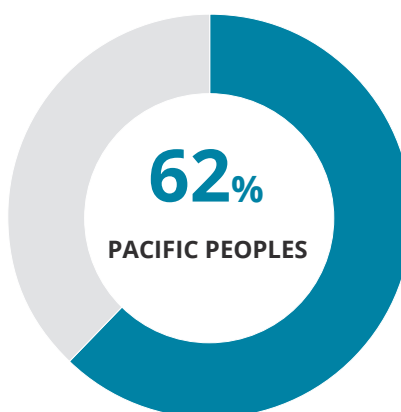
Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Q10 Have you been aware of racial harassment happening to someone else in your workplace in the last 5 years?

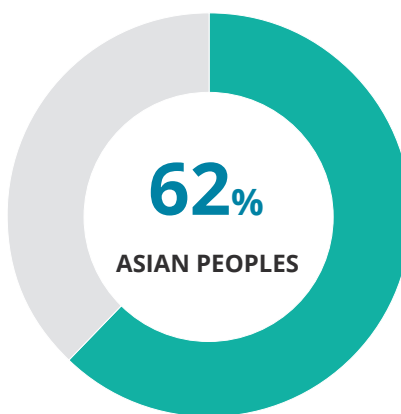
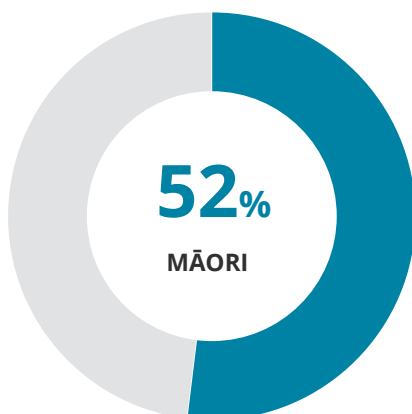
# Prevalence of racial harassment in the last 5 years (behavioural definition)

Nearly two in five workers have been racially harassed in the workplace in the last five years. Over half of Māori, Pacific, and Asian workers have been racially harassed.

## PREVALENCE OF RACIAL HARASSMENT



FIJIAN = 66%  
COOK ISLAND MĀORI = 66%  
SAMOAN = 62%



CHINESE = 66%  
FILIPINO = 63%  
INDIAN = 56%

*"I had a manager that would say racist comments about Māori's. She would be very loud & proud about her jokes, especially when us "Māori's" were working"*

20-29 year old Māori woman who was working in the accommodation and food services sector

*"Racist jokes - these are never ok and leaders should take a stand and support staff rather than just saying you should have a better sense of humour. It's not funny - ever. And it shouldn't be dismissed as an ok thing to do."*

50-59 year old Māori woman who was working in the education and training sector

*"I was told to go back to my country of origin."*

30-39 year old African man who was working in the education and training sector

*"Top management always make racist unwanted comments about accent..."*

40-49 year old man who was working in the professional, scientific, and technical services sector

Base: All respondents (2,512), Māori (575), Pacific peoples (210), Asian (339)

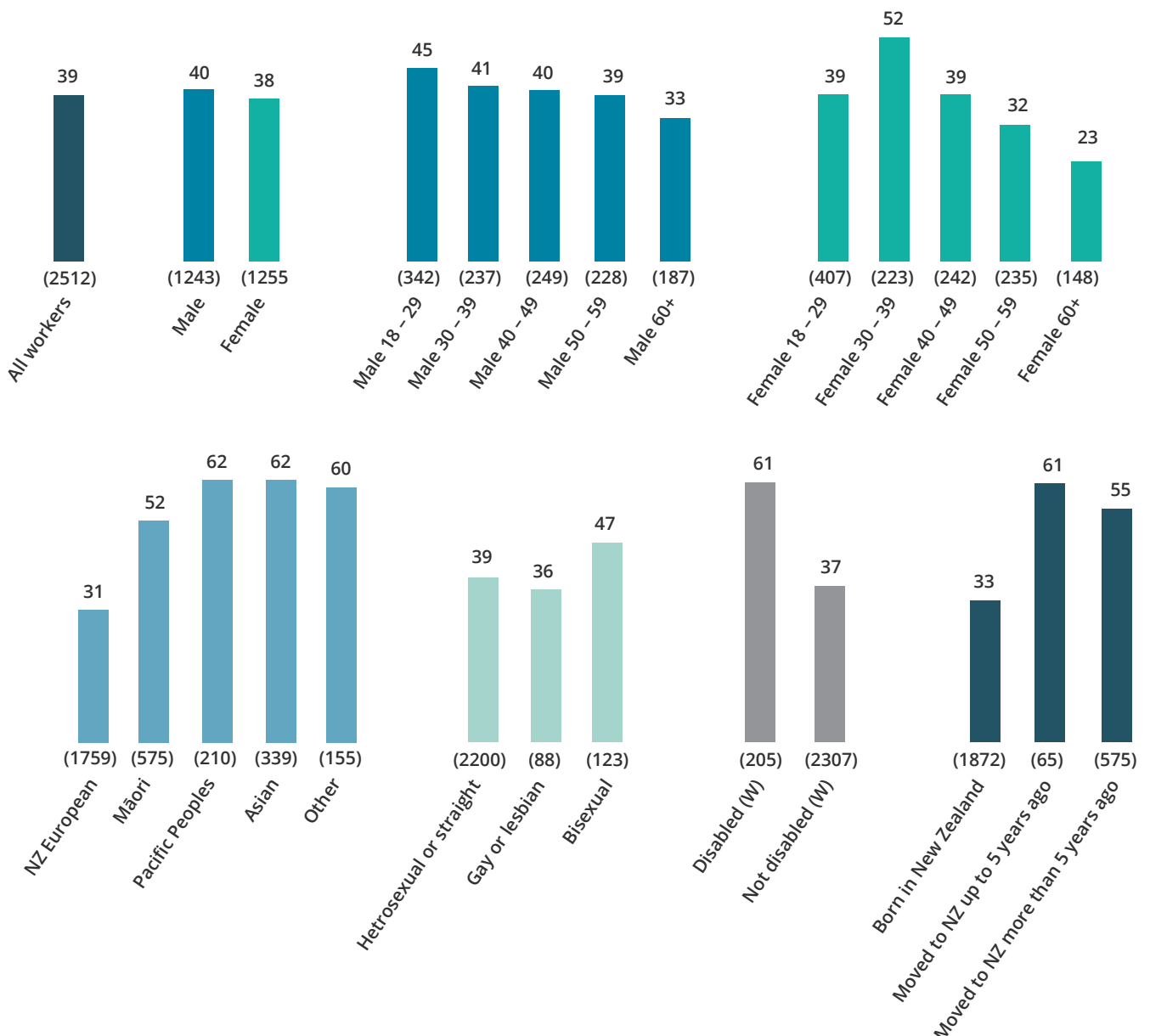
Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Respondents were shown 12 racial harassment behaviours.

# Prevalence of racial harassment (behavioural definition) by demographic groups

Racial harassment is most prevalent among minority ethnicities, disabled workers, and migrant workers.

**% OF WORKERS WHO HAVE EXPERIENCED AT LEAST ONE RACIAL HARASSMENT BEHAVIOUR IN THE LAST 5 YEARS**



Base: All respondents (2,512)

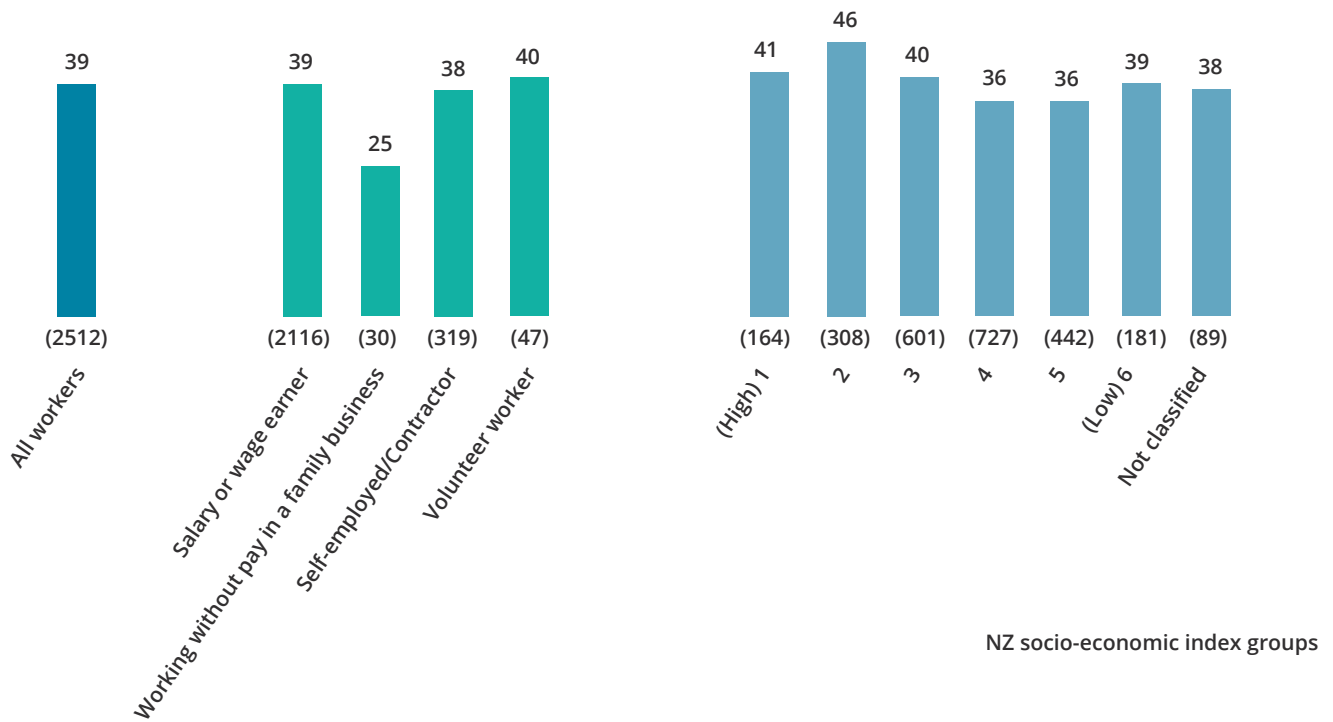
Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 12 racial harassment behaviours.



# Prevalence of racial harassment (behavioural definition) by demographic groups

Racial harassment affects workers across all socio-economic groups.

**% OF WORKERS WHO HAVE EXPERIENCED AT LEAST ONE RACIAL HARASSMENT BEHAVIOUR IN THE LAST 5 YEARS**



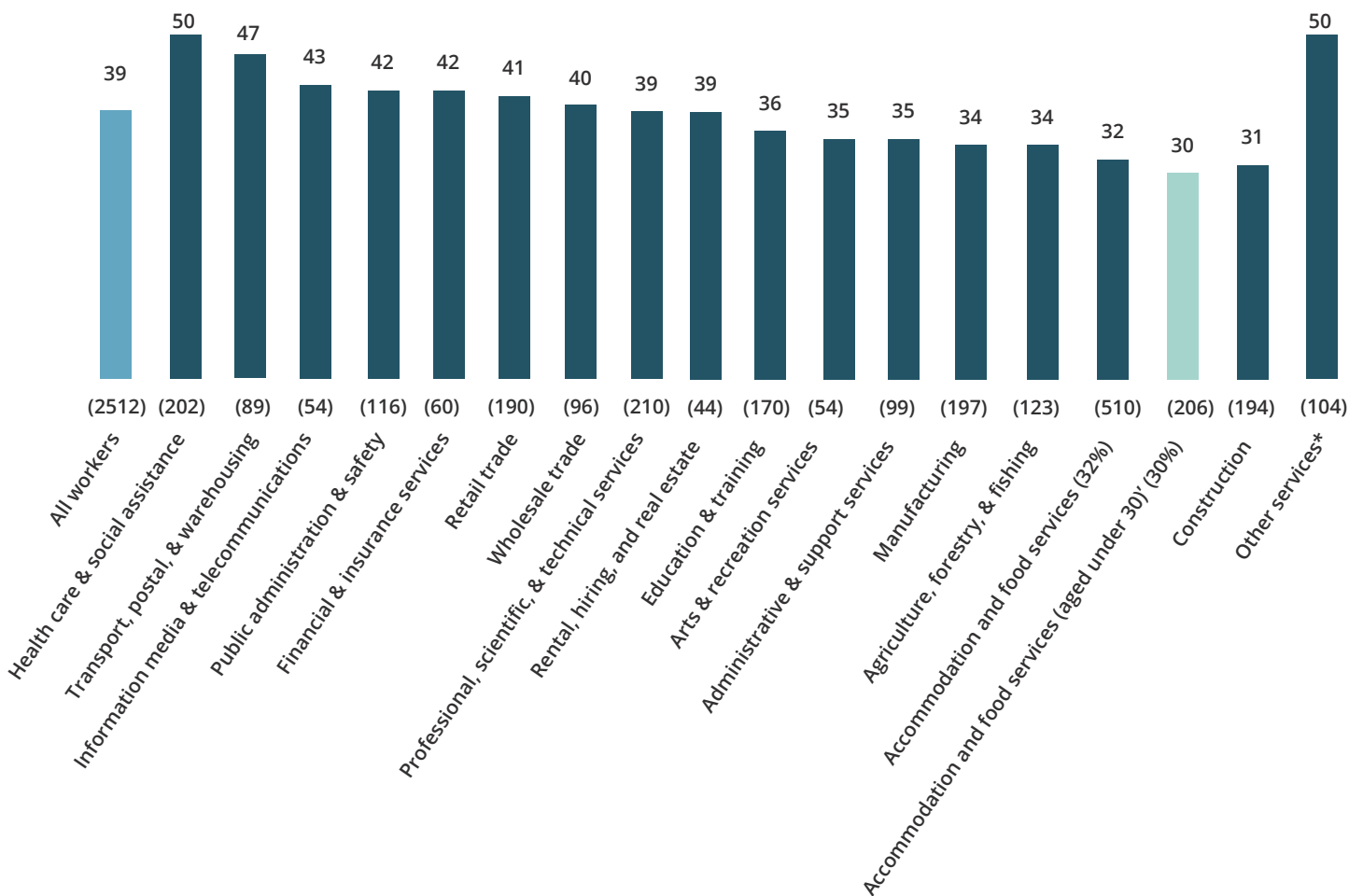
Base: All respondents (2,512)

Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 12 racial harassment behaviours.

# Prevalence of racial harassment (behavioural definition) by industry

Racial harassment is an issue across all industries in New Zealand. However, it is especially common in the healthcare and social assistance, and transport sectors.

**% OF WORKERS WHO HAVE EXPERIENCED AT LEAST ONE RACIAL HARASSMENT BEHAVIOUR IN THE LAST 5 YEARS**



\*Other services include: mining, electricity, gas, water & waste

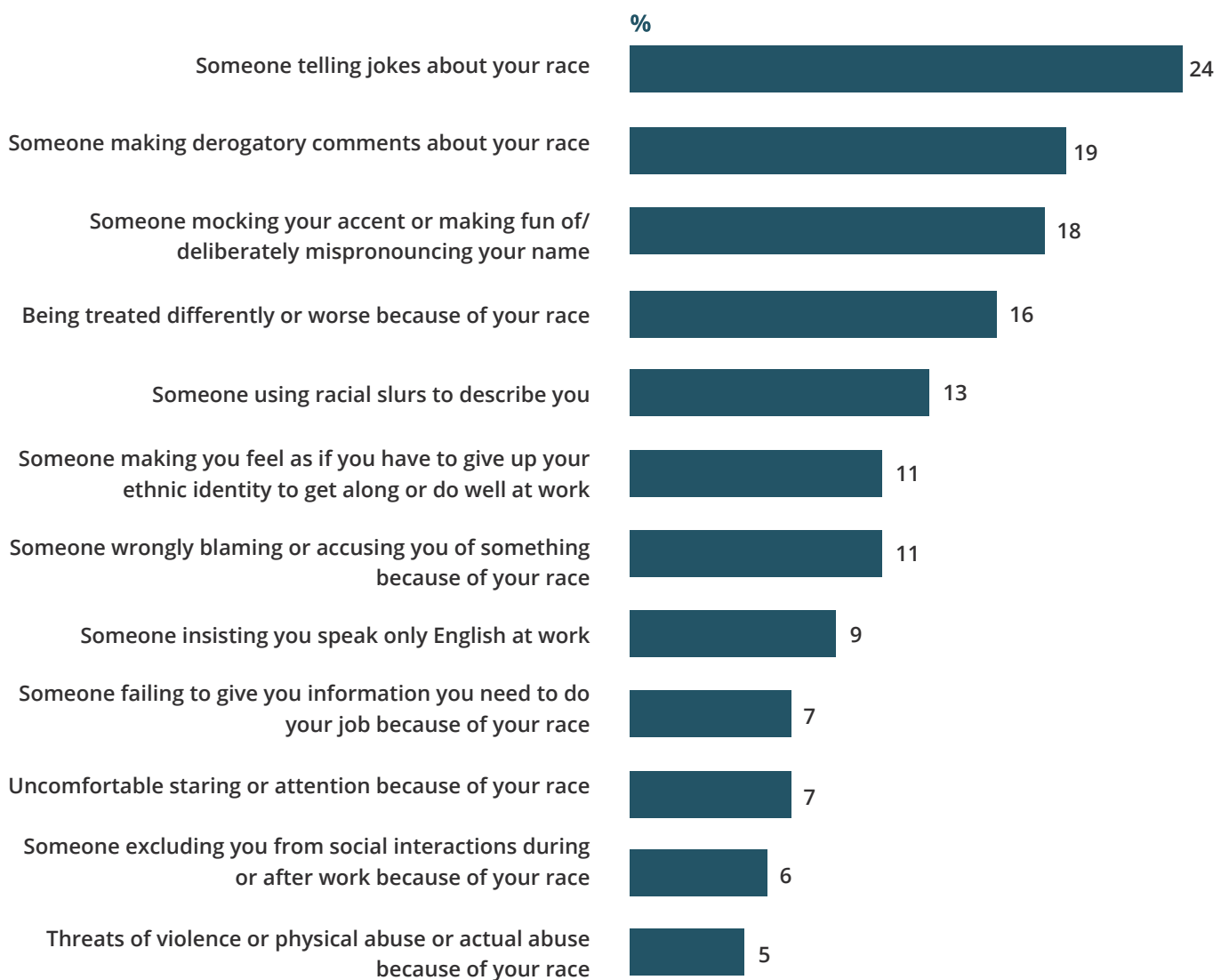
Base: All respondents (2,512)

Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 12 racial harassment behaviours.

# Racial harassment behaviours experienced in last 5 years

Racist jokes, derogatory comments, and accent or name mocking, are the most common types of racial harassment.

39% OF WORKERS HAVE EXPERIENCED AT LEAST ONE OF THE FOLLOWING BEHAVIOURS...

