

# National Survey Results on the Impact of Domestic Violence on Workers and Workplaces in Mongolia – Joint CMTU and ITUC-AP Report



*"I am a DV victim. There are many other young women like me. So a good organized center helping DV victims would be very useful to us."*

*"I have lived with my husband for 20 years, and constantly abused for 15 years. The frequency of abuse has decreased, probably as a result of my great tolerance."*

This survey was developed by researchers with the DV@WorkNet and the International Trade Union Confederation-Asia Pacific (ITUC-AP)<sup>1</sup>, in collaboration with the Mongolian affiliates at the Confederation of Mongolian Trade Unions (CMTU). DV@WorkNet is an international network of researchers, domestic violence experts, social and labour organizations, and employers who conduct research and mobilize knowledge about the impacts of domestic violence in the workplace. Data on this important issue provides stronger evidence to help shape legislation and workplace policies that support violence prevention and safety in workplaces.

# SURVEY METHODS

Between October 2016 and January 2017, researchers at Western University and ITUC-AP, in cooperation with Mongolian affiliates at CMTU, conducted a national online survey on the impact of domestic violence on workers and in workplaces. The survey was available in Mongolian, and was open to men and women aged 18 years and older, whether they had directly experienced domestic violence or not.

The survey consisted of over 45 questions focused on workers' experiences with domestic violence and the workplace, including questions regarding whether they were personally experiencing, or had ever experienced domestic violence, and if they were aware of co-workers who were experiencing or perpetrating domestic violence. Those with personal domestic violence experience were asked additional questions, such as how the violence affected their work and their co-workers, whether they discussed the violence with anyone at work, and what types of supports they received. The survey was reviewed and approved by Western University's Research Ethics Board. This report outlines the main findings from the survey.

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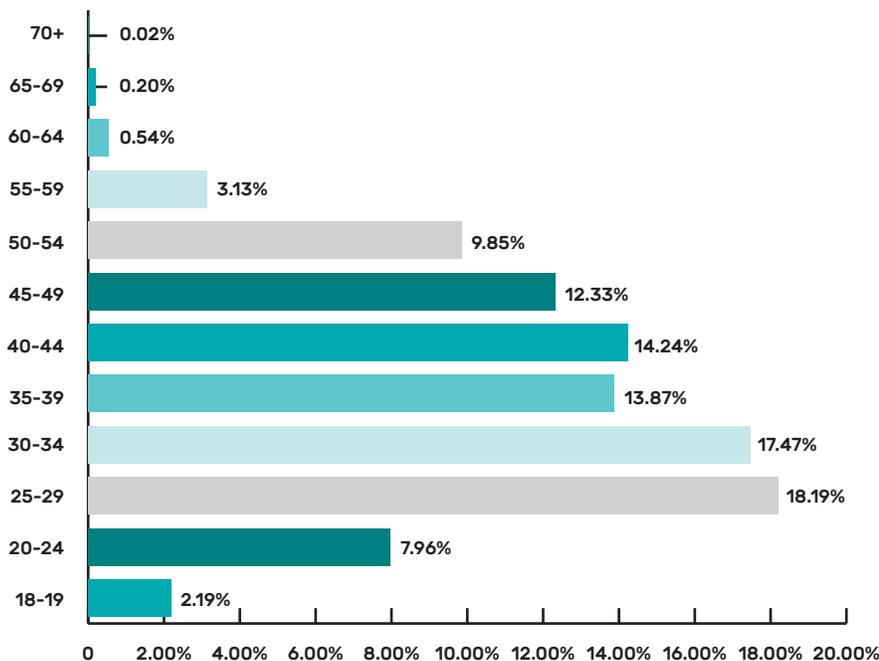
<sup>1</sup> ITUC-AP is a regional organisation of the International Trade Union Confederation (ITUC) representing 59 national centers in 34 countries, with a total membership of more than 23 million workers ([www.ituc-ap.org](http://www.ituc-ap.org)).

# SURVEY RESULTS

## WHO PARTICIPATED?

A total of 6,129 people completed the survey. Most respondents were female (77%); the remaining identified as male (23%), or 'other' (0.2%). Across all respondents, most participants fell between the ages of 25-34 (see Figure 1). Majority of the respondents indicated being married (72%) followed by being single (17%). Majority (66%) of respondents also indicated they had children that were currently dependent on them.

Figure 1. Age Categories



The three highest response rates came from the provinces Ulaanbaatar (41%), Darkhan-Uul (8%), and Dundgobi (6%). Respondents from the remaining provinces made up less than five percent each.



