

**Alberta Council of Women's  
Shelters**  
***Violence in the Workplace***  
Summary Report

June 2009



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## **STRATEGIC SUMMARY**

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### **Incidence of Workplace Violence / Family Violence Impacting the Workplace**

- More than one-in-ten Alberta employees have been impacted by workplace violence, and over one-in-five have been impacted by family violence that impacts the workplace
  - ▶ Most (85%) respondents disagree that violence affects their workplace
  - ▶ A similar proportion, 79%, disagree that family violence is a problem impacting their workplace

### **Perceptions**

- Alberta employees view workplace violence and family violence that impacts the workplace as important issues
  - ▶ Almost all (94%) agree that violence in the workplace is an issue that must be understood and addressed, and approximately two-thirds (65%) strongly agree
  - ▶ This is similar to the proportion who agree (95%) that family violence that impacts the workplace is an issue that must be understood and addressed (64% strongly agree)
  - ▶ Three-quarters (78%) agree that violence in the workplace should be a priority of the Alberta Government
  - ▶ Similarly, 83% agree that family violence that impacts the workplace should be a priority of the Alberta government
- Alberta employees also feel that everyone has a role in addressing these issues, particularly employers and the police and justice system
- Violence in the workplace is seen as a particular responsibility of Alberta employers
  - ▶ Almost all (97%) respondents believe that it is the employer's responsibility to address violence in the workplace, with 79% of respondents expressing strong agreement
  - ▶ A high proportion of respondents also agree that the police and justice system (91%) and coworkers of those affected (88%) are responsible for addressing violence in the workplace
  - ▶ A slightly lower proportion agree that government (80%) and social service organizations (77%) should be responsible for addressing workplace violence

- Families of the victim and the police and justice system are considered to be particularly responsible for addressing family violence, but are not expected to do it alone
  - ▶ More than three-quarters (range of 77% to 95%) of respondents agree that family violence that impacts the workplace is an issue that should be addressed by all groups mentioned in the survey
  - ▶ In addition, almost all (95%) respondents agree that the families of those involved should address the issue of family violence that impacts the workplace
  - ▶ Agreement is strongest for the police and justice system (72%) and the families of those involved (68%)

### **Public versus Private Responsibility for Addressing Family Violence**

- Alberta employees do not view family violence as a private matter, and see organizations playing a bigger role in addressing this issue
  - ▶ Just one-in-five (21%) respondents agree that family violence is a private issue that should be handled by the family, confirming the sentiment that police and the justice system should also be responsible for addressing this issue
  - ▶ Most (84%) respondents agree that organizations should be doing more to address family violence
  - ▶ If Alberta employees *knew* their coworker were experiencing violence at home they would most likely encourage the coworker to contact police or child / social services (28%) or offer advice, support or help themselves (27%)

### **Impact of Family Violence on the Workplace**

- Alberta employees recognize the various adverse impacts of family violence on the workplace
  - ▶ Almost all (93%) respondents agree that it impacts productivity, (66% strongly agree)
  - ▶ Most agree it impacts absenteeism (90%, 61% strongly agree) and tardiness (89%, 58% strongly agree)

## **Mechanisms to Address Violence in the Workplace / Family Violence**

- There is room for improvement both in the resources made available to employees for addressing these issues, as well as communicating to employees what resources are currently available in their organization
- Most commonly available mechanisms for addressing the issues are senior personnel and formal policies
  - ▶ Approximately two-thirds of respondents state that their organization provides senior personnel who are available to address issues of workplace violence (70%) and a formal policy (65%)
  - ▶ A similar proportion (64%) of respondents state that their organization provides senior personnel who are available to address issues of family violence that impacts the workplace
- Awareness of the availability of these mechanisms
  - ▶ Between 18% and 25% of respondents do not know if their organization provides the stated mechanisms for addressing violence in the workplace
  - ▶ Between 23% and 32% of respondents do not know if their organization provides the stated mechanisms for addressing family violence that impacts the workplace

## **Training and Education**

- There is an opportunity for increasing both the availability of training within organizations as well as the proportion of employees accessing this training
  - ▶ Approximately one third (31% to 36%) of respondents indicate that they are aware of training or education programs offered by their organization
  - ▶ The majority (79%) of respondents have not received training on addressing violence in the workplace
  - ▶ Most (91%) respondents have not received training on addressing family violence that impacts the workplace

## **Alberta Legislation**

- A strong educational program communicating the content of this legislation could have a significant impact on awareness
  - ▶ Just over half (59%) of respondents are aware of legislation in Alberta regarding violence in the workplace
  - ▶ Less than half (39%) of respondents are aware of legislation in Alberta regarding family violence that impacts the workplace

## 1 BACKGROUND

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Leger Marketing was contracted by Alberta Council of Women's Shelters to measure several aspects concerning Violence in the Workplace and Family Violence that Impacts the Workplace, including:

- Measuring awareness and attitudes;
- Understanding how organizations are addressing issues of violence;
- Determining levels of knowledge;
- Examining incidence of violence impacting the workplace; and
- Identifying differences between segments of the population.

The survey was conducted with 800 Albertans, including 300 in Edmonton and surrounding areas, 300 Calgary and surrounding areas, and 200 in other areas of Alberta.

The survey was conducted between May 22nd and 31st, 2009.

## **2 METHODOLOGY**

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### **2.1 Data Collection**

Data was collected on the Internet via secured access to the online questionnaire hosted on Leger Marketing's servers.