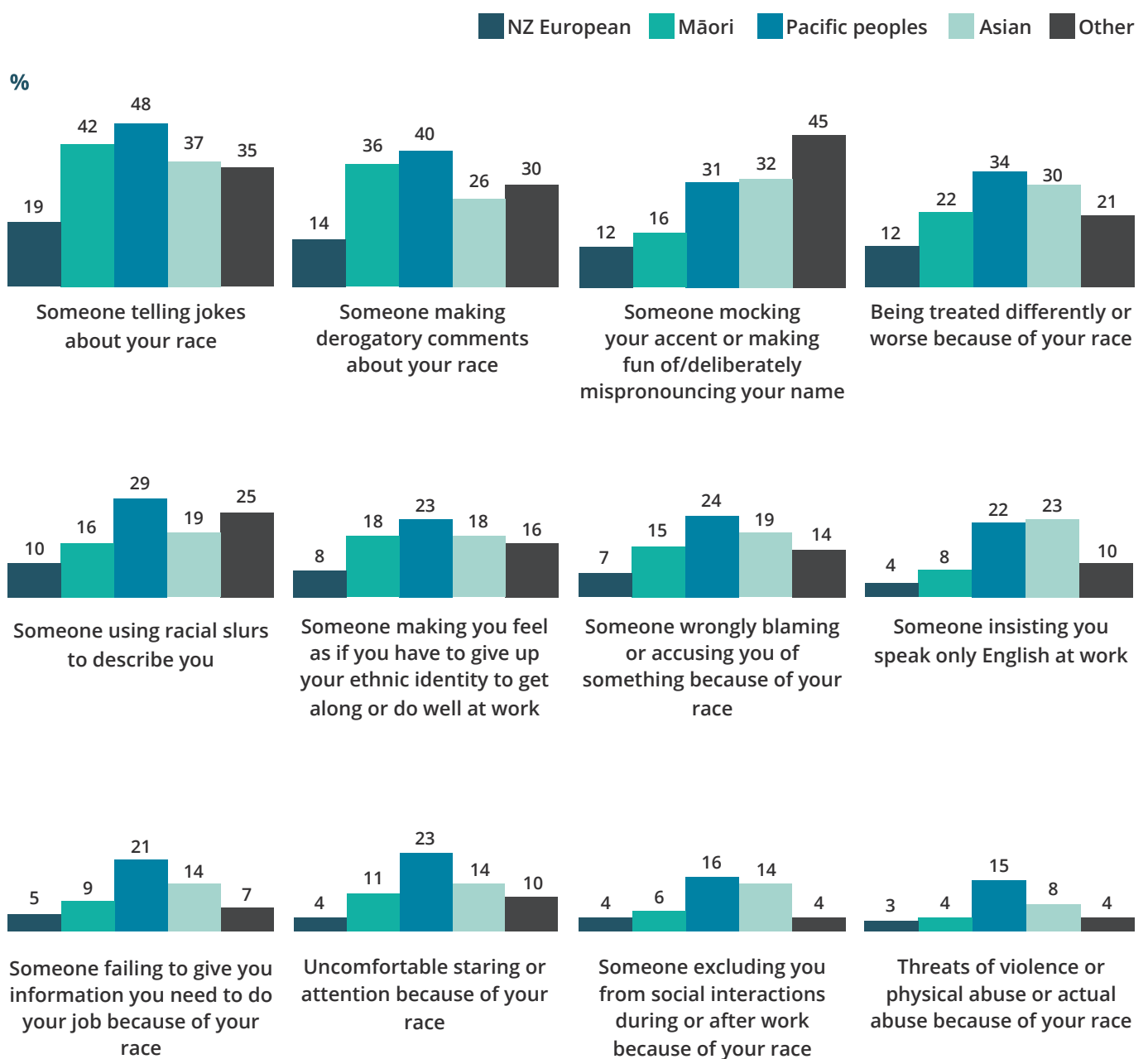


Base: All respondents (2,512)

Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 12 racial harassment behaviours.

# Racial harassment behaviours experienced in last 5 years by ethnicity

NZ European workers are least likely to face any type of racial harassment. Māori and Pacific workers are most likely to be the target of racist jokes and derogatory comments. Workers of an 'other' ethnicity are especially likely to have their names ridiculed or mispronounced. And nearly a quarter of Pacific workers and Asian workers have been forbidden to speak their own language at work.



Base: NZ European (1,759), Māori (575), Pacific peoples (210), Asian (339), Other (155)

Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)?

Respondents were shown 12 racial harassment behaviours.

# Racial harassment behaviours experienced in last 5 years

Māori, Pacific workers and Asian workers are significantly more likely to be subject to multiple racial harassment behaviours. Over a third (37%) of Pacific workers have experienced four or more of the types of racial harassment over the last five years.

	All workers	Māori	Pacific peoples	Asian
One or more behaviours	39%	52%	62%	62%
Two or more behaviours	29%	43%	55%	48%
Three or more behaviours	21%	30%	45%	36%
Four or more behaviours	16%	23%	37%	28%
Five or more behaviours	12%	18%	27%	21%

Base: All respondents (2,512)

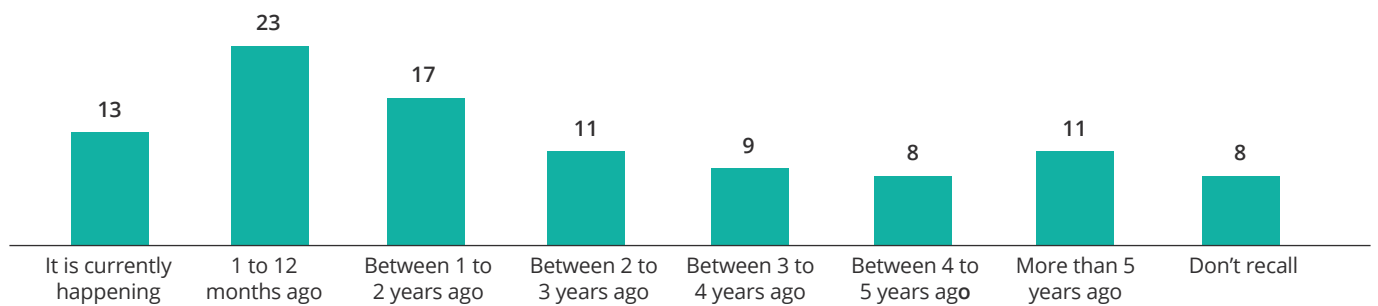
Q7 In the last 5 years, have you personally experienced this in a work environment (e.g. from a colleague or customer/client)? Respondents were shown 12 racial harassment behaviours.

# Last experience and duration of racial harassment

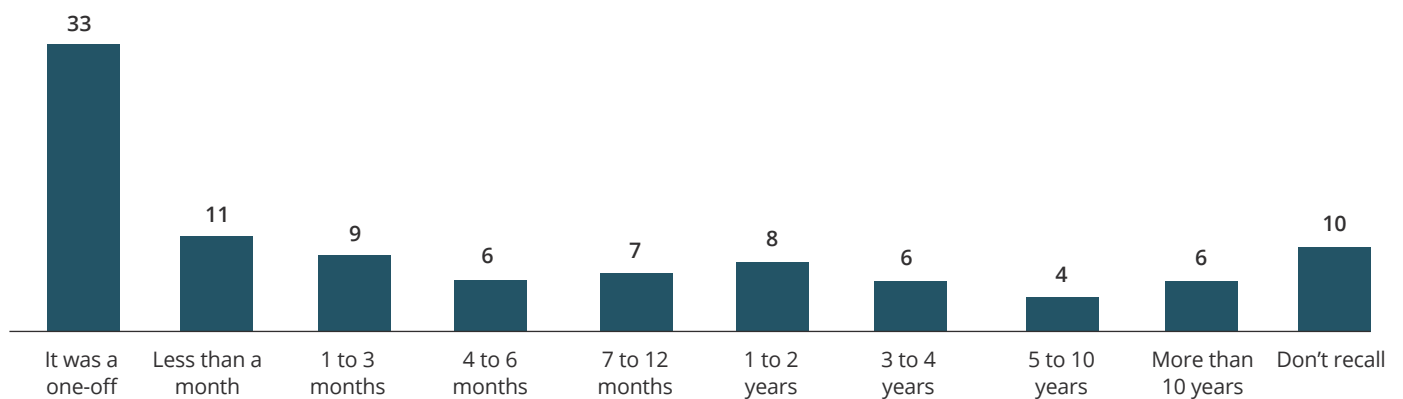
For over a third (35%) of workers who have experienced racial harassment, the harassment is current or recent (within the last 12 months).

The harassment was a one off for a third of workers who have experienced racial harassment, but for a similar proportion (31%) the harassment has lasted longer than six months.

## LAST EXPERIENCE OF RACIAL HARASSMENT %



## DURATION OF RACIAL HARASSMENT %



Base: Respondents who have experienced racial harassment (1,038)

Q8 When did you last experience the racial harassment/any of these negative behaviours/this negative behaviour?

Q9 Now thinking about the racial harassment/the negative behaviours about how long did it go/has it gone on for?

# Bystander prevalence of racial harassment in the last 5 years

Over a quarter of workers (29%) either observed racial harassment, were told by someone that they were racially harassed, or heard about someone who was racially harassed in the workplace.



Base: All respondents (2,512)

Q10 Have you been aware of racial harassment happening to someone else in your workplace in the last 5 years?



# 4 BULLYING



# Measuring bullying (behavioural definition)

An adaption of the SNAQ approach was used to measure bullying (for the behavioural definition).

## ADAPTED SHORT VERSION OF THE NEGATIVE ACTS QUESTIONNAIRE (SNAQ)

Prevalence of workplace bullying was measured using bullying items taken from the short version of the Negative Acts Questionnaire (SNAQ) developed by Notelaers, Hoel et al. (2018). It uses an equal number of indicators for each of the three distinguished forms of bullying: person-oriented, work-related, and social exclusion.

Two adaptations were made to the SNAQ following cognitive testing. A tenth item 'Threats of violence or physical abuse, or actual abuse' was added. The time period covered by the question was also changed from the past 6 months to the past 12 months. This longer time period was felt to be more appropriate given the number of lockdowns experienced for many workers.

Respondents were required to score how often they have experienced 10 negative acts over the past 12 months (never=1, seldom=2, sometimes=3, often=4, always=5).

## BEHAVIOURAL PREVALENCE

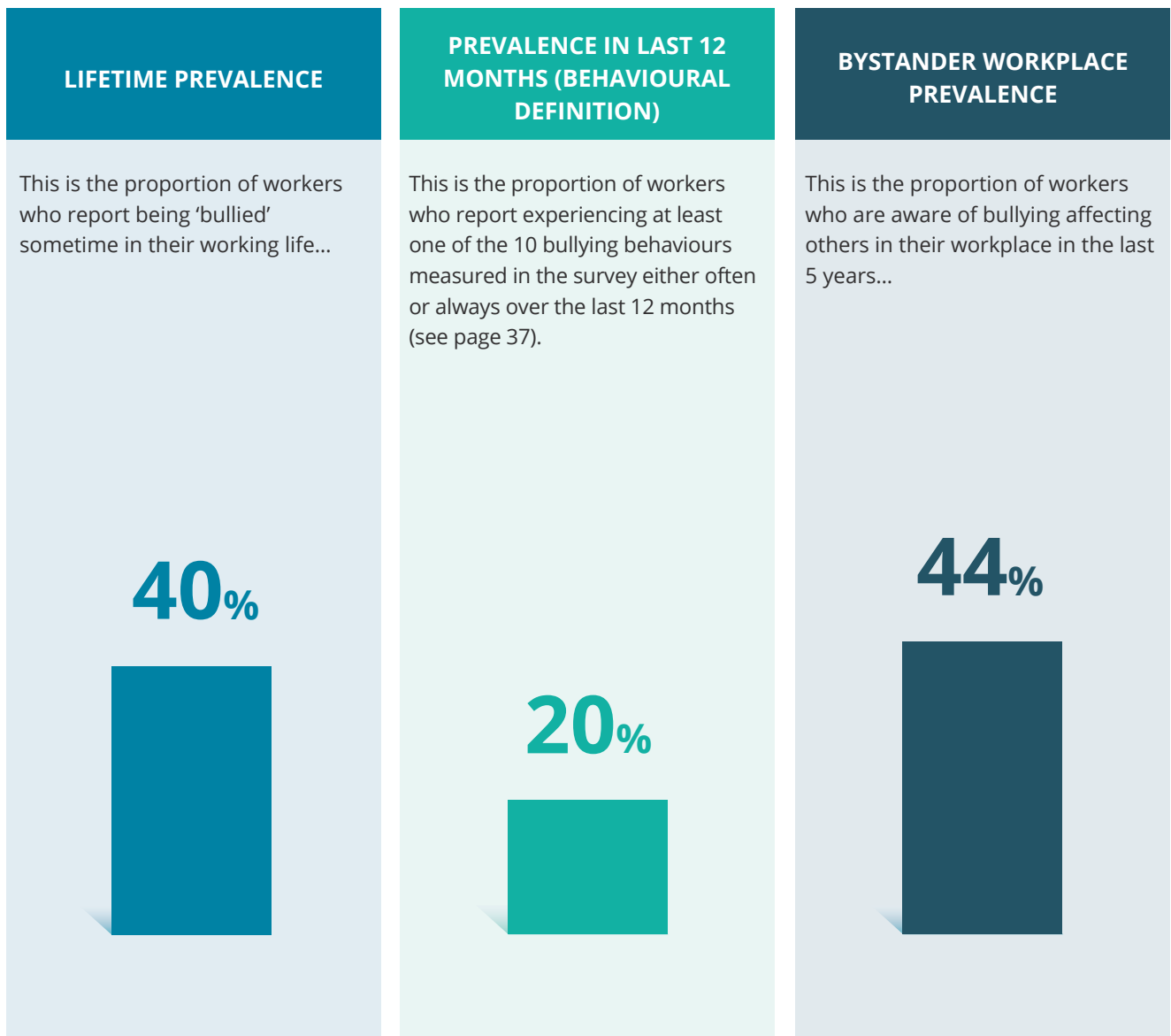
Bullying by definition is considered to be a repeated or systematic behaviour that happens frequently. The behavioural prevalence figures in this section therefore refers to the proportion of workers who experienced at least one of the 10 negative acts 'often' or 'always' in the last 12 months.

## ESTABLISHING THE MORE SERIOUS CASES OF BULLYING

To establish a group of workers who are potentially most exposed to very intense bullying, overall scores were computed for each individual with a possible range of 10 (never experienced any behaviours) to 50 (experiencing all behaviours on a daily basis). This analysis is covered on page 38.

# Summary of prevalence of workplace bullying

Two in five workers believe they have been subject to workplace bullying in their lifetime. Nearly a third of workers (30%) experienced bullying in the workplace in the last 12 months.



Base: All respondents (2,512)

Q11 Have you personally ever been bullied in a work environment (e.g. at work or a work-related event)?

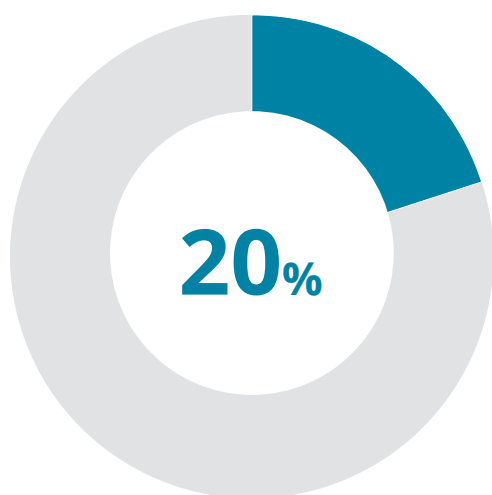
Q12 In the last 12 months, how often have you personally experienced this in a work environment? Respondents were shown 10 bullying behaviours

Q15 Have you been aware of bullying happening to someone else in your workplace in the last 5 years?

# Prevalence of bullying behaviours in the last 12 months (behavioural definition)

One in five workers have experienced workplace bullying in the last 12 months.

## PREVALENCE OF BULLYING



ALL WORKERS

*"I was treated badly by the female supervisor. Telling me off for talking but letting everyone else talk. Always snapping at me all day long. One day I snapped and made a complaint to the manager. It came out later that she said I didn't respect her. But how could I? That was the end of the bullying to me. Phew."*

60-69 year old male who was working in the manufacturing sector

*"Just being a contractor without knowing what days you are working, whether you would have work the next week and getting texted or emailed a few days in advance, then being talked down to by other co-workers or others in charge managers etc. Putting up with lame nick names, negative attitudes, age differences, even boss's daughter making bullying comments daily. Just rude people in general. People that also blame you for things that are their jobs when you don't even really work there because you are a contractor."*

40-49 year old Māori who was working in the arts and recreation sector

*"My manager was bullying me. I interpreted her actions as trying to get rid of me. I was being given responsibilities well below my qualifications, I was being criticised in front of other people. Micromanaging on a daily basis, not giving clear instructions, sometimes shouting. After filing a formal complaint with HR I was offered internal mediation. I was not allowed to bring a support person to meetings. Ultimately, I was told that there are communication issues that I needed to resolve. I became very stressed and started overeating. Ultimately, I quit my job."*

30-39 year old male who was working in the administrative and support services sector

Base: All respondents (2,512)

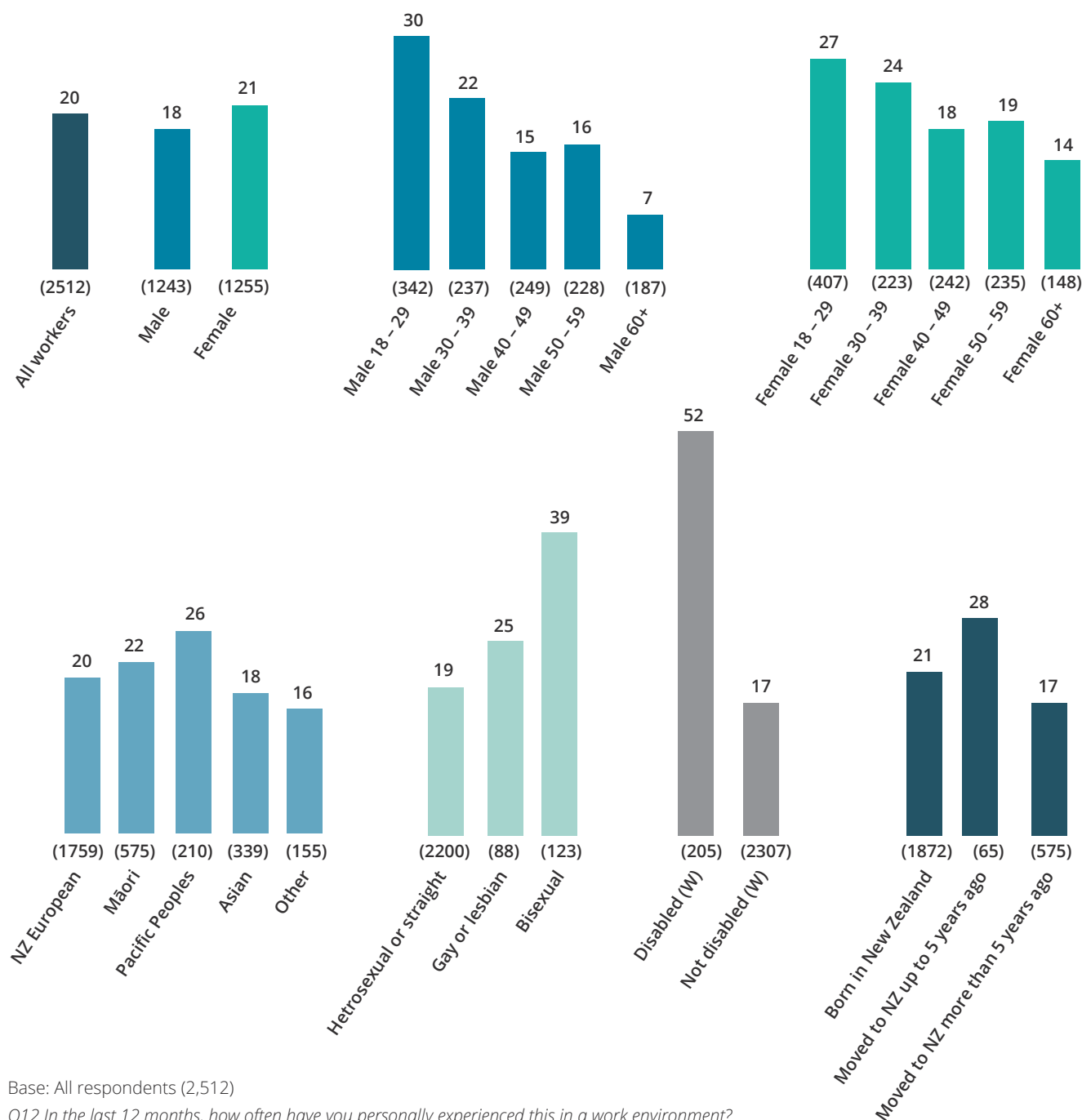
Q12 In the last 12 months, how often have you personally experienced this in a work environment?