*"The worker with a family problem is always anxious. It is important for a victim to have good protection, otherwise the situation will worsen. It is good that CMTU/ITUC-AP has done this survey."*

*"I was a victim in the past. I never told anyone about the problem."*

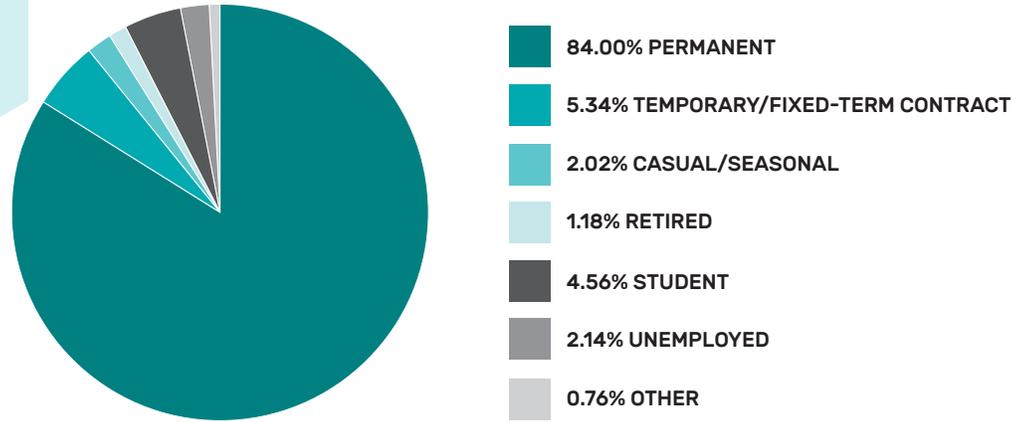
Table 1. Work Sectors

WORK SECTOR	%
Agriculture, forestry and fishing	3.13%
Real estate activities	0.30%
Mining and quarrying	4.79%
Professional, scientific & technical activities	2.33%
Manufacturing	0.91%
Administration support service activities	3.99%
Electricity, gas, steam and air conditioning supply	4.34%
Public administration & defence	1.77%
Water supply, sewerage, and/or waste management	4.09%
Education	33.72%
Construction	3.11%
Human health & social work activities	18.86%
Wholesale and retail trade; repair of motor vehicles and motorcycles	0.79%
Arts, entertainment & recreation	3.18%
Transportation and storage	1.03%
Other service activities	4.13%
Accommodation and food service activities	0.45%
Activities of households as employers	0.63%
Information and communication	2.43%
Activities of extraterritorial orgs & bodies	1.05%
Financial and insurance activities	1.38%
Non-government organizations including work sector	3.57%

## EMPLOYMENT

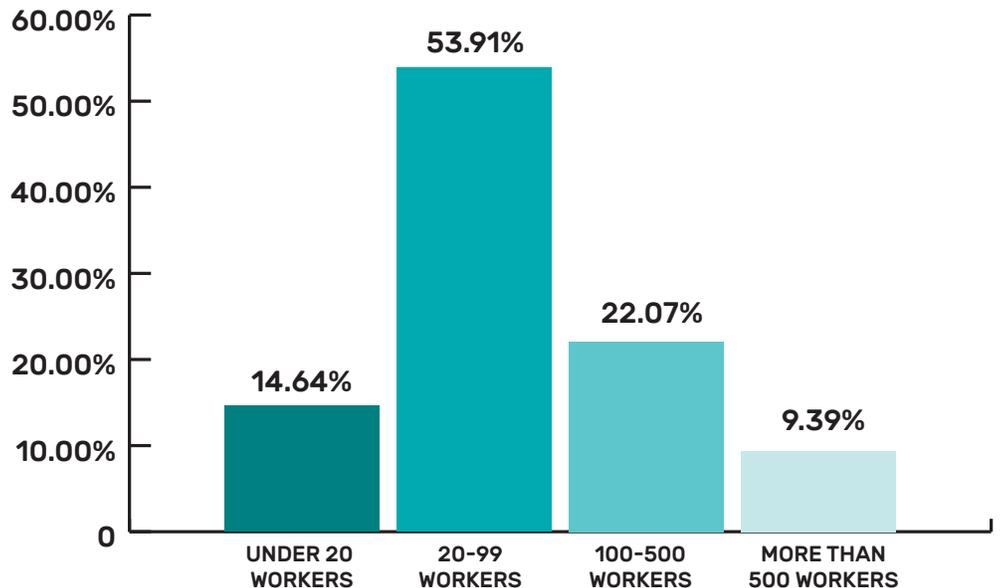
The clear majority (89%) of the sample was employed in permanent or temporary/fixed term contract (see Figure 2). The remaining participants were retired, students, unemployed, or indicated "other". 87% reported they were working full time at the time of the survey.