Email invitations were sent to Albertans from Leger Marketing's Web Panel inviting respondents to provide feedback on their perceptions of violence in the workplace and family violence that impacts the workplace. Emails were embedded with a unique identifier to ensure that each respondent was able to complete the survey only one time.

### **2.2 Target Respondents**

Albertans 18 years of age or older who currently are or have been employed by an organization with five or more employees in the past two years.

### **2.3 Sampling**

The survey was completed using Leger Marketing's web panel. Panel collection methods confirmed to the Marketing Research and Intelligence Association's standards and best practices.

As a non random Internet survey, a margin of error is not reported (margin of error accounts for sampling error). Had this data been collected using a probability sample, the margin of error would have been  $\pm 3.46$  percentage points, 19 times out of 20.

### **2.4 Analysis**

To evaluate differences or similarities in responses between different subsets of the population, the results for each question have been cross-tabulated by the following variables in the computer tables:

- Region;
- Gender;
- Age;
- Number of people in organization; and
- Employment role.



Throughout the survey, a seven-point scale is used for respondents to rate their level of agreement with various statements:

- **Agreement: 1 means do not agree at all, four means agree and seven means agree completely.**

For the purpose of analysis and discussion, the ratings are grouped as follows:

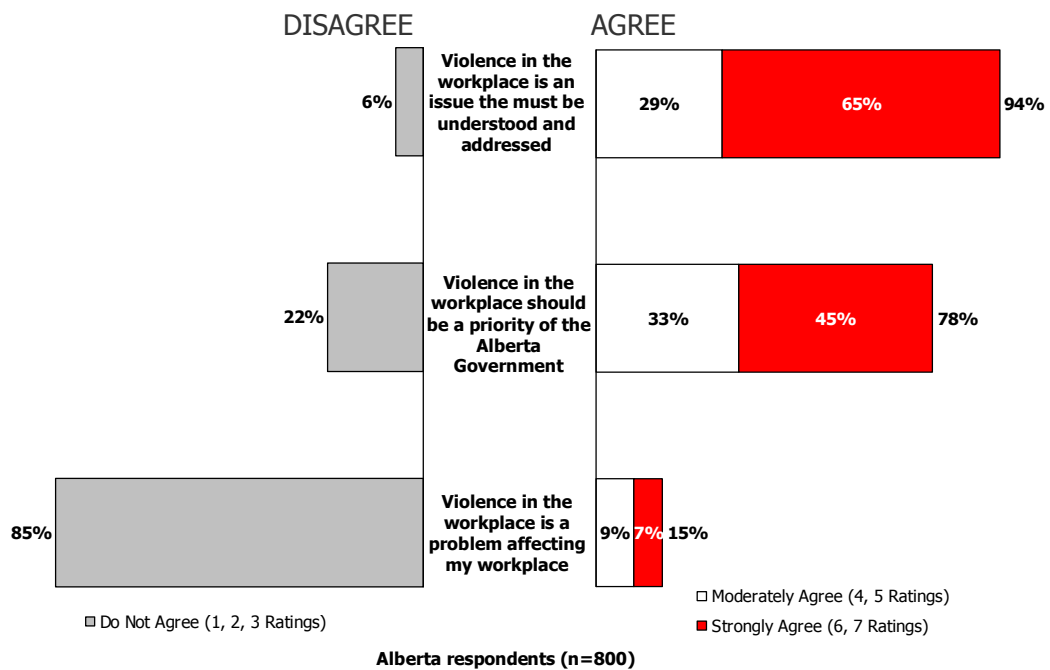
| Respondent rating on the 1 to 7 scale | Interpretation  |
|---------------------------------------|---|
| 6,7                                   | These respondents express <i>very positive</i> responses      |
| 4,5                                   | These respondents disclose <i>somewhat positive</i> responses |
| 1, 2, 3                               | These respondents provide <i>negative</i> responses           |

### 3 RESEARCH FINDINGS

#### 3.1 Violence in the Workplace

##### 3.1.1 Perceptions of Violence in the Workplace

(Scale: 1 = Do not agree at all; 4 = Agree; 7 = Agree completely)



Q.6 Please rate your level of agreement with the following statements.

### *3.1.2 Sub-Segment Differences in Perceptions of Violence in the Workplace*

#### **Gender**

- Female respondents are more likely to strongly agree that violence in the workplace is an issue that must be addressed, violence in the workplace should be a priority of the Alberta Government, and violence in the workplace is a problem affecting their workplace