Respondents were shown 10 bullying behaviours.

# Prevalence of bullying (behavioural definition) by demographics

Younger workers are more susceptible to bullying. Bullying is especially high among disabled workers (52%), bisexual (39%), and Pacific workers (26%).

**% OF WORKERS WHO HAVE 'OFTEN' OR 'ALWAYS' EXPERIENCED AT LEAST ONE WORKPLACE BULLYING BEHAVIOUR IN THE LAST 12 MONTHS**



Base: All respondents (2,512)

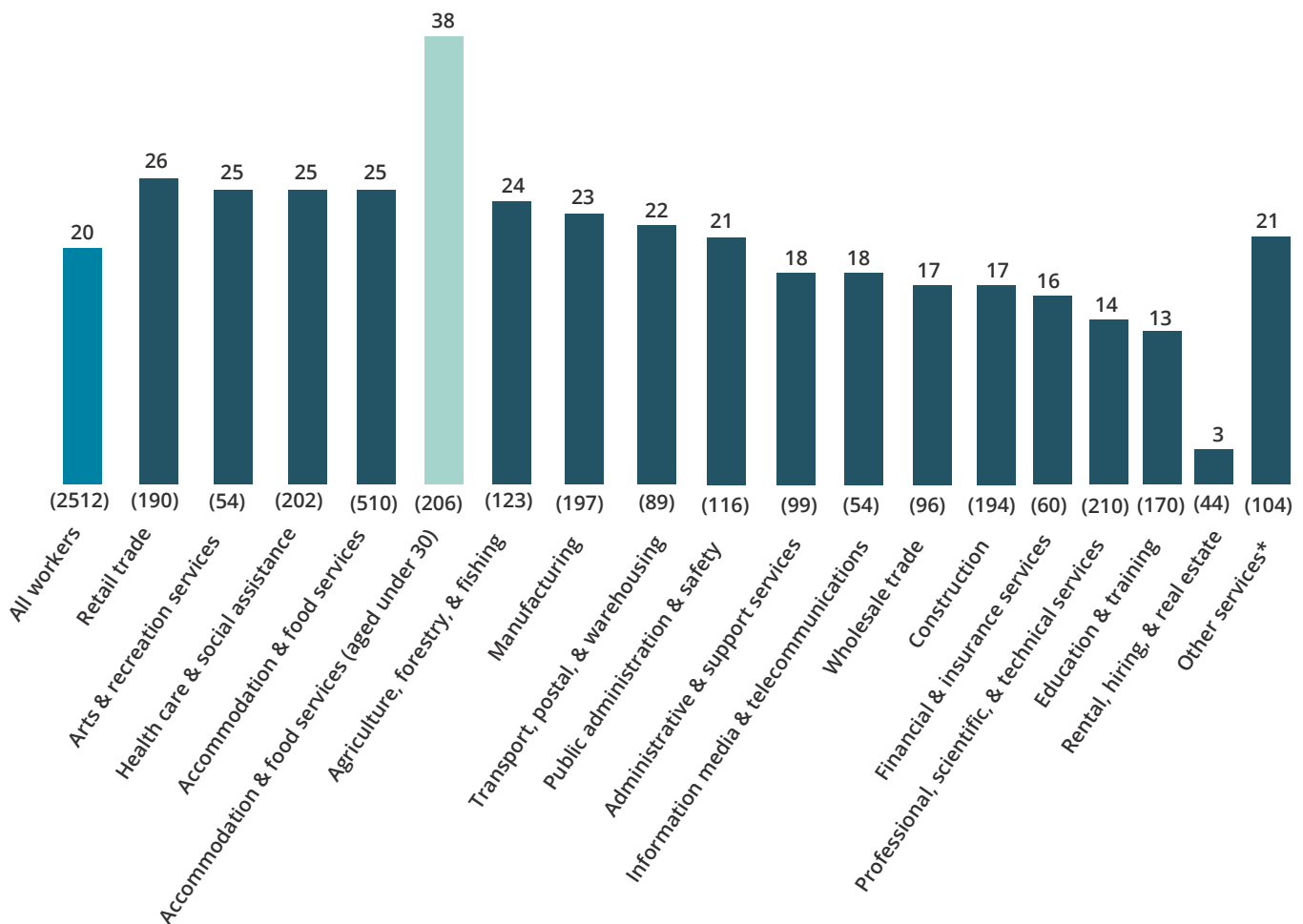
Q12 In the last 12 months, how often have you personally experienced this in a work environment?

Respondents were shown 10 bullying behaviours.

# Prevalence of bullying (behavioural definition) by industry

The prevalence of workplace bullying affects at least one in five workers in nine industries. Young workers in hospitality are especially prone to experiencing bullying.

**% OF WORKERS WHO HAVE 'OFTEN' OR 'ALWAYS' EXPERIENCED AT LEAST ONE WORKPLACE BULLYING BEHAVIOUR IN THE LAST 12 MONTHS**



\*Other services include: mining, electricity, gas, water & waste

Base: All respondents (2,512)

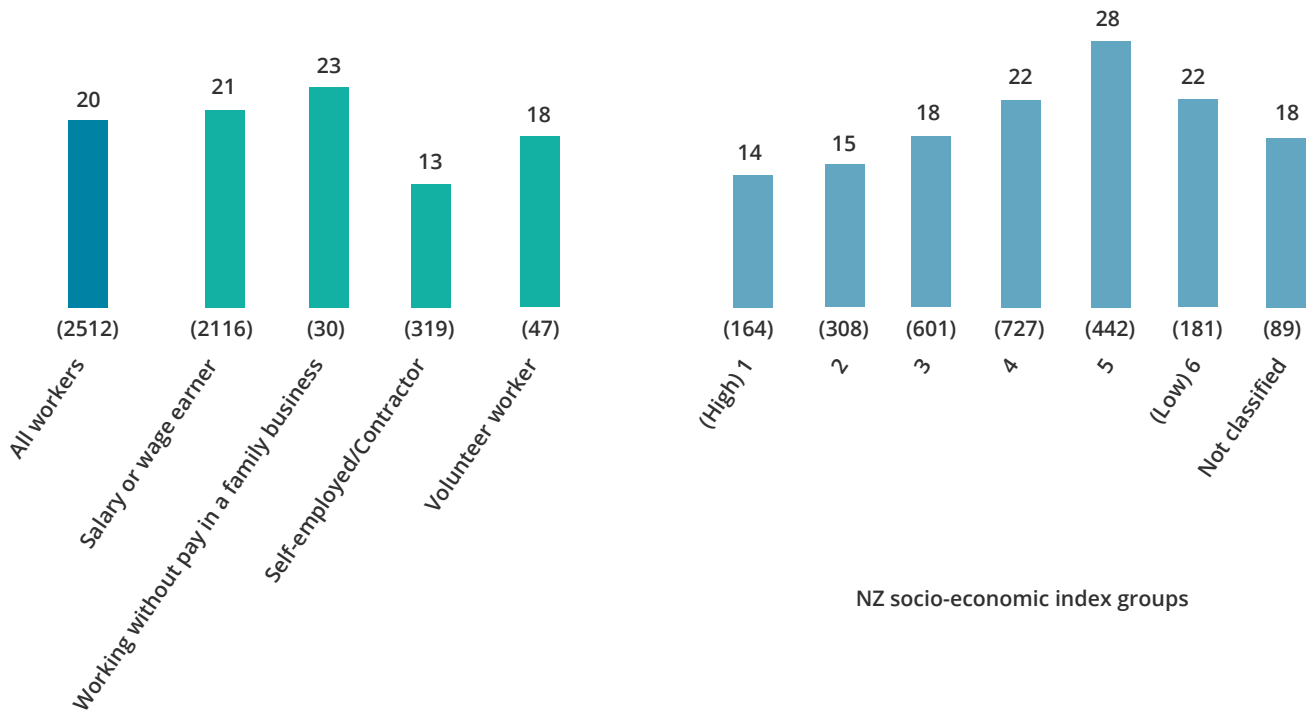
Q12 In the last 12 months, how often have you personally experienced this in a work environment?

Respondents were shown 10 bullying behaviours.

# Prevalence of bullying (behavioural definition) by demographic groups

Workplace bullying is least common among the self-employed and higher socio-economic groups.

**% OF WORKERS WHO HAVE 'OFTEN' OR 'ALWAYS' EXPERIENCED AT LEAST ONE WORKPLACE BULLYING BEHAVIOUR IN THE LAST 12 MONTHS**



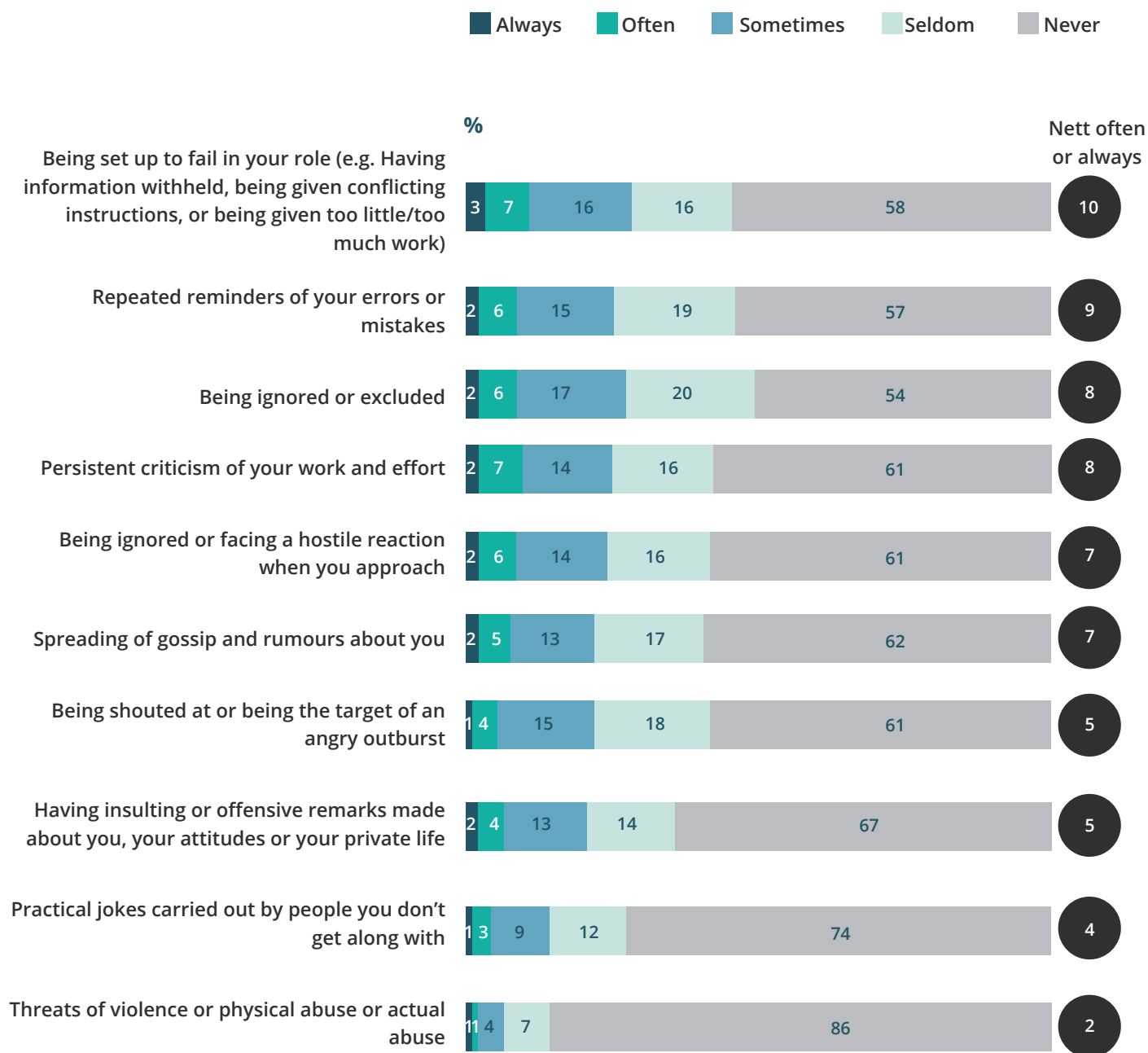
Base: All respondents (2,512)

Q12 In the last 12 months, how often have you personally experienced this in a work environment?

Respondents were shown 10 bullying behaviours.

# Bullying behaviours experienced in last 12 months

In the last 12 months, around one in ten workers have **frequently\*** been set up to fail in their roles (10%), and experienced repeated reminders of their errors and mistakes (9%)



\*Often' or 'always'

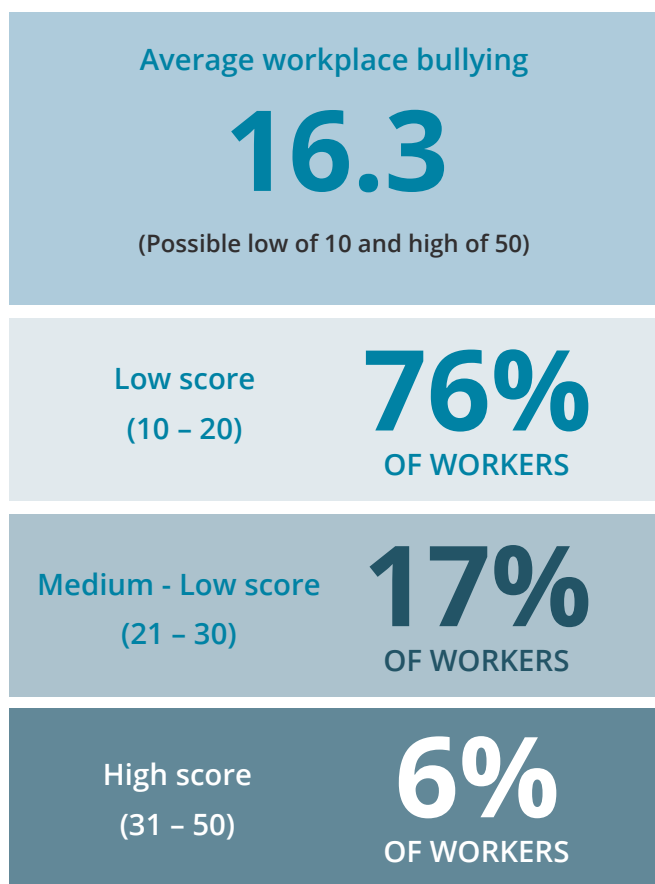
Base: All respondents (2,512)

Q12 In the last 12 months, how often have you personally experienced this in a work environment? Respondents were shown 10 bullying behaviours.

# Sub group analysis using adapted SNAQ scores

Using the scoring approach explained on page 31, we've identified 6% of workers who are especially exposed to frequent and repeated negative acts of bullying. Some population subgroups are especially prone to this level of intense bullying...

## ADAPTED SHORT NEGATIVE ACTS QUESTIONNAIRE SCORES



**6% OF THE OVERALL WORKER POPULATION HAVE A HIGH ADAPTED SNAQ SCORE (31-50). HIGH SCORES ARE MORE PREVALENT AMONG THESE GROUPS:**

- Disabled workers (26% have a 'high' adapted SNAQ score)
- Bisexual workers (22%)
- Younger workers (11%)
- Young people working in hospitality (17%)
- Pacific workers (12%)
- Retail trade (11%)
- Lower socio-economic groups (10% versus 4% of high socio-economic groups)

Base: All respondents (2,512)

Q12 In the last 12 months, how often have you personally experienced this in a work environment?

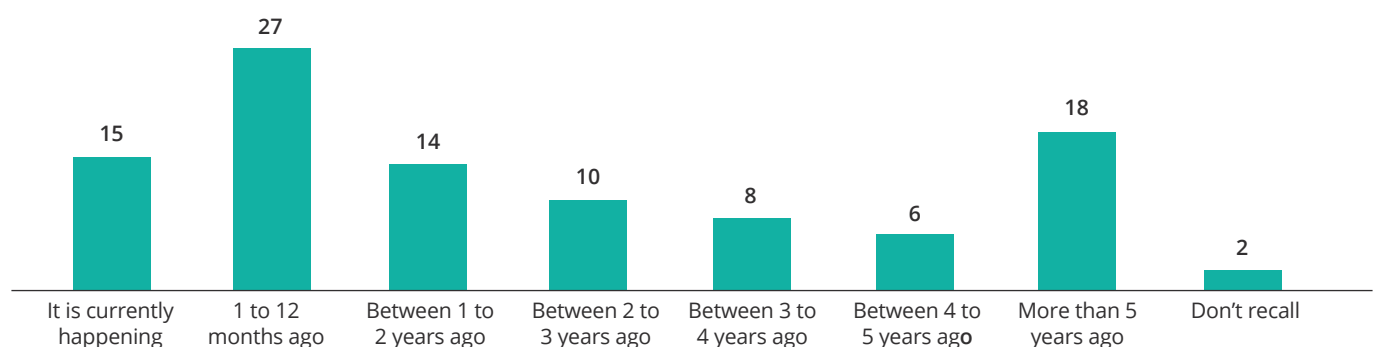
Respondents were shown 10 bullying behaviours.



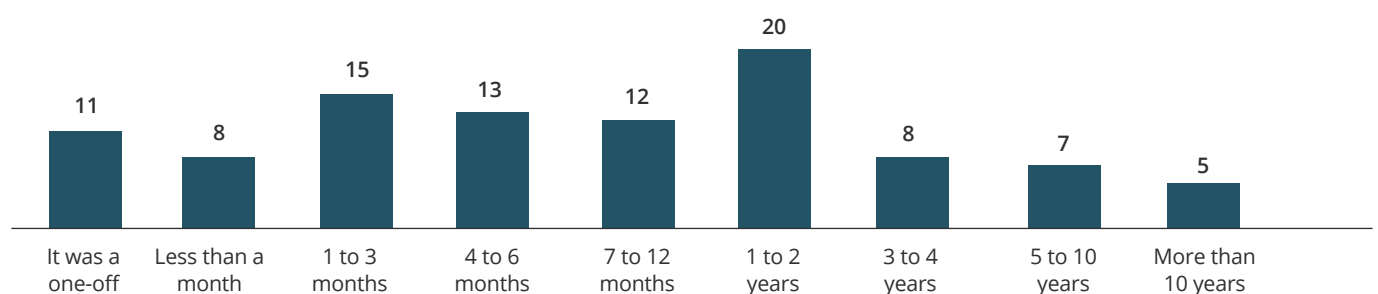
# Last experience and duration of workplace bullying

Over four in ten (42%) workers who have experienced workplace bullying are currently or have recently experienced it (within the last 12 months). For more than a third of workers (40%) who experienced bullying, the bullying went on for more than a year.

## LAST EXPERIENCE OF WORKPLACE BULLYING %



## DURATION OF WORKPLACE BULLYING %



Base: Respondents who have experienced bullying in the workplace (1,183)

Q13 When did you last experience the bullying/any of these negative behaviours/this negative behaviour?