Figure 2. Employment Category



More than half of respondents were employed in workplaces with 20-99 workers (see Figure 3). The two largest sectors represented were the Education sector (34%) and the Human Health and Social Work Sector (19%). Table 1 provides an overview of the work sectors in which the respondents were employed.

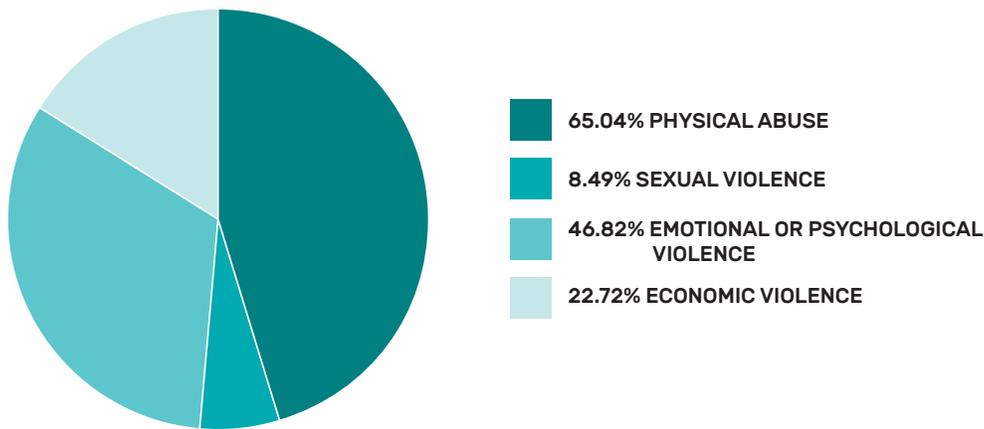
Figure 3. Workplace Size



# EXPERIENCES OF DOMESTIC VIOLENCE

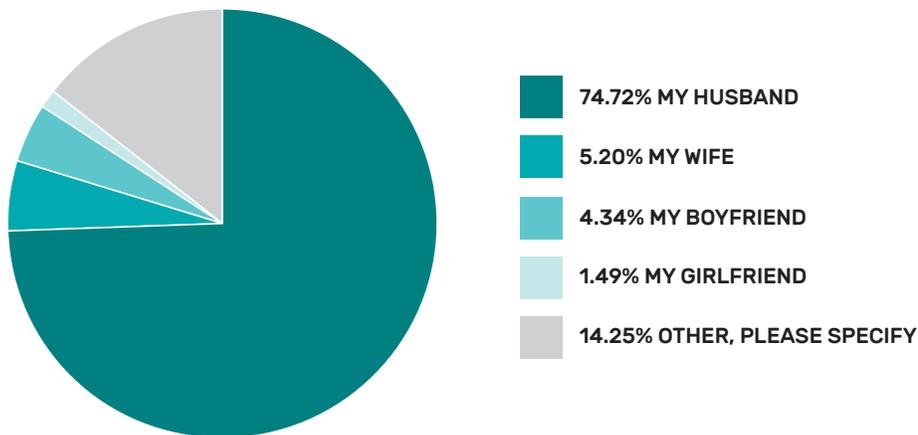
Fourteen percent of respondents reported having experienced domestic violence (DV) from an intimate partner in their lifetime; with 6% indicating they experienced DV within the last year of completing the survey and 7% indicating their experience with DV occurred more than a year ago. A further 12% indicated that although they themselves had not directly experienced DV, they know someone at work who has. In regards of the type of violence victims experienced, the majority (65%) indicated having been physically abused (see figure 4).

Figure 4. Type of Abuse Experiences



Some 75% of respondents reported being abused by their husband (see Figure 5).