#### **Role**

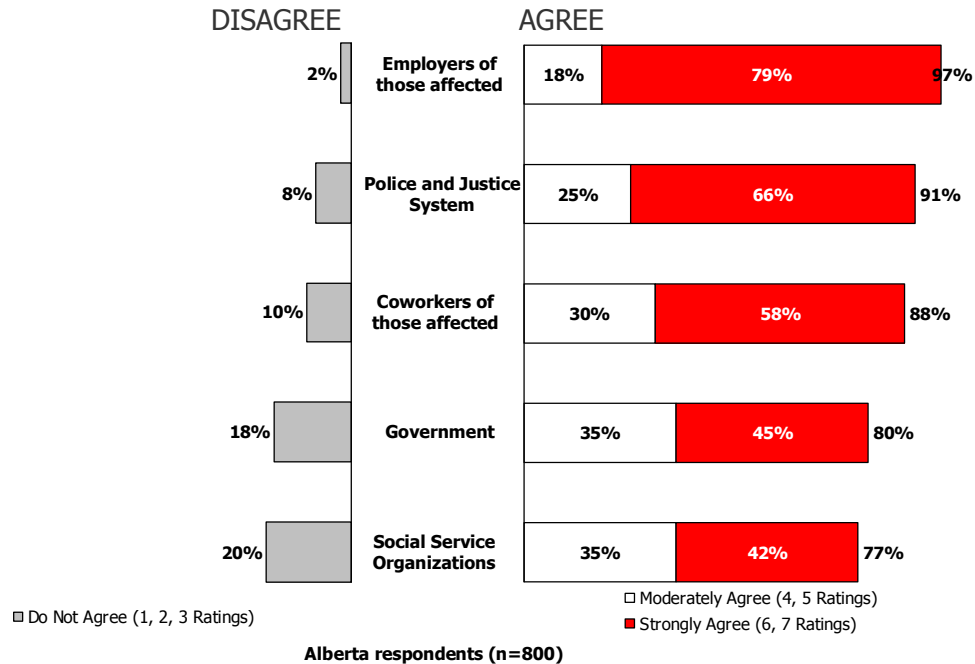
- Respondents in a professional role who are more likely to strongly agree compared to respondents in a management role that violence in the workplace should be a priority of the Alberta Government
- Respondents in a professional role are more likely to agree that violence in the workplace is a problem affecting their workplace

#### **Age**

- Respondents aged 35 to 54 are more likely to agree that violence in the workplace is a problem affecting their workplace compared to respondents aged 18 to 34

### 3.1.3 Perceptions of Responsibility for Addressing Violence in the Workplace

(Scale: 1 = Do not agree at all; 4 = Agree; 7 = Agree completely)



Q.7 Please rate your level of agreement that violence in the workplace is an issue that should be addressed by...

### 3.1.4 Sub-Segment Differences in Perceptions of Responsibility for Addressing Violence in the Workplace

#### Gender

- Female respondents are more likely than male respondents to strongly agree that violence in the workplace is an issue that should be addressed by employers of those affected, coworkers of those affected, government, social service organizations, and the police and justice system

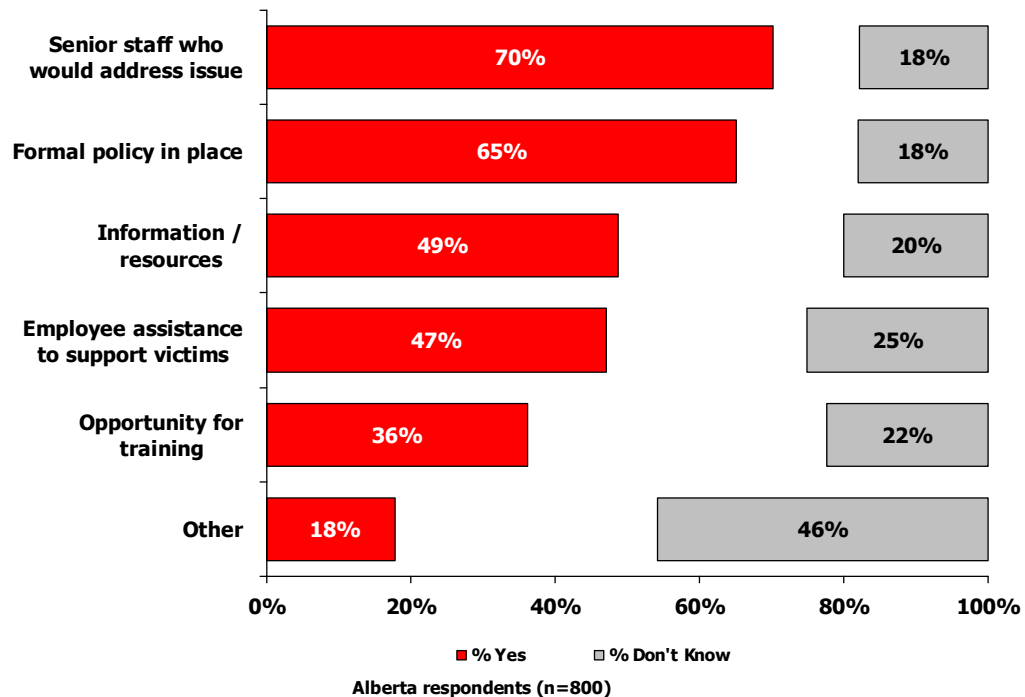
#### Role

- Respondents in a professional or other role show higher levels of agreement that violence in the workplace is an issue that should be addressed by employers of those affected, government, social service organizations, and the police and justice system compared to respondents in a management role
- Respondents in other roles are more likely than both professional and management respondents to agree that violence in the workplace is an issue that should be addressed by coworkers of those affected

## Organization Size

- Employees in organizations more than 200 employees are more likely than employees in organizations with 6 to 20 employees to agree that violence in the workplace is an issue that should be addressed by coworkers of those affected, government, and social service organizations
- Employees in organizations with between 21 and 200 employees are more likely to agree compared to employees in smaller organizations that violence in the workplace is an issue that should be addressed by government

### 3.1.5 Mechanisms in Place to Address Violence in the Workplace



Q.8 As far as you are aware, does your organization provide any of the following...