Q14 Now thinking about the bullying/the negative behaviours about how long did it go/has it gone on for?

# Bystander prevalence of workplace bullying in the last 5 years

Nearly half of workers (44%) have either observed workplace bullying, were told by someone that they were bullied in the workplace, or heard about someone who was bullied in their workplace.



Base: All respondents (2,512)

Q15 Have you been aware of bullying happening to someone else in your workplace in the last 5 years?

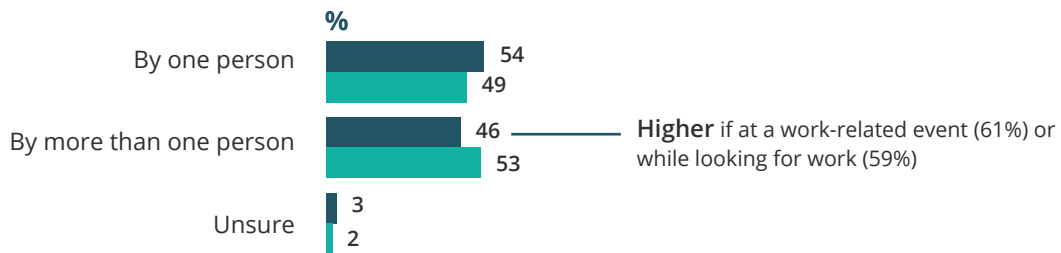


# 5 PERPETRATORS

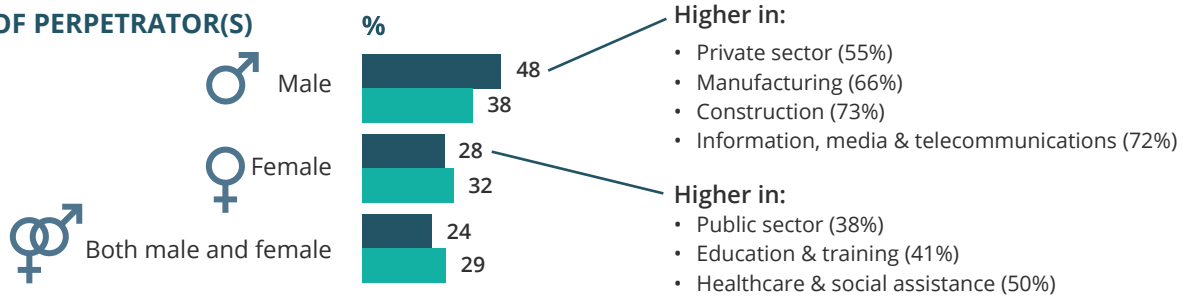
# Perpetrators of harassment/bullying

Perpetrators of harassment and bullying in New Zealand work environments commonly act on their own or with others. Power dynamics are clearly in play, with the perpetrator(s) usually being someone in a more senior position. While male perpetrators are more common (72%), women also carry out acts of harassment and bullying (for 52% of impacted workers, a female perpetrator was involved).

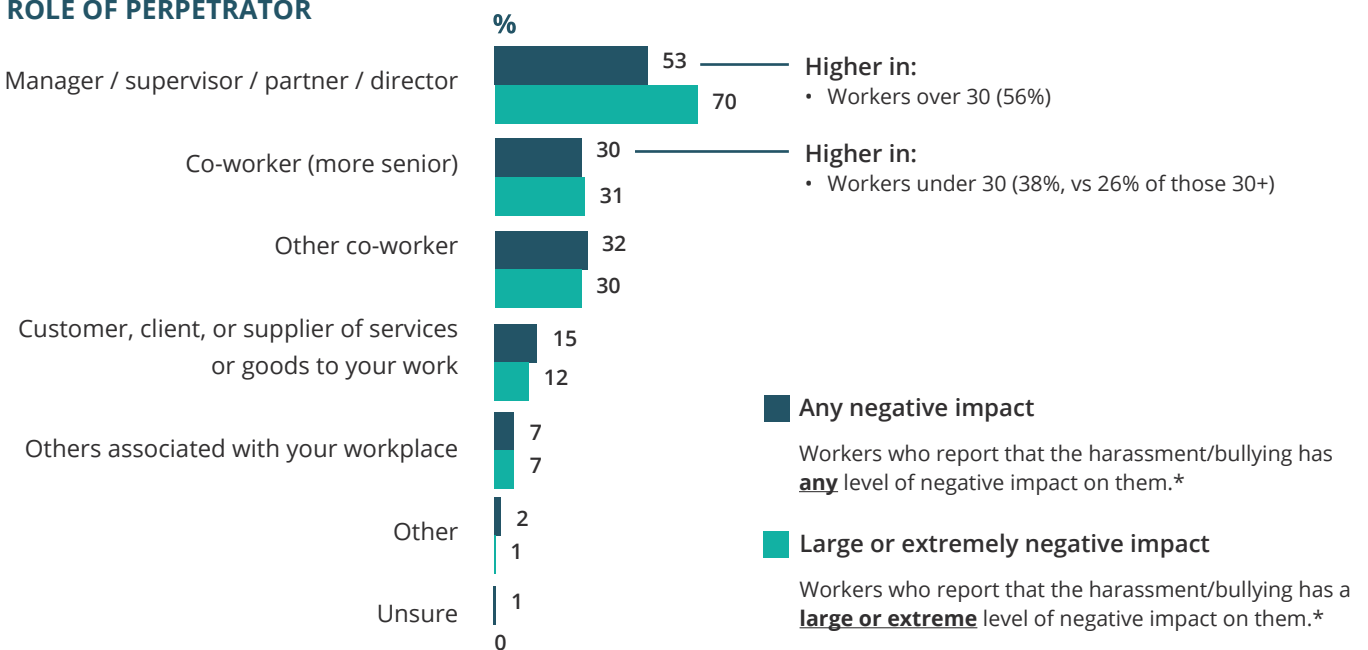
## THE BEHAVIOUR WAS CARRIED OUT BY...



## GENDER OF PERPETRATOR(S)



## ROLE OF PERPETRATOR



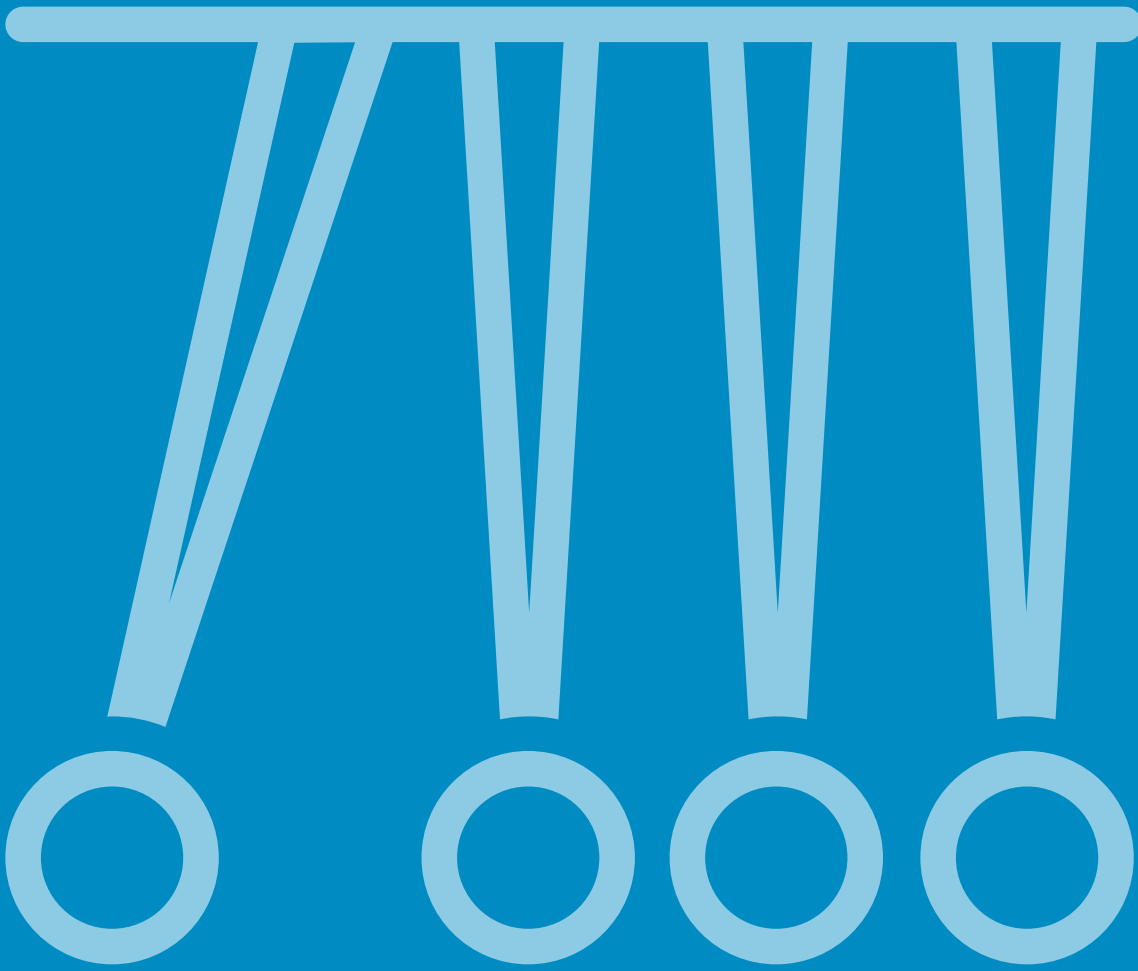
\*See page 44 for details on impact of harassment/bullying

Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q26 Was/were the negative behaviour(s) carried out by one specific person or by more than one person?

Q27 Was the person/people who behaved negatively toward you your...

Q28 And was/were the person/people who behaved negatively toward you...

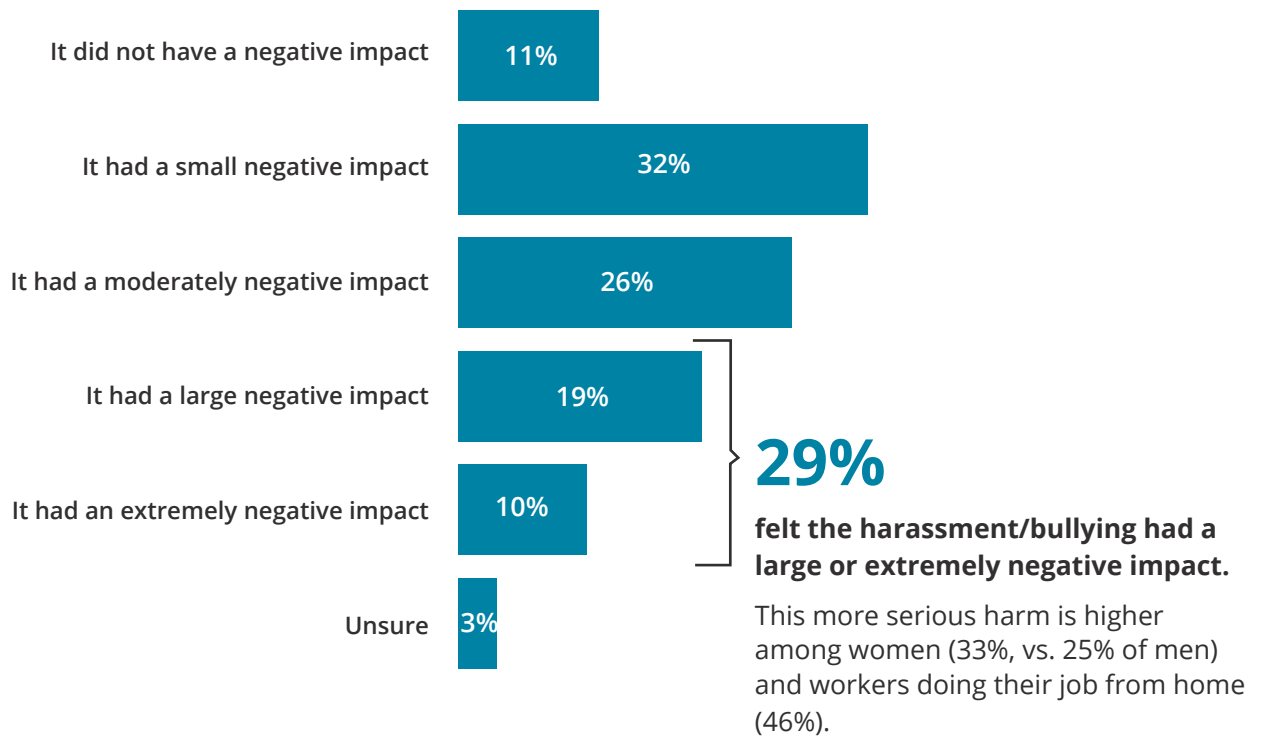


# 6 IMPACT

# Impact of harassment/bullying

The large majority (86%) of workers who have been harassed or bullied have been negatively impacted by the experience. The experience had a large or extremely negative impact for 29%. Older women are especially likely to report a more serious impact.

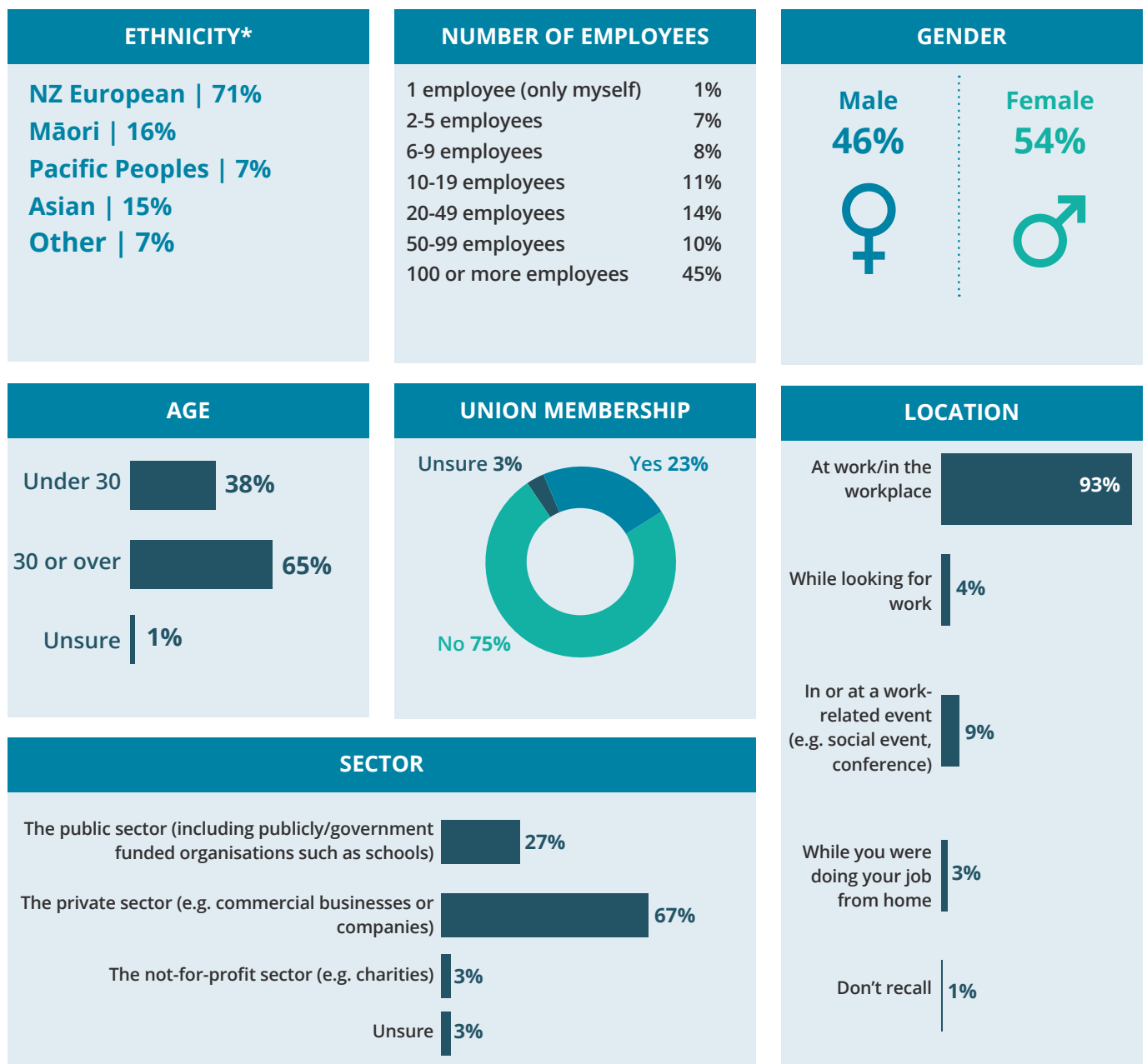
## IMPACT OF HARASSMENT/BULLYING



Base: Respondents who have experienced sexual harassment, racial harassment, or bullying in the workplace (1,747)  
Q17 How much did the situation impact you?