3.1.6 *Sub-Segment Differences in Mechanisms in Place to Address Violence in the Workplace*

**Role**

- Respondents in roles other than management or professional are more likely to not know whether their organization provides various mechanisms for addressing violence in the workplace

**Organization Size**

- Respondents in large organizations (more than 200 employees) are more likely than smaller organizations to indicate they are aware that their organization provides the mentioned mechanisms for addressing workplace violence
- Respondents from organizations with 21 to 200 employees are more likely to not know whether their organization provides a formal policy or an employee assistance program compared to employees in larger organizations

3.1.7 *Other Mechanisms in Place to Address Violence in the Workplace*

Eighteen percent (18%) of all respondents state that their organization provides other mechanisms to address workplace violence.

The most frequently stated mechanisms are a toll free or confidential hotline or comment box (4%), security, police or safety personnel or having a secure room on site (3%), or professional association or union (3%).

- Multiple Mentions -

| <b>All Respondents</b>   | <b>(n=800)</b> |
|--|----------------|
| Toll free number / confidential hotline / confidential comment box | 4%             |
| Security / police / safety personnel / secure room                 | 3%             |
| Professional association / union                                   | 3%             |
| Penalty / discipline for offender                                  | 2%             |
| Other mentions   | 3%             |
| Don't know / Refused   | 5%             |

*Q.8fO Please describe the other mechanism in place to address workplace violence.*

### 3.1.8 Participation in Training Sessions Provided by the Employer

More than three-quarters (79%) of respondents state that they have not received training on addressing workplace violence

Respondents from larger organizations are more likely to agree that they have received training on addressing workplace violence

- 33% of respondents from organizations with more than 200 employees
- 15% of respondents from organizations with 21 to 200 employees
- 6% of respondents from organizations with 6 to 20 employees

| <b>All Respondents</b>  | <b>(n=800)</b> |
|---|----------------|
| Yes, have received training on addressing workplace violence    | 21%            |
| No, have not received training on addressing workplace violence | 79%            |

*Q.9 Have you received training on addressing violence in the workplace?*

### 3.1.9 Awareness of Legislation Regarding Violence in the Workplace

Just over half of all respondents are aware of legislation in Alberta regarding violence in the workplace

Respondents between the ages of 18 and 34 are more likely to be aware of the legislation (64%) compared to respondents between the ages of 35 and 54 (55%)

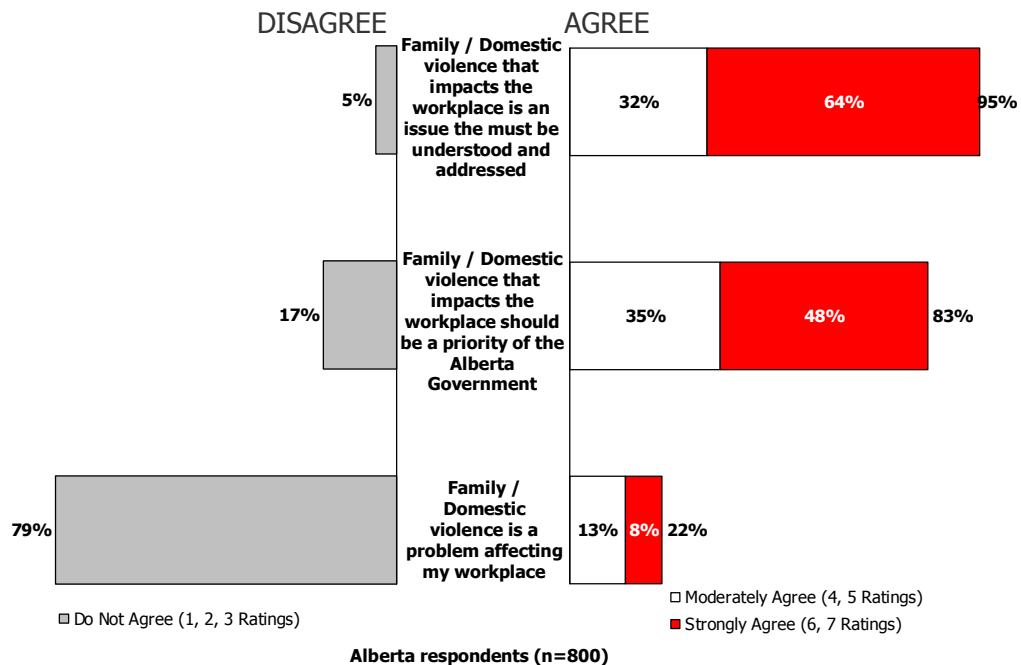
| <b>All Respondents</b>  | <b>(n=800)</b> |
|---|----------------|
| Yes, aware of legislation in Alberta regarding violence in the workplace    | 59%            |
| No, not aware of legislation in Alberta regarding violence in the workplace | 42%            |

*Q.10 As far as you are aware, is there legislation in Alberta regarding violence in the workplace?*

## 3.2 Family Violence that Impacts the Workplace

### 3.2.1 Perceptions of Family Violence Impacting the Workplace

(Scale: 1 = Do not agree at all; 4 = Agree; 7 = Agree completely)



Q.11 Please rate your level of agreement with the following statements.

### 3.2.2 Sub-segment Differences in Perceptions of Family Violence Impacting the Workplace

#### Gender

- Female respondents are more likely than males to agree that: family violence that impact the workplace is: an issue that must be understood and addressed, should be a priority of the Alberta Government, and is a problem impacting their workplace

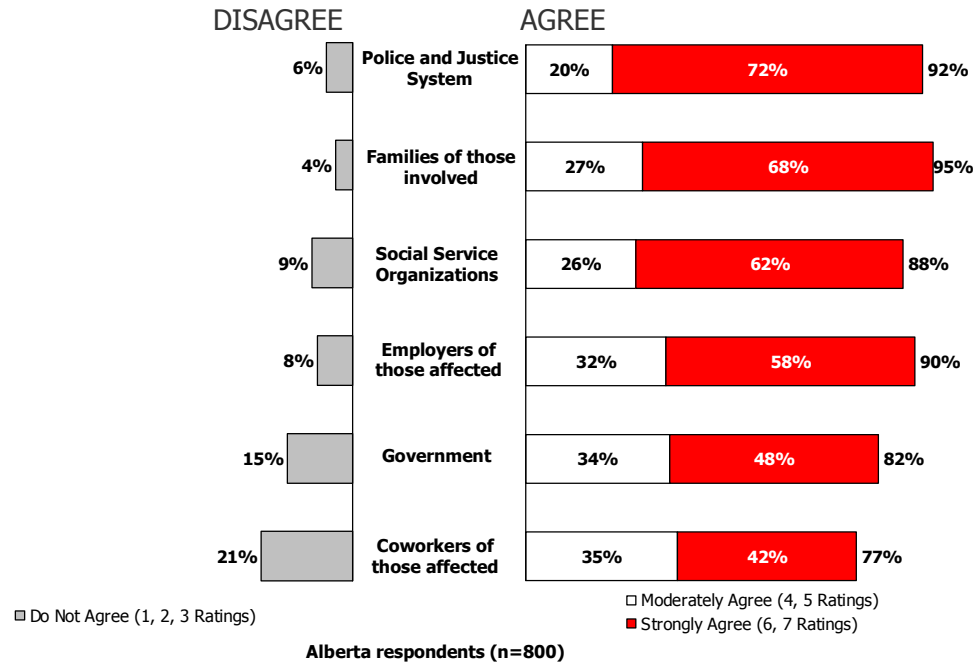
#### Role

- Employees in roles other than management or professional express higher levels of agreement compared to respondents in management roles that family violence that impact the workplace is an issue that must be understood and addressed, and that family violence that impacts the workplace should be a priority of the Alberta Government
- Professionals are more likely than management to agree that family violence that impacts the workplace should be a priority of the Alberta Government



### 3.2.3 Perceptions of Responsibility for Addressing Family Violence that Impacts the Workplace

(Scale: 1 = Do not agree at all; 4 = Agree; 7 = Agree completely)



Q.12 Please rate your level of agreement that family / domestic violence that impacts the workplace is an issue that should be addressed by...

### 3.2.4 Sub-segment Differences in Perceptions of Responsibility for Addressing Family Violence that Impacts the Workplace

#### Gender

- Female respondents are more likely to strongly agree that family violence that impacts the workplace should be addressed by all of the groups mentioned

#### Role

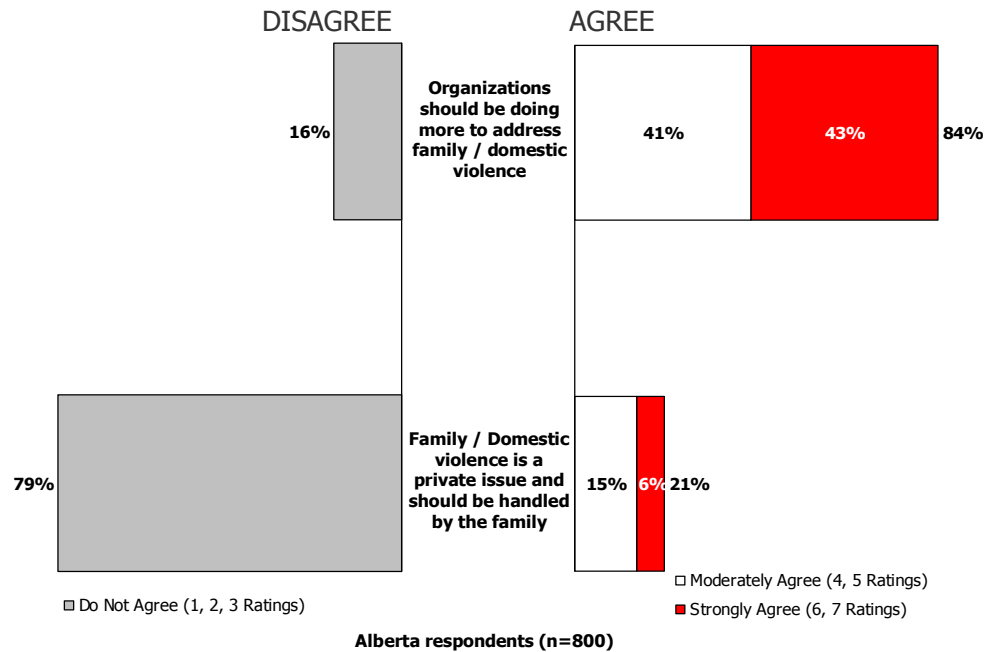
- Respondents in non-management roles express higher levels of agreement than those in management roles that family violence that impacts the workplace should be addressed by the government, social service organizations, and the police and justice system

#### Region

- Respondents in Edmonton and Calgary are more likely than respondents living in other areas of Alberta to agree that family violence that impacts the workplace should be addressed by social service organizations

### 3.2.5 Perceptions of Public versus Private Responsibility for Addressing Family Violence

(Scale: 1 = Do not agree at all; 4 = Agree; 7 = Agree completely)



Q.13 Please rate your level of agreement with the following statements.