# Profile of workers who have been negatively impacted

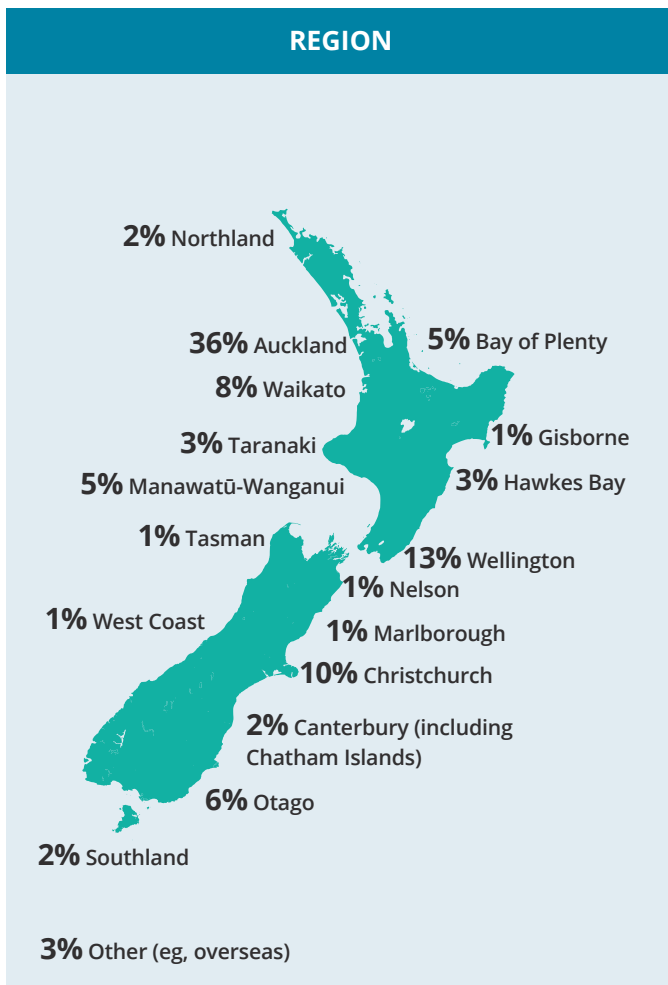
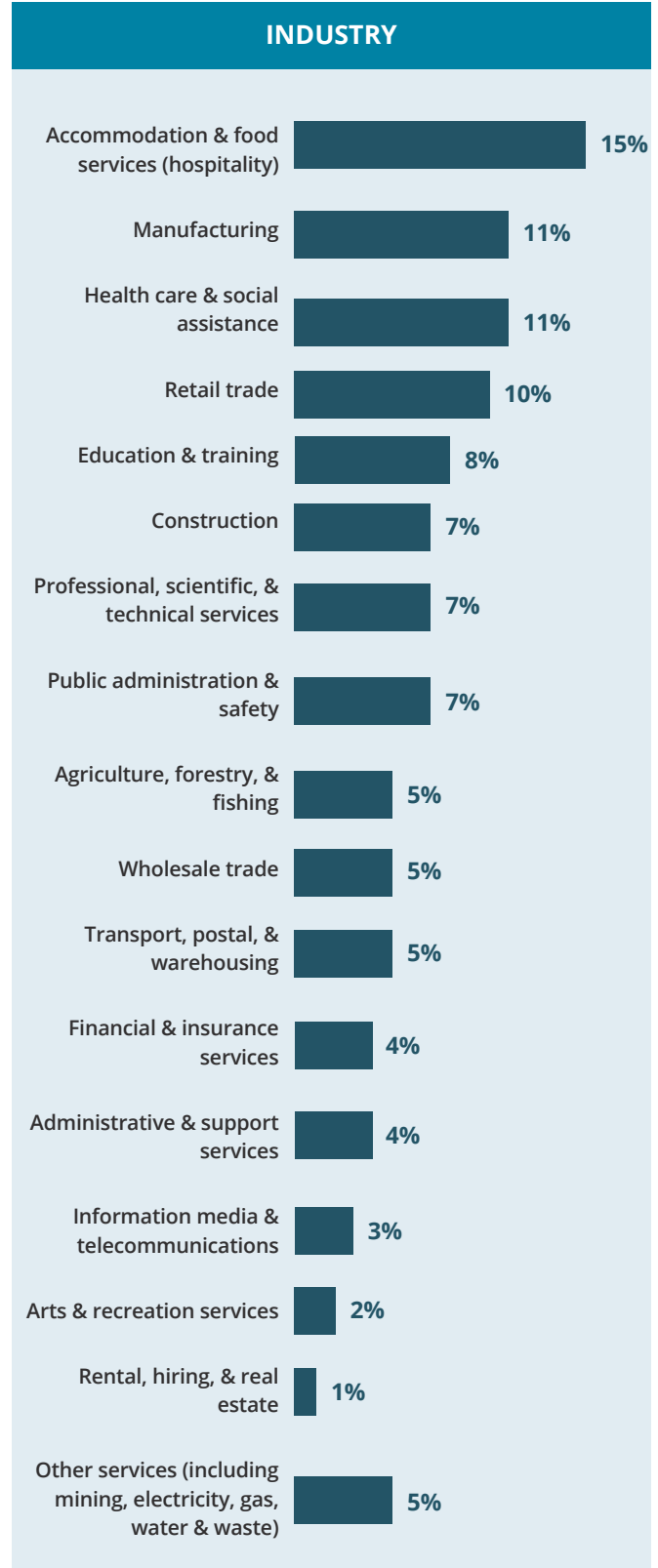
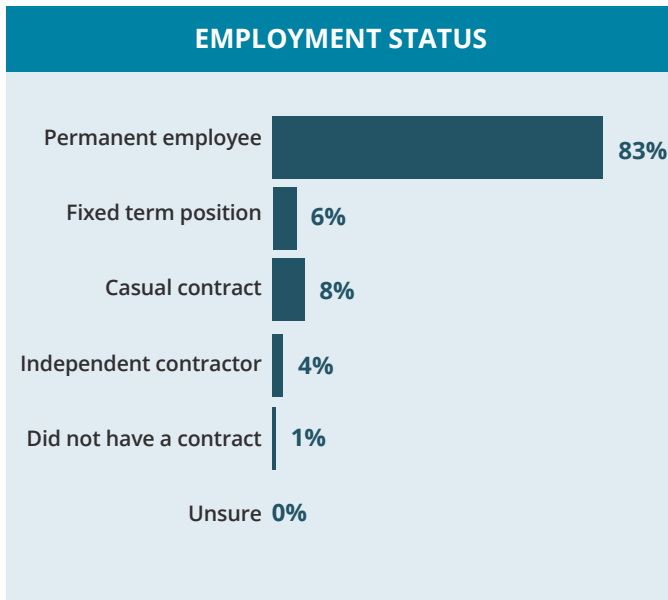
This chart shows the circumstances of the worker at the time they experienced the harassment or bullying. For example, the industry they were working in when they were harassed or bullied (which may or may not be the industry they are currently working in).



Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513)

\*Participants are able to choose more than one ethnic group and thus the total count of ethnicities exceeds 100%

# Profile of workers who have been negatively impacted (continued)

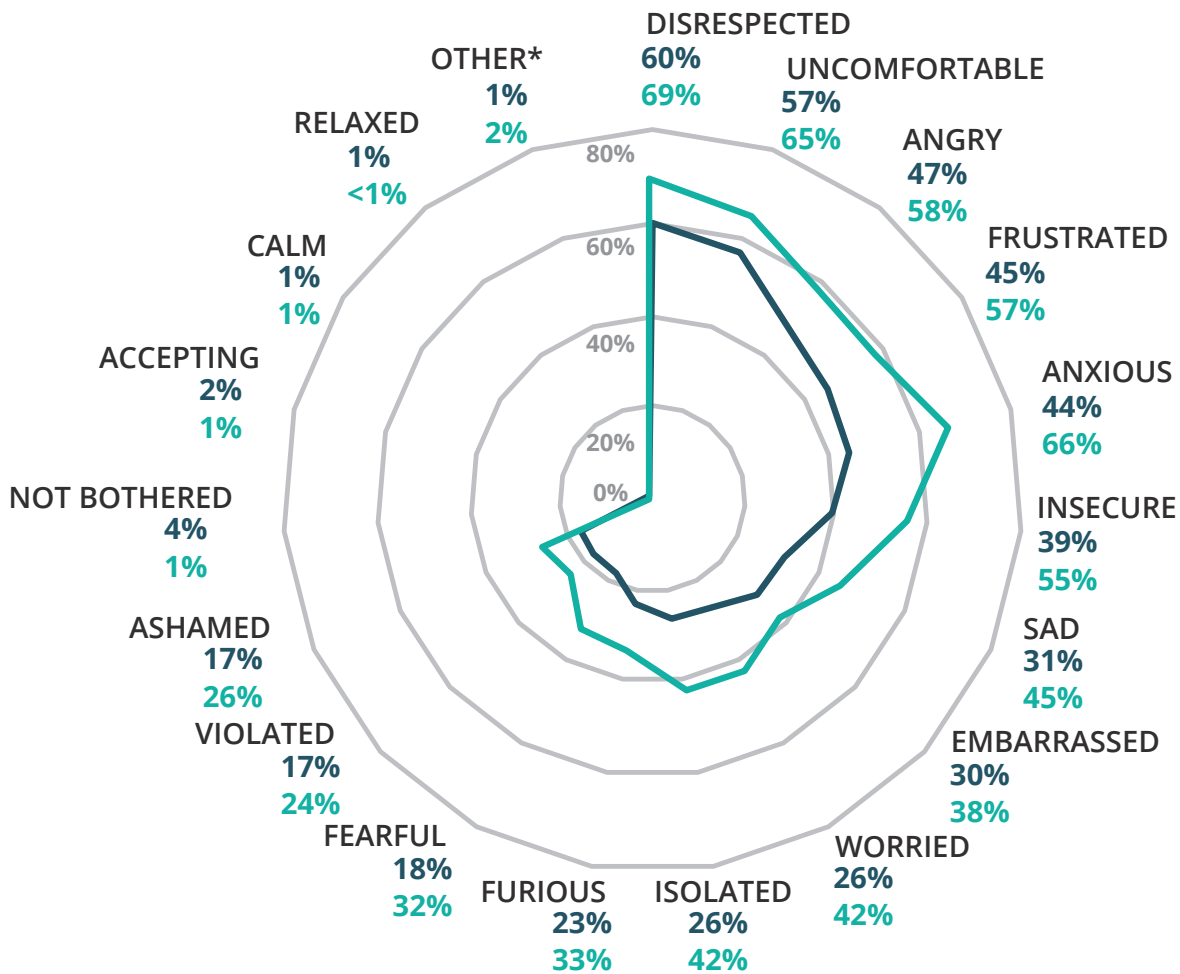




# Emotions

Workplace harassment and bullying causes many workers to feel disrespected (60%), uncomfortable (57%), angry (47%), frustrated (45%) and anxious (44%). Worry, and a sense of isolation and insecurity, are also common for those with more negatively impacting experiences of harassment or bullying.

EMOTIONS FELT IN RESPONSE TO HARASSMENT/BULLYING



- Any negative impact
- Large or extremely negative impact

Workers who experienced a **large or extremely negative impact** are much more likely to feel these emotions than workers who experienced **any level of negative impact**:

- Anxiety
- Worried
- Isolated
- Insecure

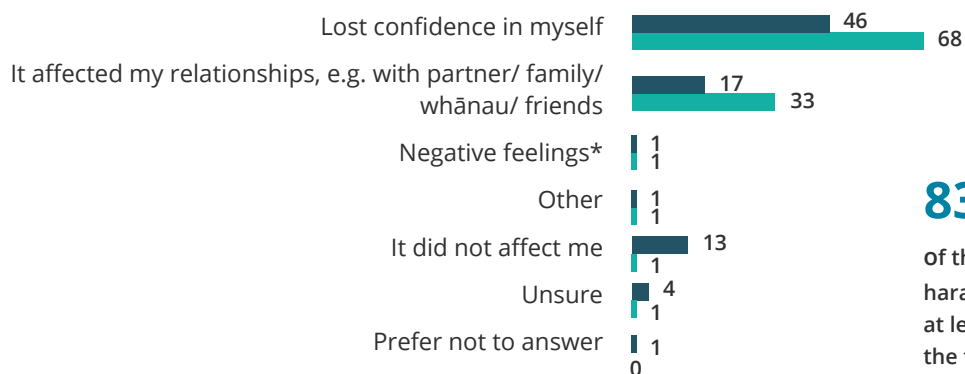
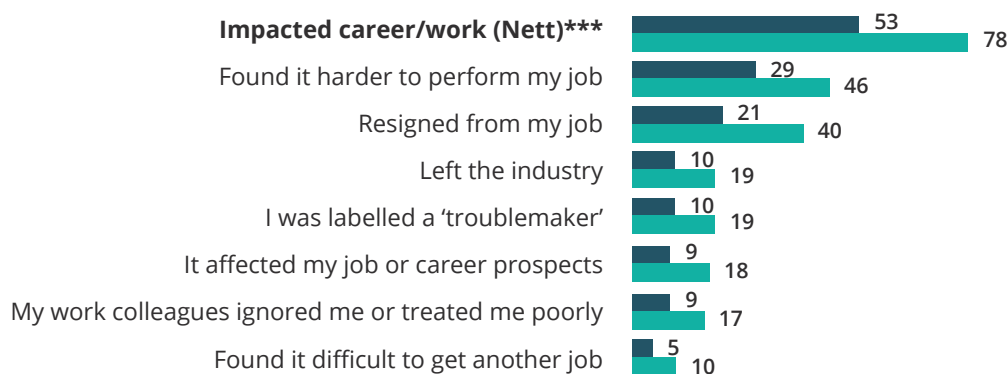
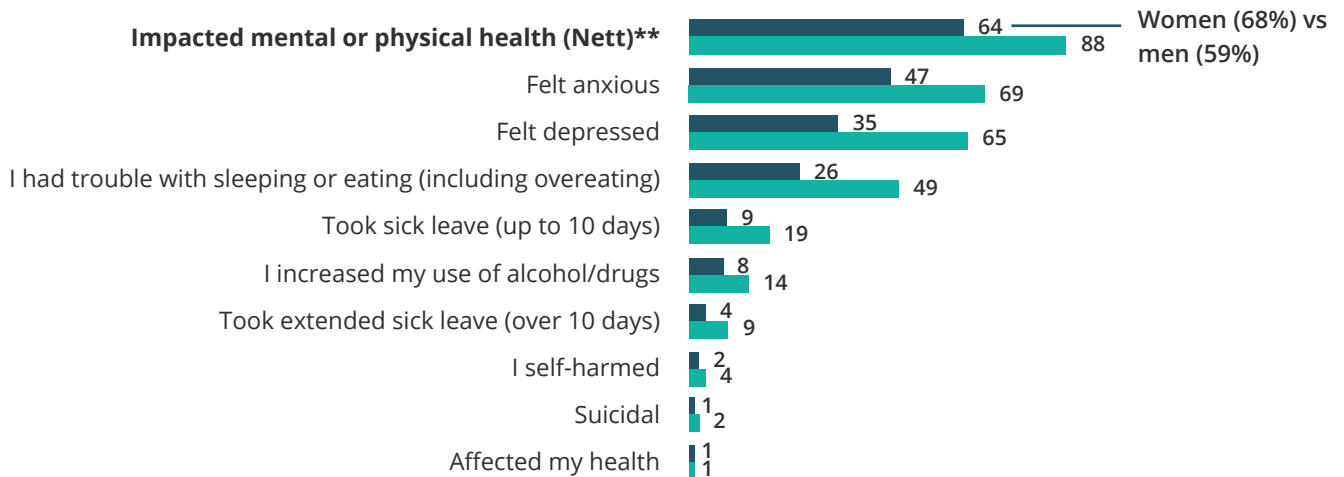
\*Other (unprompted) emotions include: annoyed/irritated, depressed, belittled, powerless, ignored, stressed, confronted, confused (<1%).  
 Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q16 Please select from the list below to describe how the difficult situation made you feel

# Initial impact of harassment/bullying

Worsening mental or physical health is the most common immediate effect of harassment or bullying (54%), especially anxiety, depression and difficulties with sleep or eating. A loss of self-confidence (46%) is also common, as well as impacts on the worker's job or career (53%) including the worker having difficulties performing their job.

## IMPACT AT THE TIME %



**83%**

of those impacted by the harassment/ bullying experienced at least one of these impacts at the time

■ Any negative impact ■ Large or extremely negative impact

\*Negative feelings include: felt angry; felt frustrated; felt disappointed; felt fearful; felt embarrassed; felt annoyed/irritated (<1%)\*\* Includes: Have PTSD/panic attacks (<1%)\* Includes: Avoided the person/did not want to be around them; Felt let down/lost trust/faith in the company/my manager; Felt uncomfortable around the person/affected my relationship with them; Didn't want to go to work/changed shifts (<1%)

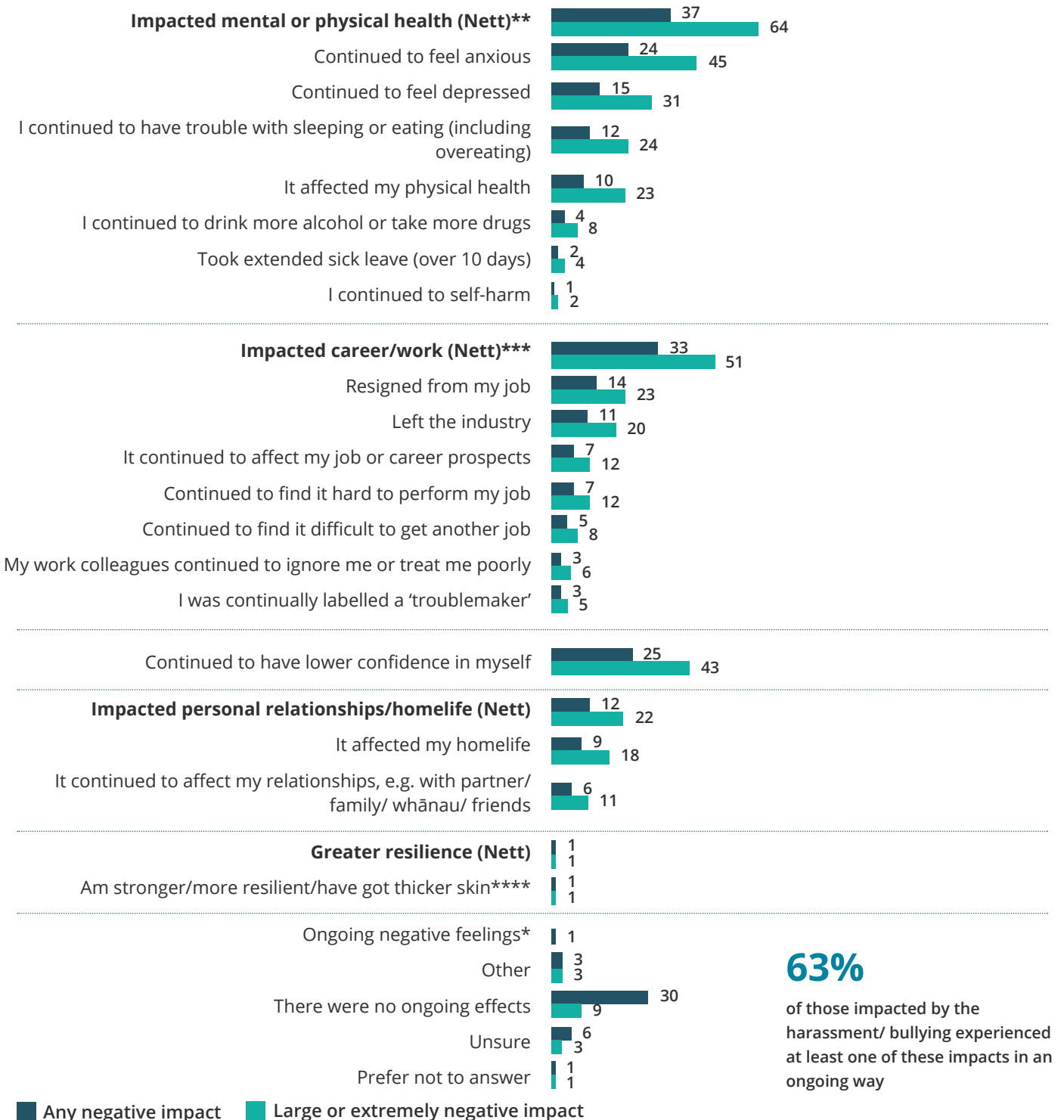
Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q33a At the time, did the difficult situation affect you in any of these ways?

# Ongoing impact of harassment/bullying

Nearly two thirds (63%) experience some kind of ongoing impact of the harassment or bullying. Ongoing mental or physical health impacts (37%), lower self-confidence (25%), and job impacts (33%) including leaving the job or the industry, top the list.

## ONGOING IMPACT



**63%**

of those impacted by the harassment/ bullying experienced at least one of these impacts in an ongoing way

\*Continued negative feelings include: continued to feel angry; continued to feel frustrated; feel uncomfortable (<1%)\*\*Includes: Continue to have PTSD; Always in my mind/that it might happen again (<1%\*\*\*Includes: I was made redundant; Continued to ignore/avoid that person; Am more cautious in certain environments; I feel negative about my job/less enthusiastic (<1%\*\*\*\*Includes: Feel more confident/assertive/can stand up for myself; Made me more aware/realise I don't want this to happen again/to others; Have improved/changed my views with professional help (<1%)  
Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q33b How, if at all, has your experience of the difficult situation affected you in an ongoing way?