### 3.2.6 Perceptions of Public versus Private Responsibility for Addressing Family Violence

Male respondents are more likely than female respondents to agree that family violence is a private issue and should be handled by the family

| <i>Agreement with the statement that family / domestic violence is a private issue and should be handled by the family</i> | <i>Male Respondents (n=360)</i> | <i>Female Respondents (n=440)</i> |
|--|---------------------------------|-----------------------------------|
| Disagree (1,2,3)   | 73.9%                           | <b>83.4%</b>                      |
| Agree moderately (4,5)   | <b>18.3%</b>                    | 11.4%                             |
| Agree strongly (6,7)   | 7.8%                            | 5.2%                              |
| Agree (4,5,6,7)  | <b>26.1%</b>                    | 16.6%                             |
| Average  | <b>2.6</b>                      | 2.1                               |

NOTE: Significant differences in the responses between males and females are indicated with bold font.

Q.13b Please rate your level of agreement with the following statements... Family / Domestic violence is a private issue and should be handled by the family

### 3.2.7 Sub-segment Differences in Perceptions of Public versus Private Responsibility for Addressing Family Violence

#### Gender

- Female respondents are more likely than male respondents to agree that organizations should be doing more to address family violence
- Male respondents are more likely than female respondents to agree that family violence is a private issue and should be handled by the family

#### Role

- Employees in professional and other roles are more likely than those in management roles to strongly agree that organizations should be doing more to address family violence

#### Age

- Respondents between the ages of 18 and 34 are more likely to strongly agree that family violence is a private issue and should be handled by the family compared to respondents between the ages of 35 and 54
- Respondents between the ages of 18 and 34 express higher levels of agreement overall that family violence is a private issue and should be handled by the family compared to all other respondents

### 3.2.8 Suggested Actions to be Undertaken if Coworker Experiences Violence at Home

The most frequently mentioned actions that respondents would undertake if they knew that a coworker were experiencing violence at home are contacting or encouraging the victim to contact the police or child / social services (28%), offering advice, support or other forms of assistance (27%), talking with or listening to the coworker (22%), and referring the coworker to support services other than police or child / social services (21%)

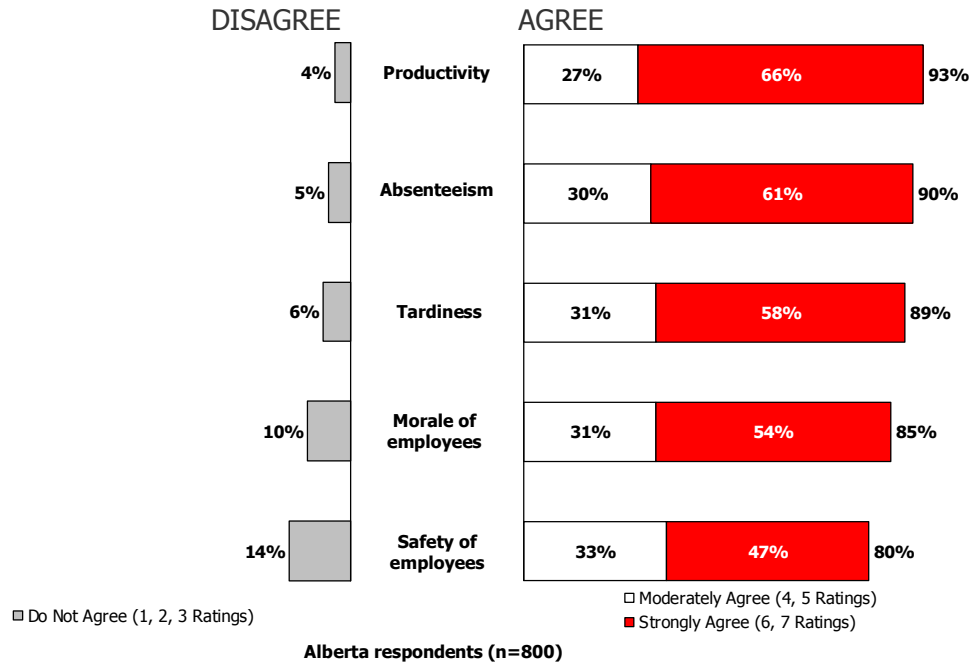
- Multiple Mentions -

| <i>Specific actions that would be undertaken if they knew a coworker were experiencing violence at home</i> | <i>Total<br/>(n=800)</i> |
|---|--------------------------|
| Contact or encourage victim to contact police and or child / social services                                | 28%                      |
| Offer advice / support / help   | 27%                      |
| Talk to them / listen   | 22%                      |
| Refer the victim to a support agency / counsellor / other organizations that can help                       | 21%                      |
| Contact supervisor / employer / union   | 13%                      |
| Contact or refer victim to Human Resources / Employee Assistance Program / other employer resources         | 10%                      |
| Suggest / encourage / assist them to leave and go to a safe place   | 6%                       |
| Ensure that information about assistance and support is made available to them                              | 4%                       |
| Contact hotline / counselor / other support services for advice on helping victim                           | 4%                       |
| Don't get involved / not my business / it's their responsibility to seek help                               | 1%                       |
| Other mentions  | 7%                       |
| Don't know  | 4%                       |

*Q.14 What specific course of action would you take if you knew your coworker were experiencing violence at home?*

### 3.2.9 Perceptions of the Impact of Family Violence on the Workplace

(Scale: 1 = Do not agree at all; 4 = Agree; 7 = Agree completely)



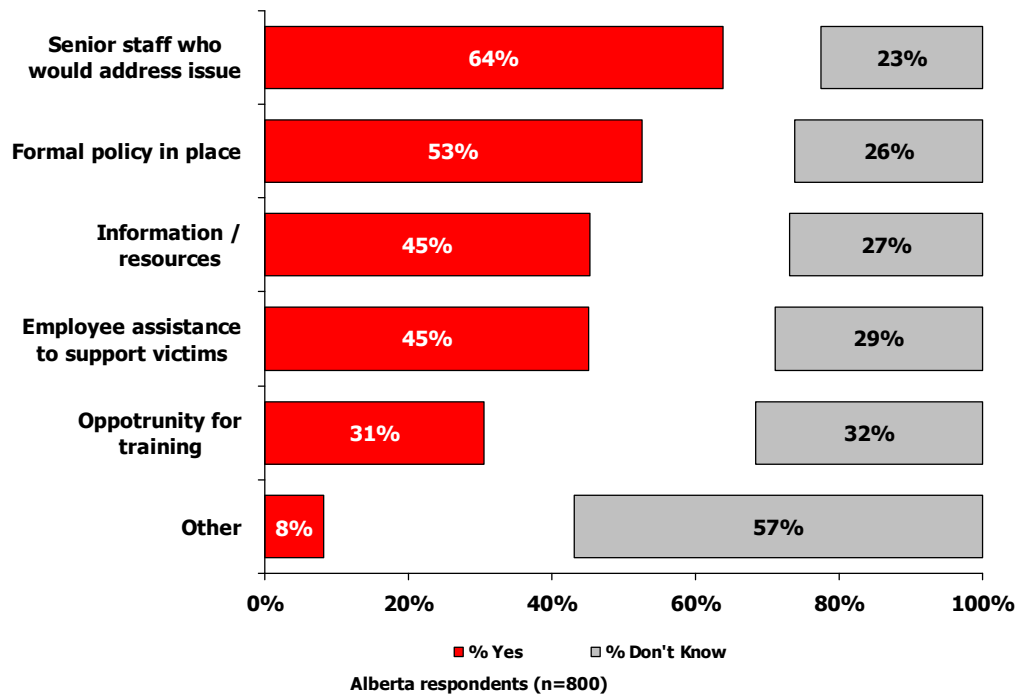
Q.15 Please rate your level of agreement that violence occurring in the home impacts the following aspects of the workplace...

### 3.2.10 Sub-segment Differences in Perceptions of the Impact of Family Violence on the Workplace

#### Gender

- Female respondents are more likely than male respondents to state they strongly agree that violence occurring in the home impacts:
  - Absenteeism;
  - Tardiness;
  - Productivity at work;
  - Safety of employees; and
  - Morale of employees.

### 3.2.11 Mechanisms in Place to Address Family Violence that Impacts the Workplace



Q.16 As far as you are aware, does your organization provide any of the following...

### 3.2.12 Sub-segment Differences in Mechanisms in Place to Address Family Violence that Impacts the Workplace

#### Role

- Respondents in professional or other roles are more likely than management to respond that they do not know if their organization provides a formal policy, training or education sessions, information or resources, and employee assistance program, or if there is someone in a senior role who would address workplace violence if approached
- Managers are more likely than professional or other respondents to state that their organization does not offer training or education sessions, and that their organization does have someone in a senior role who would address workplace violence if approached about it

#### Organization Size

- Respondents from larger organizations (21 to 200 and more than 200 employees) are more likely than those from small organizations (6 to 20 employees) to respond that their organization provides a formal policy, training or education sessions, information or resources, and an employee assistance program

## Age

- Respondents between the ages of 35 and 54 are more likely to state that their organization provides an employee assistance program that supports victims of workplace violence

### 3.2.13 Other Mechanisms to Address Family Violence that Impacts the Workplace

Eight percent (8%) of respondents indicate that their organization provides other mechanisms for addressing family violence that impacts the workplace

Of those respondents that indicated their organization provides other mechanisms, the most frequently cited mechanisms are a toll-free or confidential hotline or comment box (2%) and the ability to contact a professional association or union (2%)

- Multiple Mentions -

| <b>All Respondents</b>   | <b>(n=800)</b> |
|--|----------------|
| Toll free number / confidential hotline / confidential comment box | 2%             |
| Professional association / union                                   | 2%             |
| Security / police / safety personnel / secure room                 | 1%             |
| Penalty / discipline for offender                                  | *              |
| Other mentions   | 2%             |
| Don't know / Refused   | 3%             |

\* Less than 1% of respondents

Q.16fO Please describe the other mechanism in place to address family / domestic violence that impacts the workplace.