*“My boss was bullying from day one. He excluded me, made me feel uncomfortable, and told me I was unpleasant to work with. He frequently brought up past incidents that were irrelevant or previously dealt with solely to make me feel guilty, upset or stressed ..*

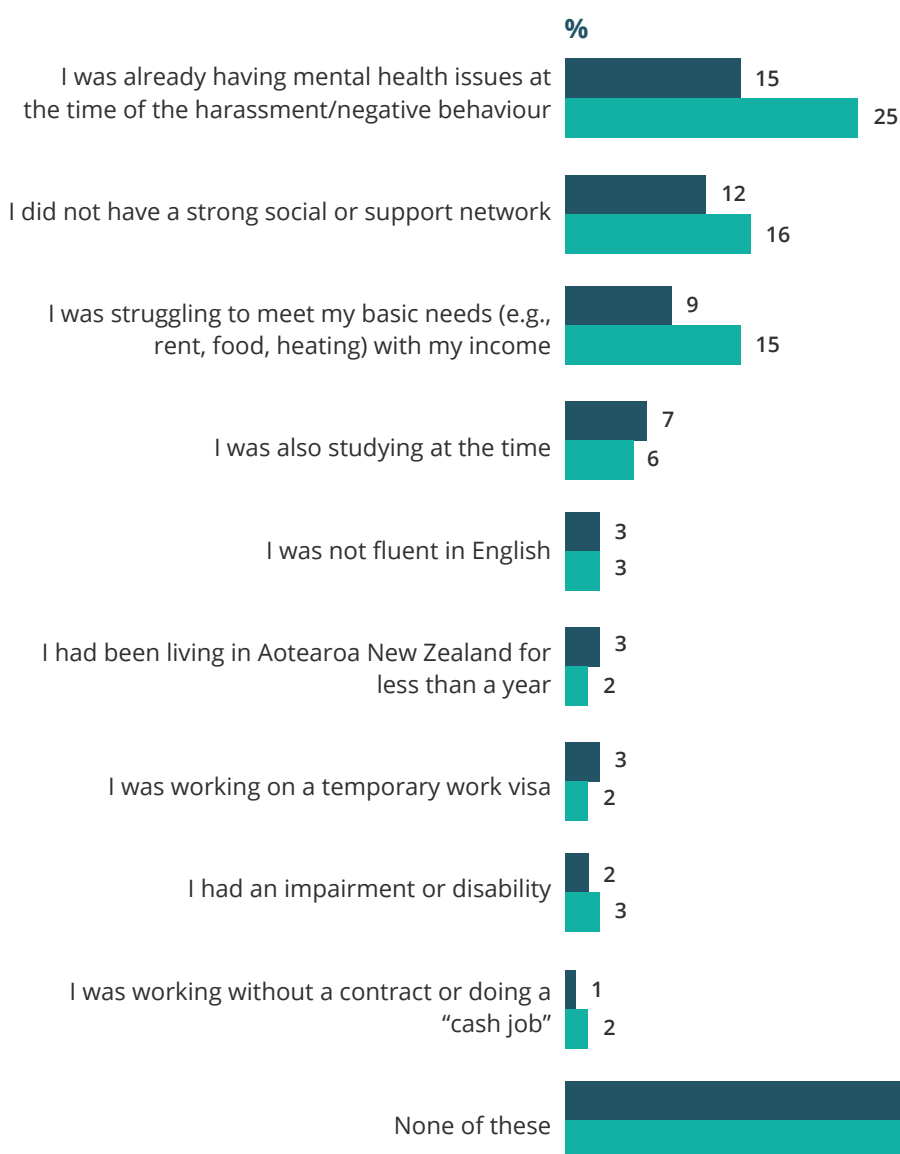
*.. This has impacted my life severely. At the time I isolated myself from friends and family, stopped eating well, and barely slept. I would leave work every day and start crying. Thinking about going to work the next day caused me to have panic attacks. It has continued to affect me even 3 years later. I find it difficult to work full time hours, or with male bosses. I find any small change at work triggering. I have panic attacks at the thought of going to a job, even if I find my workplace to be pleasant. I have had to take month long breaks annually to deal with the PTSD. I am on anti-anxiety medication so that I can function.”*

20-29 year old, another gender, NZ European, who was working in the accommodation and food services sector

# Personal situation at time of harassment/ bullying

The majority of workers (62%) were not subject to any unrelated circumstances that may have made the bullying/harassment more difficult to cope with. For the 38% who were subject to at least one circumstance that may have affected their ability to cope, mental health issues, a lack of support networks, and financial struggles were most common.

## OTHER CIRCUMSTANCES WORKERS WERE EXPERIENCING AT TIME OF HARASSMENT/BULLYING



### ANY NEGATIVE IMPACT

**38%**

...of workers who experienced any level of negative impact were subject to at least one other circumstance at the time

55% of those who were under 30 when they experienced the harassment or bullying had at least one of these circumstances that may have made it more difficult to cope.

### LARGE OR EXTREMELY NEGATIVE IMPACT

**47%**

...of workers who experienced a large or extremely negative impact were subject to at least one other circumstance at the time

■ Any negative impact    ■ Large or extremely negative impact

Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q29 Which of the following, if any, applied to you at the time you experienced the difficult situation?



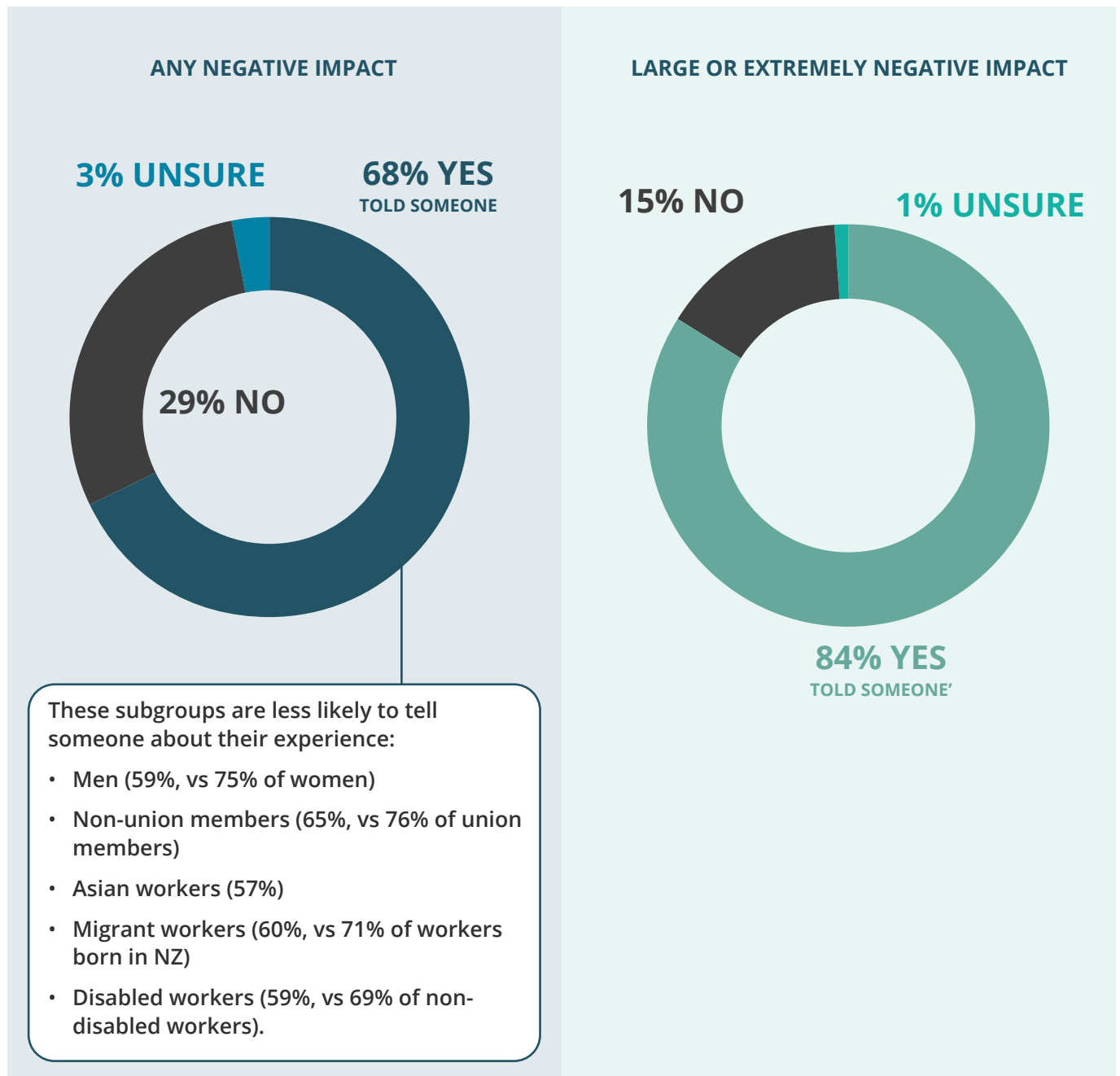
7

# PATHWAYS OF CARE

# Telling someone about the experience

Around three in ten workers impacted negatively by harassment or bullying don't tell anyone about it. Even when the impact is large or extremely negative, around one in seven keep the experience to themselves.

## PERCENTAGE OF WORKERS WHO TOLD SOMEONE ABOUT THE HARASSMENT/BULLYING

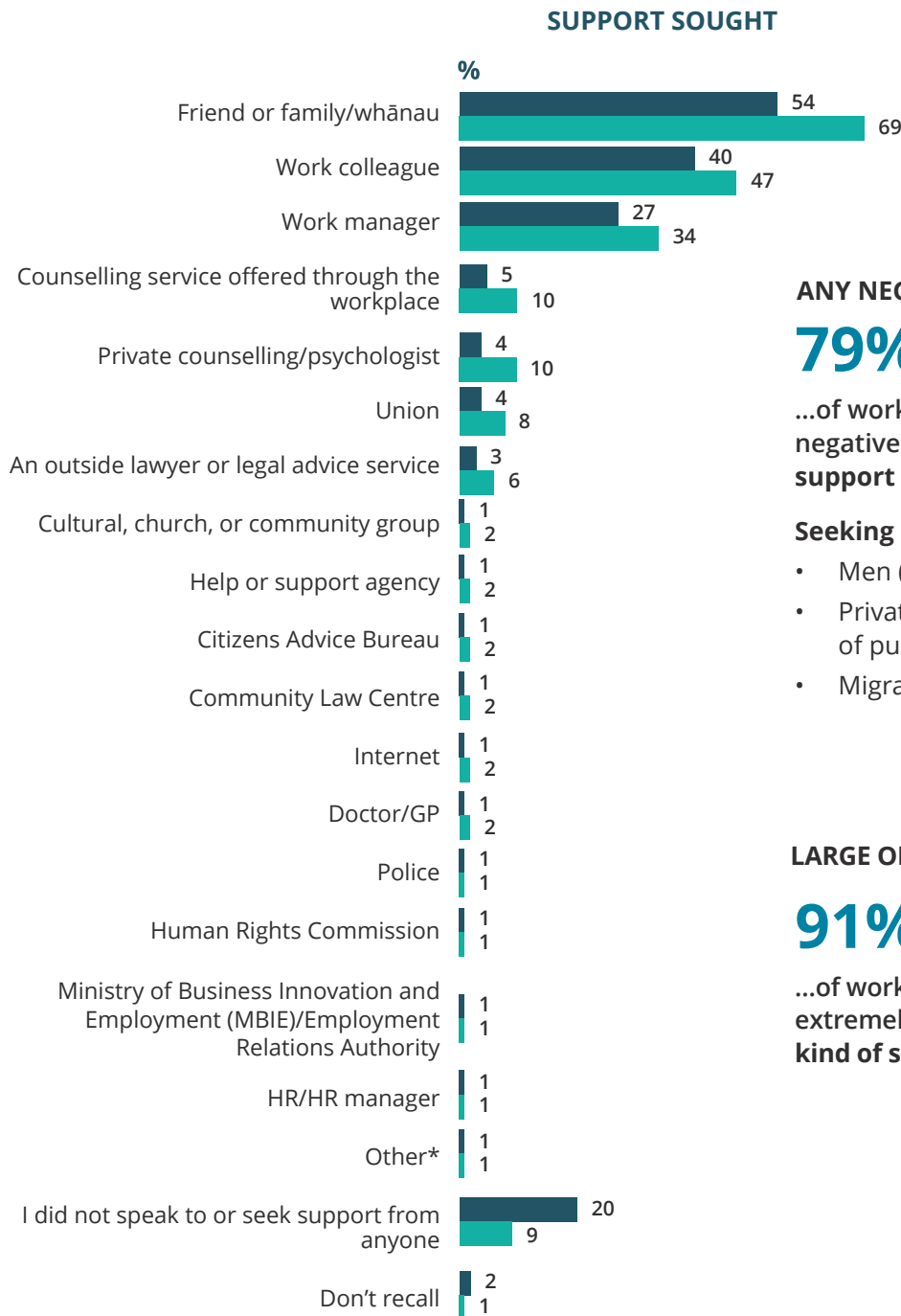


Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q30 Did you tell anyone about the difficult situation you experienced?

# Support sought

Around eight in ten (79%) impacted workers sought some sort of support – this is almost always informal support, most commonly friends and whānau (54%), followed by work colleagues (40%).



## ANY NEGATIVE IMPACT

**79%**

...of workers who experienced any negative impact sought some kind of support

### Seeking support was lower among:

- Men (68%, vs 87% of women)
- Private sector workers (76%, vs 83% of public sector workers)
- Migrant workers (73%, vs 81%)

## LARGE OR EXTREMELY NEGATIVE IMPACT

**91%**

...of workers who experienced a large or extremely negative impact sought some kind of support

■ Any negative impact    ■ Large or extremely negative impact

\*Includes: External supervision; The board/trustees; The owner; Other

Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

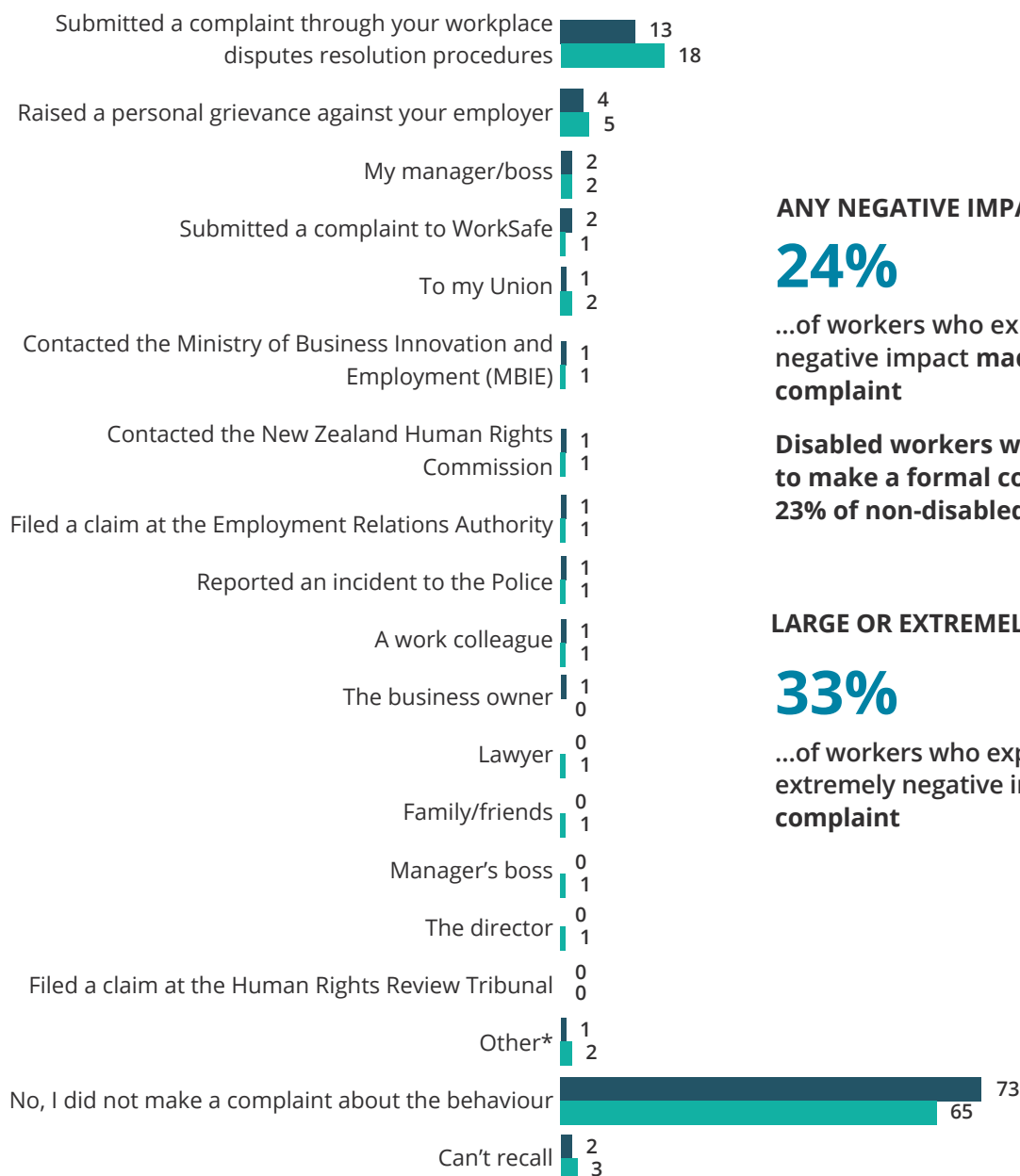
Q31a Who did you speak to or seek support from about the difficult situation?



# Formal complaints process

Just one quarter (24%) of workers impacted by the harassment or bullying raised a formal complaint. Formal complaints are most commonly made via workplace disputes resolution procedures.

## FORMAL COMPLAINTS RAISED



### ANY NEGATIVE IMPACT

**24%**

...of workers who experienced any negative impact made a formal complaint

Disabled workers were more likely to make a formal complaint (38%, vs 23% of non-disabled workers)

### LARGE OR EXTREMELY NEGATIVE IMPACT

**33%**

...of workers who experienced a large or extremely negative impact made a formal complaint

■ Any negative impact    ■ Large or extremely negative impact

\*Includes: HR/HR manager; My employment agency; Other

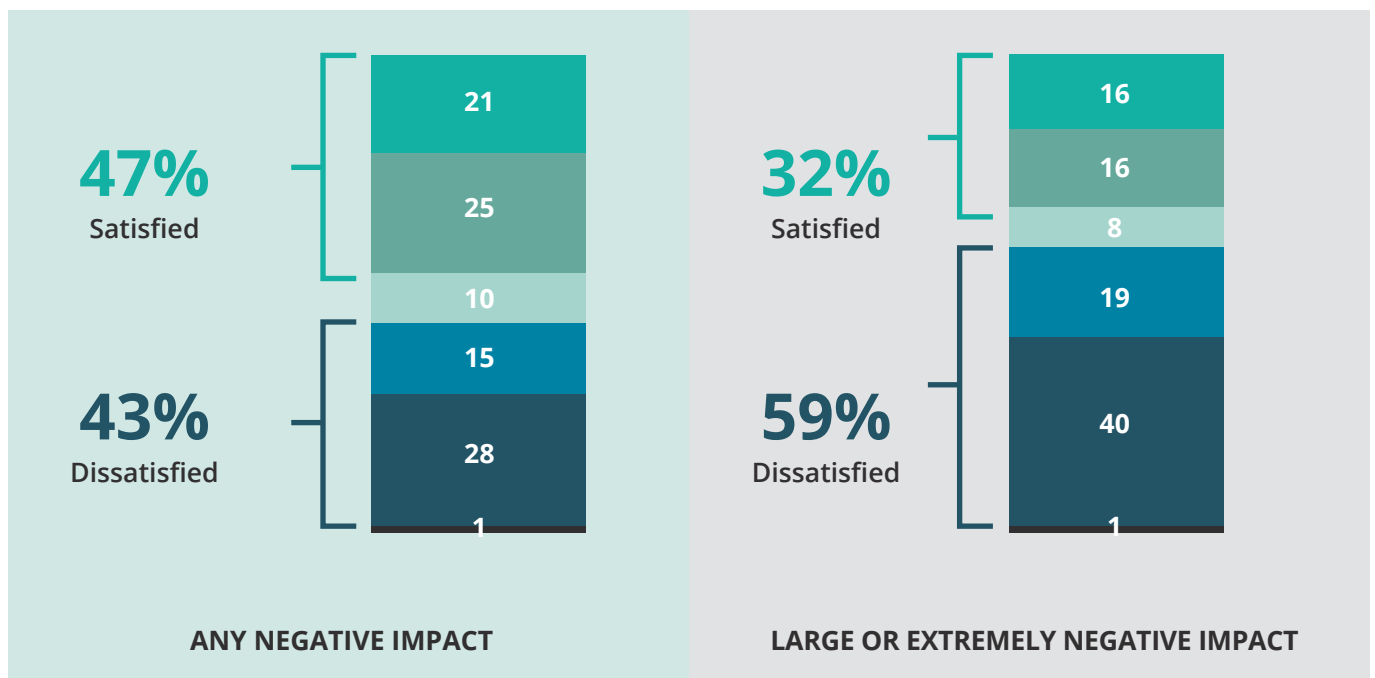
Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q31b Did you make a formal complaint about this difficult situation, or report it, to any of these people or organisations?

# Satisfaction with response to complaint

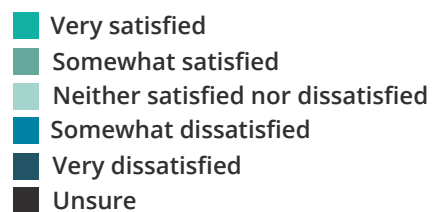
Dissatisfaction with the outcomes of formal complaints is high (43%), especially when the impact of the harassment or bullying is large or extreme (59% dissatisfied).

## SATISFACTION WITH OUTCOME OF FORMAL COMPLAINT



Dissatisfaction (43%) is higher among:

- NZ European (49%) and Māori (47%) compared to Pacific (26%) and Asian (24%) workers.
- Workers born in NZ (46%, vs 34% of migrant workers).



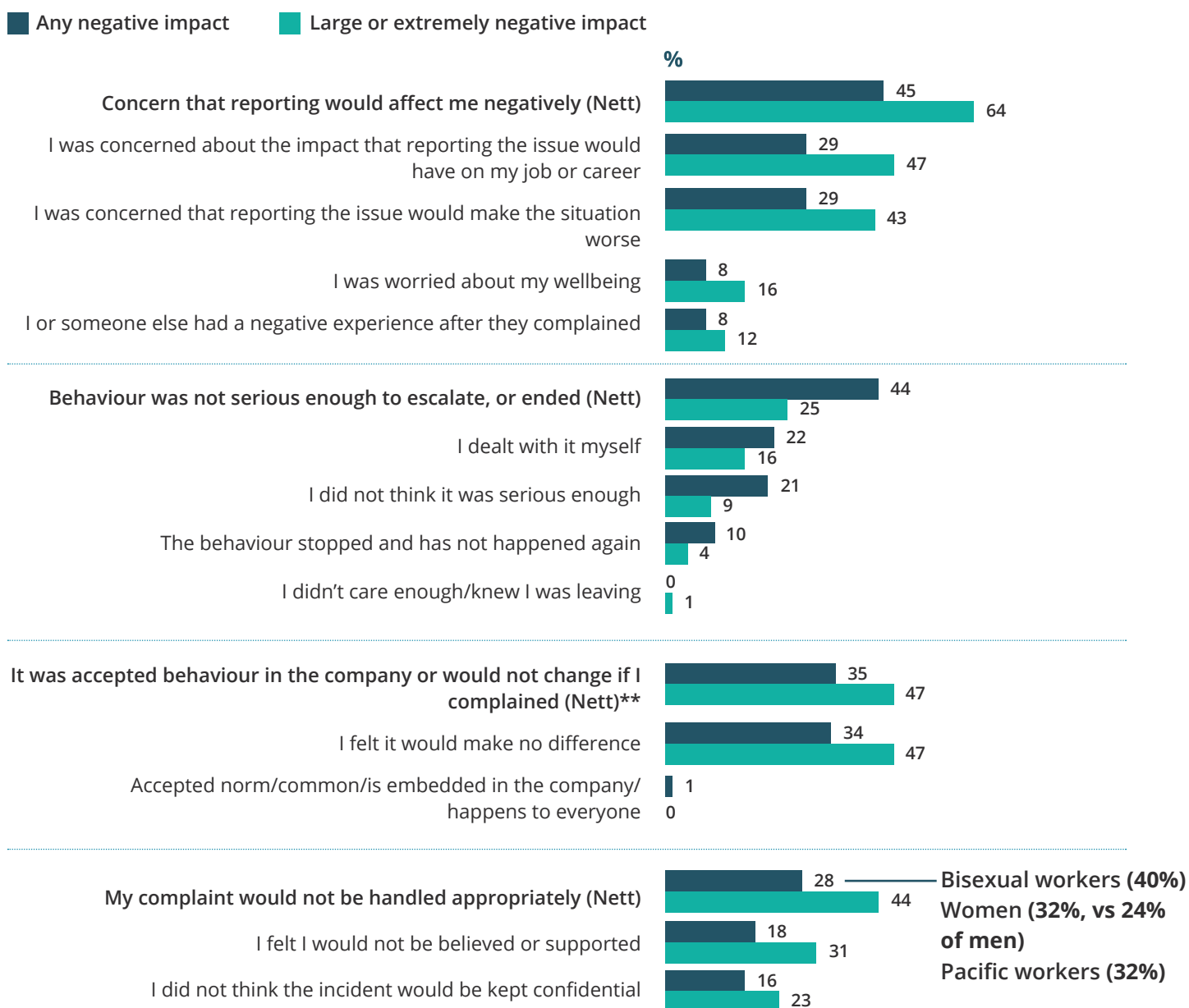
“I was in a situation where both my manager and her manager consistently bullied all of my department. My work was constantly criticised and micro-managed, my manager would yell at us all and would ignore our needs when we said anything. She was frequently unavailable but we would be blamed for not running things by her. Her manager behaved in similar ways and always backed her up. I attempted a meeting with both and was only asked to look at my responses, with no regard for their behaviours that I was responding to! With union support I asked to meet with higher-ups but then resigned and a meeting was not offered.” 40-49 year old Māori woman, who was working in the health care and social assistance sector

Base: Respondents who made a formal complaint – any impact (358), large or extremely negative impact (163)  
 Q31c How satisfied were you with how well the person or organisation responded to your complaint?

# Reasons for not making a complaint/ seeking support

Workers don't complain or seek support for fear of the consequences (45%) or that the situation did not warrant it (44%). Distrust in the system is also evident – 35% felt complaining would be ineffective due to the workplace cultural norms, and 28% distrusted their employer to handle it correctly. A lack of reporting mechanisms is also evident.

## REASONS FOR NOT MAKING A COMPLAINT OR SEEKING SUPPORT

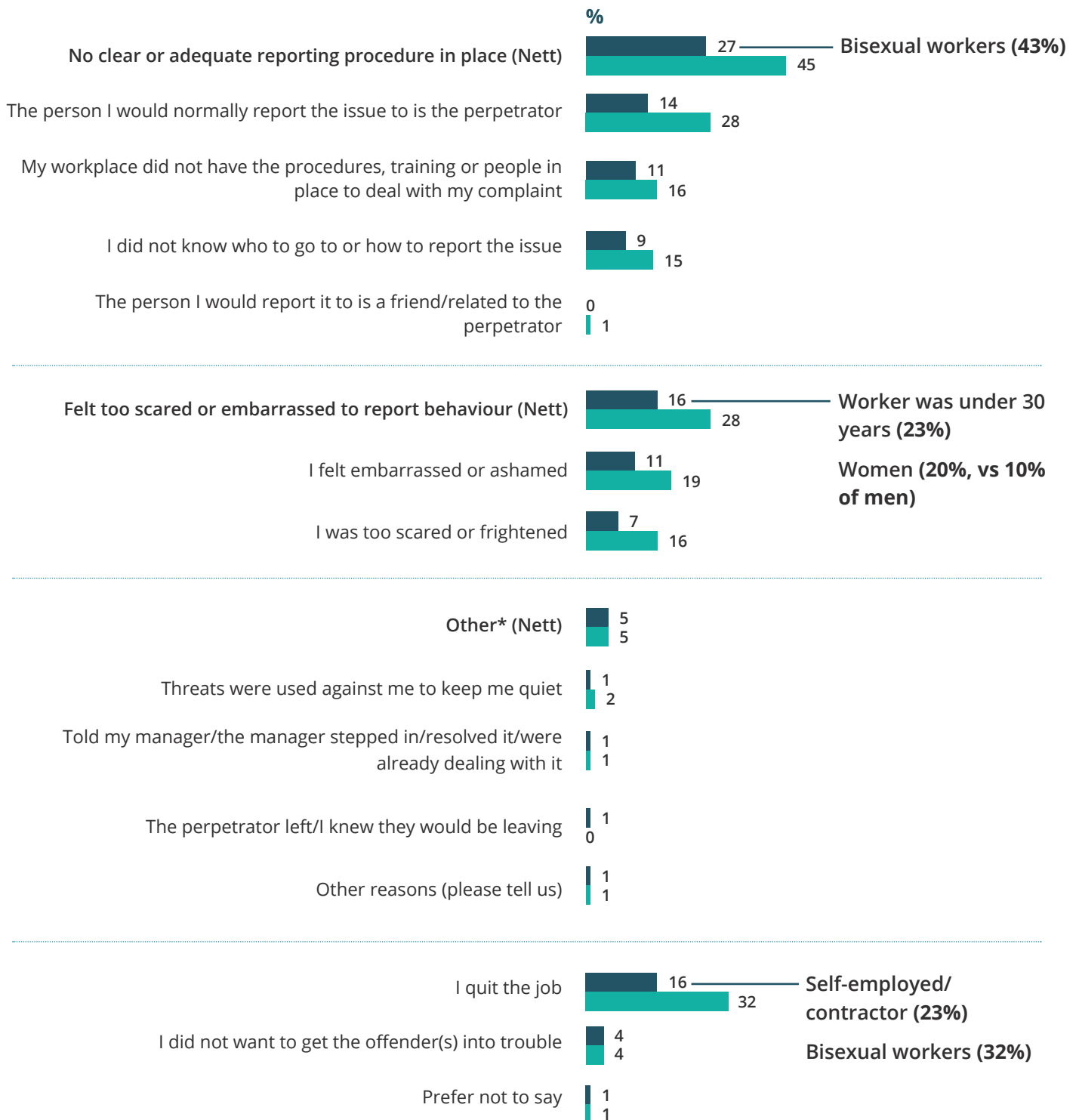


\*\*Also includes: company doesn't care (<1%)

Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace and did not make a formal complaint and/or seek advice – any impact (1,106), large or extremely negative impact (332)

Q31d Why did you not seek support or advice, or make a formal complaint?

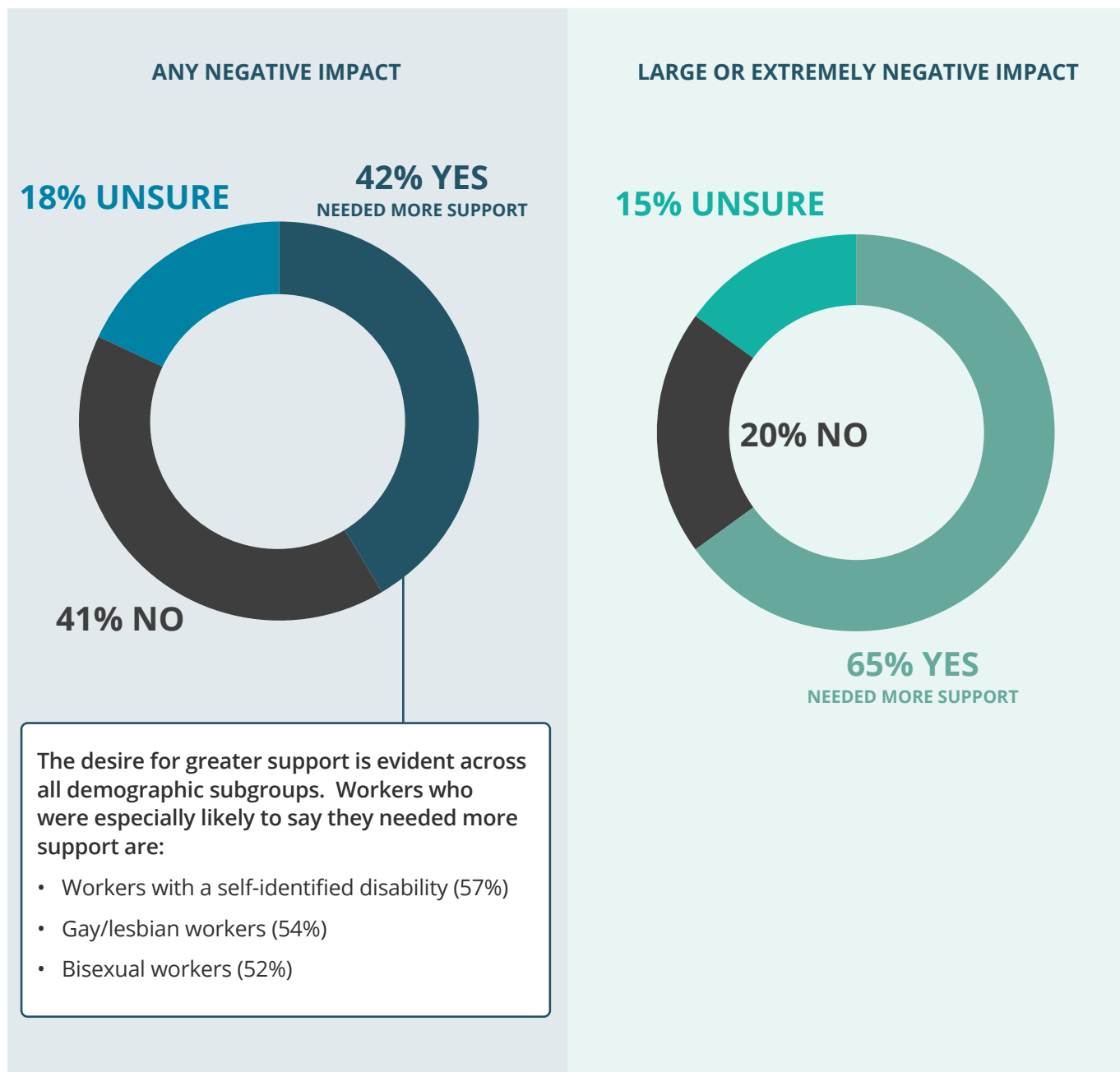
# Reasons for not making a complaint/ seeking support (continued)



\*Other reasons include: I was talked out of it/told it was not worth pursuing; I ignored it, I didn't have to associate with the clients; It was a customer so no actions taken/hard to take action (<1%)

# Unmet need for support

Two in five workers (42%) impacted by harassment/bullying felt that they needed more support than what they got at the time. A need for more support (65%) was much higher among those who were impacted by the behaviour to a large or extreme degree.



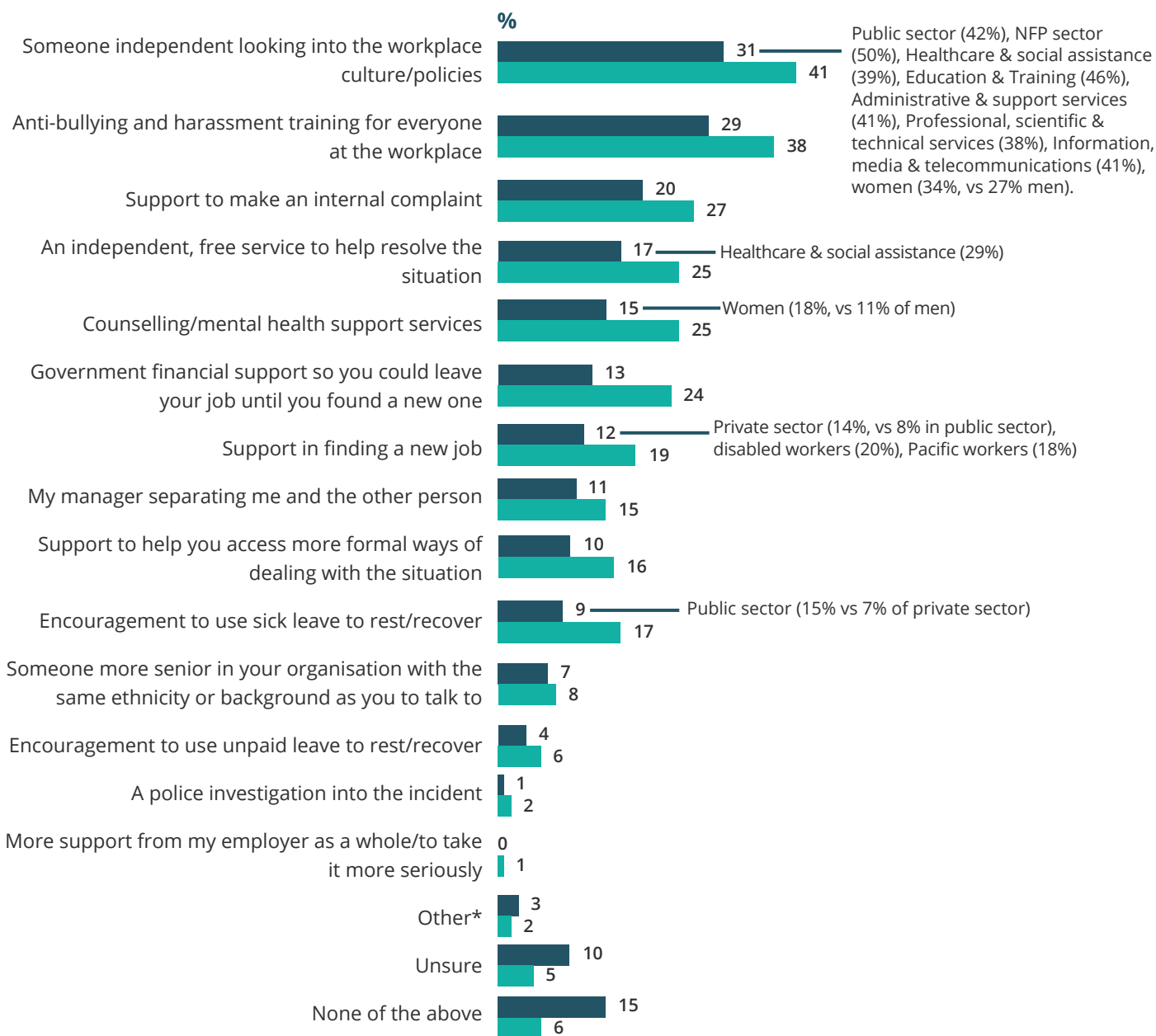
Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q31e Do you feel you needed support (or more support) that you did not get at the time?

# Support/services that would have been useful at the time

An independent review of workplace cultures/policies (31%) and workplace anti-bullying and harassment training (29%) were the most common forms of support or services that would have been useful to workers at the time.

## SUPPORT/SERVICES THAT WOULD HAVE BEEN USEFUL AT THE TIME



■ Any negative impact    ■ Large or extremely negative impact

\*Includes: Management to address the situation more promptly; A workable process when the perpetrator is a manager/your boss; A change in work culture; More information/education on how the complaint process works; More support/backbone from my colleagues; Not being racially biased/all cultures being able to express their views; For mediation services/Ombudsman to respond; The perpetrator being fired/reprimanded; Have a meeting/discussion; Other

Base: Respondents who were impacted by sexual harassment, racial harassment, or bullying in the workplace – any impact (1,513), large or extremely negative impact (512)

Q32 Which of these, if any, would have been useful for you at the time?