### 3.2.14 Participation in Training Sessions Provided by Employer

Overall, a large proportion of respondents indicate that they have not received training on addressing family violence that impacts the workplace

Respondents from organizations with more than 200 employees are more likely to agree (13%) compared to those in smaller organizations (7% for organizations with 21 to 200 employees, 4% for organizations with 6 to 21 employees) that they have received training on addressing family violence that impacts the workplace

Respondents in the 55 and older age range are more likely to agree (17%) compared to younger respondents (8% for respondents aged 35 to 54, 6% for respondents aged 18 to 34) that they have received training on addressing family violence that impacts the workplace

| <b>All Respondents</b>  | <b>(n=800)</b> |
|---|----------------|
| Yes, received training on addressing family violence that impacts the workplace       | 9%             |
| No, did not receive training on addressing family violence that impacts the workplace | 91%            |

Q.17 Have you received training on addressing family / domestic violence that impacts the workplace?

### 3.2.15 Awareness of Legislation Regarding Family Violence that Impacts the Workplace

More than half (61%) of respondents are not aware of legislation in Alberta regarding family violence that impacts the workplace

Male respondents are more likely to state that they are aware of the legislation (45%) compared to female respondents (34%)

Respondents from Calgary are more likely to state that they are aware of the legislation (44%) compared to respondents from Edmonton (35%)

| <b>All Respondents</b>  | <b>(n=800)</b> |
|---|----------------|
| Yes, aware of legislation regarding family violence that impacts the workplace    | 39%            |
| No, not aware of legislation regarding family violence that impacts the workplace | 61%            |

*Q.18 As far as you are aware, is there legislation in Alberta regarding family / domestic violence that impacts the workplace?*

### 3.3 Demographic Profile

| <i>All Respondents</i> | <i>(n=800)</i> |
|------------------------|----------------|
| <b>Gender</b>          |                |
| Male                   | 45%            |
| Female                 | 55%            |
| <b>Age</b>             |                |
| 18 to 24               | 8%             |
| 25 to 34               | 25%            |
| 35 to 44               | 27%            |
| 45 to 54               | 25%            |
| 55 to 64               | 13%            |
| 65 to 74               | 2%             |

*Q.1 Please indicate your gender:*

*Q.2 How old are you?*



| <b>All Respondents</b>                                    | <b>(n=800)</b> |
|---|----------------|
| <b>Highest Level of Education Completed</b>               |                |
| Elementary  | *              |
| Some high school  | 4%             |
| Graduated high school                                     | 15%            |
| Some post secondary / college (excluding university)      | 21%            |
| Graduated post secondary / college (excluding university) | 20%            |
| Some university   | 9%             |
| University bachelor degree                                | 24%            |
| Graduate degree   | 7%             |
| I prefer not to answer                                    | 1%             |
| <b>Annual Household Income</b>                            |                |
| \$19,999 and less   | 3%             |
| Between \$20,000 and \$39,999                             | 15%            |
| Between \$40,000 and \$59,999                             | 17%            |
| Between \$60,000 and \$79,999                             | 14%            |
| Between \$80,000 and \$99,999                             | 15%            |
| Between \$100,000 and \$119,999                           | 10%            |
| \$120,000 or more   | 14%            |
| I prefer not to answer                                    | 12%            |

\* Less than 1% of respondents

Q.19 Which category represents the highest level of education you have completed?

Q.22 Among the following categories, which one best reflects the total INCOME, before taxes, of all the members of your household, in 2008, is it...

| <b>All Respondents</b>                                       | <b>(n=800)</b> |
|--|----------------|
| <b>Current Occupation</b>                                    |                |
| Employed full-time   | 68%            |
| Employed part-time   | 13%            |
| Homemaker  | 6%             |
| Retired  | 4%             |
| Unemployed   | 9%             |
| <b>Number of Employees in Current or Previous Occupation</b> |                |
| 6 to 20  | 21%            |
| 21 to 200  | 32%            |
| More than 200  | 47%            |
| <b>Role in Organization</b>                                  |                |
| Professional, non-management                                 | 50%            |
| Management   | 20%            |
| Other  | 30%            |

Q.3 Which of these best describes your current employment situation?

Q.5 (a,b) Approximately how many employees work in your organization / at your previous organization?

Q.21 Which of the following best describes your role in your current organization?

| <b><i>All Respondents</i></b>                    | <b>(n=800)</b> |
|--|----------------|
| <b>Industry Sector</b>                           |                |
| Retail Trade                                     | 10%            |
| Health Care Services                             | 9%             |
| Educational Services                             | 9%             |
| Professional, Scientific, and Technical Services | 7%             |
| Manufacturing                                    | 6%             |
| Administrative and Support Services              | 5%             |
| Construction                                     | 5%             |
| Finance and Insurance                            | 5%             |
| Transportation and Warehousing                   | 5%             |
| Accommodation and Food Services                  | 5%             |
| Mining, Quarrying, and Oil and Gas Extraction    | 5%             |
| Public Administration                            | 4%             |
| Information                                      | 3%             |
| Other Services (except Public Administration)    | 3%             |
| Arts, Entertainment, and Recreation              | 2%             |
| Social Services                                  | 2%             |
| Real Estate and Rental and Leasing               | 2%             |
| Wholesale Trade                                  | 2%             |
| Management of Companies and Enterprises          | 1%             |
| Utilities  | 1%             |
| Police / Military                                | 1%             |
| Marketing, Marketing Research, or Media          | 1%             |
| Hospitality / Tourism                            | 1%             |
| Agriculture, Forestry, Fishing and Hunting       | 1%             |
| Security   | 1%             |
| Not Currently Employed                           | 1%             |
| Sales  | 1%             |
| Waste Management and Remediation Services        | 1%             |
| Automotive                                       | 1%             |
| Other  | 2%             |

*Q.20 Which sector best describes the industry you work in?*