8

## SUMMARY OF FINDINGS AMONG MĀORI WORKERS

# Summary of prevalence of workplace sexual harassment among Māori workers

In the last five years, one in three (34%) Māori workers have personally experienced sexual harassment. Differences in prevalence rates using the labels of sexual harassment versus the behavioural definition points to a gap in worker understanding of what constitutes sexual harassment.

## PREVALENCE RATES

### Sexual harassment

20%

...of Māori workers report being 'sexually harassed' in their working life.

34%

...of Māori workers in the last 5 years experienced one or more of the sexual harassment behaviours measured in the survey.

24%

...of Māori workers are aware of sexual harassment affecting others in their workplace in the last 5 years.



*"I'm gay, not obviously, but at the time was sensitive to whom I was. The jokes and crude jokes about sexuality and race were constant amongst some members of staff. Female staff were also joked about in an inappropriate way."*

- Māori male who was working in the professional, scientific, and technical services sector

*"When I was 16, working in a supermarket, an older manager (at least in his 30s) would make sexual remarks towards me and hit on me."*

- Māori female who was working in the retail trade sector

*"I was sexually harassed twice by a client whilst performing work duties, he would not take no for an answer, it was a very uncomfortable situation to be in & because of the nature of the job task that I was carrying out at the time of the incident I was unable to leave as the client was having personal care done."*

- Māori female who was working in the health care and social assistance sector

*"Shown/flashed genitals in the workplace, ass slaps, breast touching, unwanted sexual remarks, forceful comments to engage in sex."*

- Māori female who was working in the professional, scientific, and technical services sector



# Summary of prevalence of workplace racial harassment among Māori workers

In the last five years over half (52%) of Māori workers have experienced at least one of the racial harassment behaviours we measured. Similar to sexual harassment, difference in lifetime vs. behavioural prevalence figures suggests a gap in understanding in what could be considered racial harassment in the workplace.

## PREVALENCE RATES

### RACIAL HARASSMENT

**25%**

...of Māori workers report being 'racially harassed' in their working life.

**52%**

...of Māori workers in the last 5 years experienced one or more of the racial harassment behaviours measured in the survey.

**34%**

...of Māori workers are aware of racial harassment affecting others in their workplace in the last 5 years.



*"Little off-hand jokes about being Māori, poor and having lots of kids. Also a couple of times rumours about myself harassing someone and it getting taken out of proportion, but when talking to that person everything seems fine."*

- Māori male who was working in the retail trade sector

*"[In my current job] I deal with racism from other departments. I work for [a government organisation] and we will get excluded from events, but they will call on us to do pōwhiri etc. when they need a token Māori. Staff will often ignore us when walking into the office, they have the kind of looking down on you attitude... just a whole lot of being treated differently."*

- Māori female who was working in the public administration and safety sector

*"Being Māori is often looked down on and people just make jokes about Māori people being thieves and criminals without a second thought."*

- Māori female who was working in the retail trade sector

# Summary of prevalence of workplace bullying among Māori workers

One in five (22%) Māori workers have been bullied in the last 12 months, whilst nearly half (49%) report having been bullied in the workplace during their lifetime.

## PREVALENCE RATES

### BULLYING

49%

...of Māori workers report being 'bullied' in their working life.

22%

...of Māori workers experienced one or more of bullying behaviours measured in the survey 'often' or 'always' in the last 12 months.

53%

...of Māori workers are aware of bullying affecting others in their workplace in the last 5 years.



*"I was physically assaulted, ignored and made fun of while training in the construction industry. I was told "get over it" [and] "all apprentices are treated like that."*

- Māori male who was working in the construction sector

*"I was given the role of forklift driver until the bully got her correct license, I was casual staff at the time, this person was continually loud - screaming, shouting, yelling, constantly angry for no obvious reason. She would try to sabotage me while driving, for example, throwing pallets behind the forklift when she thought I couldn't see her, trying to cause accidents. This behaviour kept me on my toes constantly I just tried to ignore her. I resigned earlier than I needed to - the negative energy was too much."*

- Māori male who was working in the manufacturing sector

# Impacts of harassment and bullying

The impact of workplace harassment and bullying on Māori workers is far-reaching and ongoing.

## IMPACTS

- 88% of Māori workers who have experienced harassment or bullying have been negatively impacted by the experience. The impact is large or extreme for nearly a third (32%) of these workers.
- The impact of workplace harassment and bullying causes many to feel disrespected (63%), uncomfortable (59%), angry (55%), anxious (44%), and frustrated (42%).
- The most common immediate impacts of harassment and bullying are a worsening of mental or physical health (69%), direct impacts on a person's job or career (53%), and a loss of self-confidence (49%).
- Nearly two thirds (64%) suffer from ongoing negative impacts of the harassment or bullying. This increases to 88% for those who the bullying/harassment had a large or extreme impact.
- Two thirds (67%) were not subject to any unrelated life circumstances (e.g. existing mental health issues) that may have made the bullying/harassment more difficult to cope with.



*"There have been multiple incidences but the hardest one was being bullied by my manager... She singled me out and told me off for things others were doing. I was going through a depressive episode at the time and wasn't really talking to many people (I'm normally bubbly) and she said I was ignoring her. I told her I was depressed and wasn't talking to many people. She said I was using that as an excuse. I told her I was going home as I was too upset to work... I got in major trouble for "leaving without permission."*

- Māori female who was working in the health care and social assistance sector

*"With other colleagues who I meet via networking meetings... I feel I don't have any power to counter their racism/prejudice... At the time, I was so ashamed and frustrated that I left the meeting in tears. I wish I felt powerful in the face of racism/prejudice, however after a lifetime of having this experience, from a family where you "keep the peace" especially in regards to Pakeha, I have to fight that ingrained insecurity."*

- Māori female who was working in the health care and social assistance sector

*"[I had] significantly lowered self-esteem and I became severely depressed with 3 months off."*

- Māori female who was working in the education and training sector

*"My experience was being ganged up on, shouted at, feeling physically, mentally, emotionally and spiritually unsafe. [I felt] physically sick, wanting to vomit, not wanting to get up and go to work. [I also felt] diminished, invalidated, and unsupported."*

- Māori female who was working in the administrative and support services sector

# Pathways of care

Few Māori engage with formal pathways for addressing workplace harassment and bullying; satisfaction is low among those who do.

## PATHWAYS OF CARE

- Over a quarter of (27%) Māori workers impacted negatively by harassment or bullying don't tell anyone about it. When the impact is large or extremely negative, one in seven (14%) do not share it with anyone.
- It is common for Māori workers who have experienced harassment or bullying to seek some sort of support (80%). This tends to be informal support – most commonly friends or whānau (58%) or work colleagues (42%).
- Just over a quarter (26%) of Māori workers who experience harassment or bullying raise a formal complaint.
- Dissatisfaction of the formal complaint outcome is high (47%). Dissatisfaction is even higher when the bullying/harassment had a large or extreme impact with 62% being dissatisfied.



*“Left work and got no help at all, calls to get help from counsellors went unanswered, no help from mental health support, just had to get on with life like most of us that fall though the wide cracks of New Zealand health.”*

- Māori female who was working in the health care and social assistance sector

*“The directors scrutinised everything I did and used [me] as an example of “what not to do” to other staff members... A few times they hauled me into the boardroom (in full view of other staff members) and yelled at me for getting to work at 8.32am, or not saying “good morning” as I walked past their desks on my way in... They encouraged excessive staff drinking & would bully/harass you if you didn't participate. They were both such massive dicks to me. I was lucky in that I had a good support network/friends around me.”*

- Māori female who was working in the professional, scientific, and technical services sector

# Barriers to seeking support or making a complaint

Perpetrators tend to be in senior positions. Fear of consequences and a lack of adequate or effective complaints and support processes are large barriers to Māori seeking support or making a complaint.

## BARRIERS

- For 66% of Māori workers subjected to harassment or bullying, the perpetrator was someone in a more senior position.
- Nearly half of Māori workers don't seek support or complain for fear of the consequences (47%). 35% felt complaining would be ineffective due to workplace cultural norms and 33% felt their complaint would not be believed or kept confidential.



*"I was a new manager, a contractor reporting to me was the CEO's brother. He bullied me and got my other 3 staff behind him so that they wouldn't listen to me, questioned everything I asked or would do the opposite of what I asked them. He complained about me behind my back to other management and they just believed him without asking me for my side. I went to HR officer, unfortunately she was his niece so she just said "Oh Uncle ... he's such a softie!!" - no help there for me!"*

- Māori male who was working in the health care and social assistance sector

*"I made an internal complaint about the company and was labelled a "troublemaker."*

- Māori female who was working in the information media and telecommunications sector

# Support moving forward

Māori workers want better, more independent support to deal with the effects of workplace harassment and bullying.

## MOVING FORWARD

- 43% of Māori workers impacted by harassment or bullying felt they needed more support than what they got at the time. This jumps to 63% when the impact is large or extreme.
- Top 5 things that would be useful:
  - Someone independent looking into the workplace culture/policies (36%)
  - Anti-bullying and harassment training for the workplace (33%)
  - Support making an internal complaint (22%)
  - Independent, free service to resolve the situation (19%)
  - Counselling/mental health support services (16%)



*"I had been bullied over a long period of time and the senior bosses continued to support the bully. They got a lawyer and I could not afford one and the stuff their lawyer was saying was very untrue, but I was in a very vulnerable position and just accepted a whole lot of things that I regret. I wished I had a voice back then. I am trying to work through it as I don't want it to impact on my life, but it makes me angry every time it jumps up in my mind, which is a few times a week."*

- Māori male who was working in the health care and social assistance sector



**9**

## **APPENDIX: VERBATIM COMMENTS AND SAMPLE PROFILE**

## In their own words - sexual harassment



*"My manager who was more than twice my age made constant sexual remarks in a joking way. It didn't bother me at first as I don't mind a laugh, but it slowly got worse over the 4 years I worked at the company. He often would also discuss with another workmate about ways to get me into bed, called me a "dirty girl" and would sometimes brush past my butt and also slapped it with an item on a couple of occasions."*

- Female who was working in the retail trade sector

*"[I was subject to] prolonged, ongoing sexual harassment from my manager in a workplace culture where this frequently occurred. I attempted suicide after my manager joked about raping me to my face. When I later told the workplace about it they didn't really do anything. The manager was later fired after I stopped working there because he had continued to sexually harass other staff and had at least 3 other complaints against him."*

- Female who was working in the accommodation and food services sector

*"Being spoken to in a raised voice by the chef and head staff member, and minor sexual comments about my looks and body from some young men at the restaurant."*

- Female who was working in the accommodation and food services sector

*"I have experienced workplace bullying often in working life and unwanted sexual attention the odd occasion. I have also witnessed others being subjected to unwanted sexual, attention, bullying and put downs most of my working life. I have also had to endure negativity and put downs because I wasn't of the dominant racial group - unfortunately racism isn't a one way street. Some males enjoy talking sexual crap and don't care, that along with a bullying negative environment is common in my experience in construction also hospitality where I have had working experience. You do your best not to let it get to you, but employers and senior staff seem to believe they have a right to talk and treat others however they feel and have no one care."*

- Male who was working in the construction sector



## In their own words - racial harassment



*"I was verbally abused by customers both male and female for being of a more pale descent and not being "brown enough" which is what is normally expected of a security role in the hospitality industry. I felt like I had to act more like a Polynesian within the workplace to please others when in reality all I needed to be was myself. All they saw was some "white boy" trying to do a "brown boy's" job apparently. It left negative thoughts in my mind, but it was never bad to the point where I thought that I should make complaints because I felt like that would've done nothing, and would only escalate the situation further considering my work environment (which was mainly white)."*

- Male who was working in the accommodation and food services sector

*"I was serving a customer with a complaint about a product when she became angry and called me a racial slur and then went to complain to the manager who agreed to the customer's complaint and replaced the product which the customer said was faulty. The manager came to me and told me I had made a mistake, even though I had another staff member who heard what she had said and also agreed with me. We were both told the customer is always right."*

- Male who was working in the retail trade sector

*"Being an Indian and working in an area where it is mainly kiwi Europeans, you get subtle racist comments about being Indian or eating Indian food and all that."*

- Male who was working in the education and training sector

*"Racism is very subtle in Christchurch, it happens all the time, and I can see it with my own two eyes. It's very subtle. People look at us brown skin [people] in a negative view, because the white skin [people] think they are superior. It's called a white privilege society."*

- Male who was working in the wholesale trade sector

## In their own words - bullying



*“One of my managers started ignoring me and was not passing relevant information on to me. He told me everyone thought I was a joke around the place. He kept offering my juniors work and perks and generally isolating me. I thought it best I just carry on as normal and ignore his nasty tactics. After a few months he gave up on me and moved on to pick on someone else. I still work in the same office but I will never trust him.”*

- Female who was working in the wholesale trade sector

*“My manager at the time would verbally abuse me all day every day to the point I dreaded coming into work and it was difficult to find another job as people were reluctant to hire me when they learned my reasons for leaving was that I couldn't get on with my boss but ultimately when I got out of there I found it much better in every aspect of life.”*

- Male who was working in the retail trade sector

*“My manager was experiencing bullying and exclusion from several senior members of staff. By extension those senior members of staff began to behave in the same way towards myself and other colleagues in my managers team. We were labelled as troublemakers and as we were young, had lots of ageist remarks directed at us.”*

- Female who was working in the health care and social assistance sector

*“I was constantly made to feel scared, verbally abused & harassed. Anxiety was really bad but knew I had to go to work to keep earning my wages to help my family. I was constantly shaking & felt nervous all the time while at work. I dreaded going to work each day. I asked for help but nobody stood up to this man.”*

- Male who was working in the accommodation and food services sector



*“Violent outbursts and threats being repeatedly made against me by a member of the public coming into my workplace. Management were very slow to do anything about and I had to keep on escalating the issue while the threats continued to happen on a near-daily basis.”*

- Male who was working in the arts and recreation services sector

# Sample profile

GENDER	
Male	52%
Female	47%
Another gender (please state)	*
Prefer not to say	*

AGE	
18 - 19	2%
20 - 24	10%
25 - 29	12%
30 - 34	8%
35 - 39	12%
40 - 44	10%
45 - 49	11%
50 - 54	10%
55 - 59	10%
60 - 64	7%
65 - 69	5%
70 - 74	2%
75 or over	*

REGION	
Northland	2%
Auckland	34%
Waikato	9%
Bay of Plenty	6%
Gisborne	1%
Hawkes Bay	3%
Taranaki	2%
Manawatu-Whanganui	5%
Wellington-Wairarapa	13%
Tasman	1%
Nelson	1%
Marlborough	1%
West Coast	*
Canterbury (including Chatham Islands)	14%
Otago	5%
Southland	2%
An area outside these regions	*
Unsure	*

ETHNICITY*	
New Zealand European	71%
Māori	14%
Cook Island Māori	1%
Fijian	2%
Samoan	3%
Niuean	*
Tongan	1%
Other Pacific people	*
Chinese	6%
Filipino	1%
Indian	5%
Korean	*
Japanese	*
Other Southeast Asia	1%
Other South Asia	1%
Middle Eastern / Southwest Asian	*
Latin American	*
African	1%
New Zealander/kiwi	1%
Other European group	5%
Another ethnic group	*
Prefer not to say ethnic group	*

EMPLOYMENT STATUS COMBINED	
An employee working for wages or salary	84%
Working without pay in a family business	1%
Self-employed/Contractor	13%
Volunteer worker	2%

MIGRANT STATUS	
Born in New Zealand	72%
Up to 5 years	3%
More than 5 years ago	25%

\*Participants are able to choose more than one ethnic group and thus the total count of ethnicities exceeds 100%

INDUSTRY	
Agriculture, forestry, & fishing	6%
Manufacturing	10%
Construction	9%
Wholesale trade	5%
Retail trade	9%
Accommodation & food services (hospitality)	6%
Transport, postal, & warehousing	4%
Information media & telecommunications	2%
Financial & insurance services	3%
Rental, hiring, & real estate	2%
Professional, scientific, & technical services	10%
Administrative & support services	4%
Public administration & safety	6%
Education & training	8%
Health care & social assistance	10%
Arts & recreation services	2%
Other services (including mining, electricity, gas, water & waste)	5%

DISABILITY STATUS (WGSS*)	
Disabled (WGSS)	8%
Non-disabled (WGSS)	92%

\*Washington Group Short Set

DISABILITY STATUS (SELF-IDENTIFIED)	
Disabled (Self-identified)	4%
Non-disabled (Self-identified)	93%
Not sure or prefer not to say if disabled (Self-identified)	3%

TRANSGENDER STATUS	
Yes	1%
No	98%
Don't know	1%
Prefer not to answer	1%

EDUCATION	
No qualification	4%
School Certificate or NCEA level 1	6%
Sixth Form Certificate or NCEA Level 2	8%
Bursary, Scholarship, University Entrance or NCEA level 3 or 4	10%
A trade qualification	9%
A certificate or diploma that does not require a degree	17%
A polytech degree	5%
A university degree	23%
A postgraduate qualification (e.g. Honours, Masters, Doctorate, Fellowship, Postgraduate Diploma)	17%
Other (please tell us)	1%
Unsure	1%

SEXUAL ORIENTATION	
Heterosexual or straight	90%
Gay or lesbian	3%
Bisexual	4%
Pansexual	*
Asexual	*
Other (please tell us)	*
Don't know	1%
Prefer not to answer	2%
Unusable	*

SOCIOECONOMIC STATUS (SES) SCORE	
73-90 (high)	7%
65-72	15%
48-64	27%
35-47	28%
23-34	15%
10-22 (low)	5%
Not classified	4%

# IMPORTANT INFORMATION

## Research Association NZ Code of Practice

**Kantar Public** practitioners are members of the Research Association NZ and are obliged to comply with the Research Association NZ Code of Practice. A copy of the Code is available from the Executive Secretary or the Complaints Officer of the Society.

### Confidentiality

Reports and other records relevant to a Market Research project and provided by the Researcher shall normally be for use solely by the Client and the Client's consultants or advisers.

### Research Information

Article 25 of the Research Association NZ Code states:

The research technique and methods used in a Marketing Research project do not become the property of the Client, who has no exclusive right to their use.

Marketing research proposals, discussion papers and quotations, unless these have been paid for by the client, remain the property of the Researcher.

They must not be disclosed by the Client to any third party, other than to a consultant working for a Client on that project. In particular, they must not be used by the Client to influence proposals or cost quotations from other researchers.

### Publication of a Research Project

Article 31 of the Research Association NZ Code states:

Where a client publishes any of the findings of a research project the client has a responsibility to ensure these are not misleading. The Researcher must be consulted and agree in advance to the form and content for publication. Where this does not happen the Researcher is entitled to:

Refuse permission for their name to be quoted in connection with the published findings

Publish the appropriate details of the project

Correct any misleading aspects of the published presentation of the findings

### Electronic Copies

Electronic copies of reports, presentations, proposals and other documents must not be altered or amended if that document is still identified as a Kantar Public document. The authorised original of all electronic copies and hard copies derived from these are to be retained by Colmar Brunton.

Kantar Public is certified to International Standard ISO 20252 (2012). This project will be/has been completed in compliance with this International Standard.

This presentation is subject to the detailed terms and conditions of Kantar Public, a copy of which is available on request or [online here](#).

**KANTAR PUBLIC**





**NZ  
Human  
Rights.**

Te Kāhui Tika Tangata  
Human Rights Commission