Figure 5. Perpetrators of DV



*“There is a large number of domestic violence incidents. People do not want to get involved in each other’s lives and domestic violence is spreading. It is time to do something about this issue.”*

*“I fear what will happen when my husband gets out of prison.”*

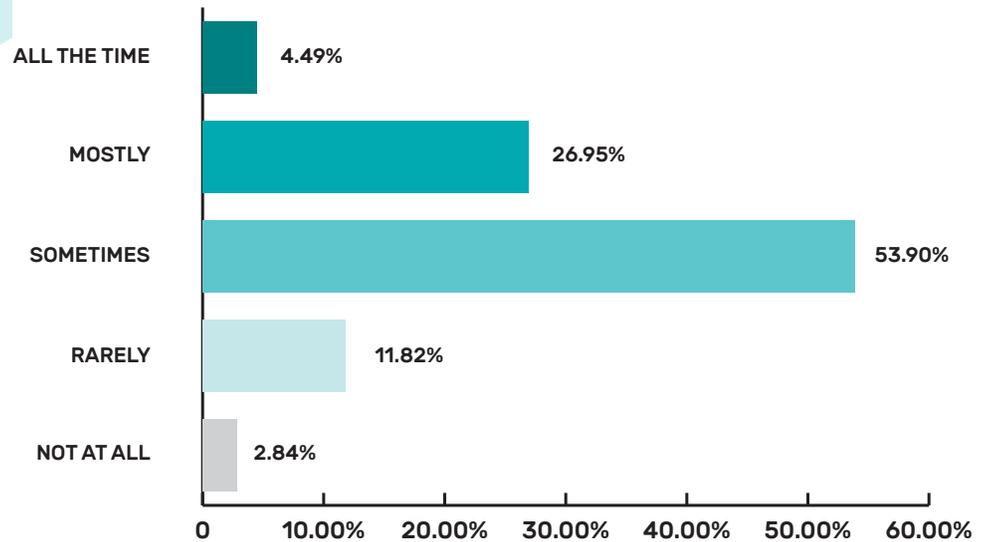
*“When my husband is drunk, he abuses me and my sister and mother. It is very difficult for me.”*

*"It is a wonderful solution for victims to inform their employers and colleagues about their situation and have the right to access support such as paid leave, etc. We have never talked about this in Mongolia before. If this is implemented, it would be a heavy blow for abusers, and women who experience domestic violence would be stronger. I hope that trade unions work hard in order to achieve this quickly."*

## THE IMPACT OF DV ON THE WORKPLACE

Of those who reported DV experience, 37% indicated it affected their ability to work. Over half of those who reported DV affected their work also reported that their work was impacted 'sometimes'. Over a quarter reported that DV impacted their ability to work 'most' of the time (see Figure 6).

*Figure 6. Extent of DV Impact on Ability to Work*



Some 76% reported that DV made them late for work. The most common causes of being late/missing work were physical injury (56%), having their cell phone taken or hidden (15%), refusal or failure to provide care for children or elderly family members (13%), or being physically restrained or locked in home (11%). In regards to type of impact DV has on respondents in the workplace, around half indicated that they were tired or distracted while working (see Figure 7). Over half (56%) indicated that they were late or absent from work due to physical injury (see Figure 8).

*Figure 7. Ways that DV Impacted Work Performance*

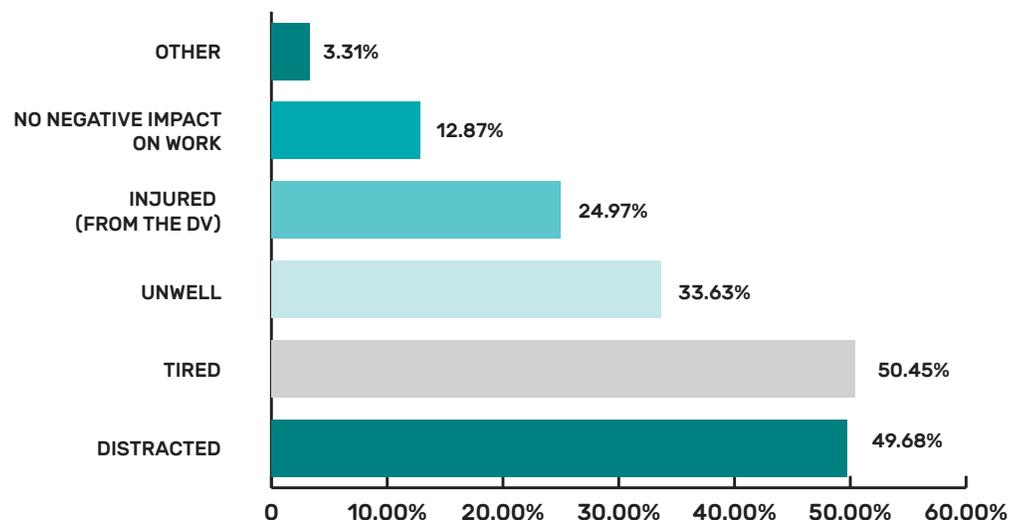
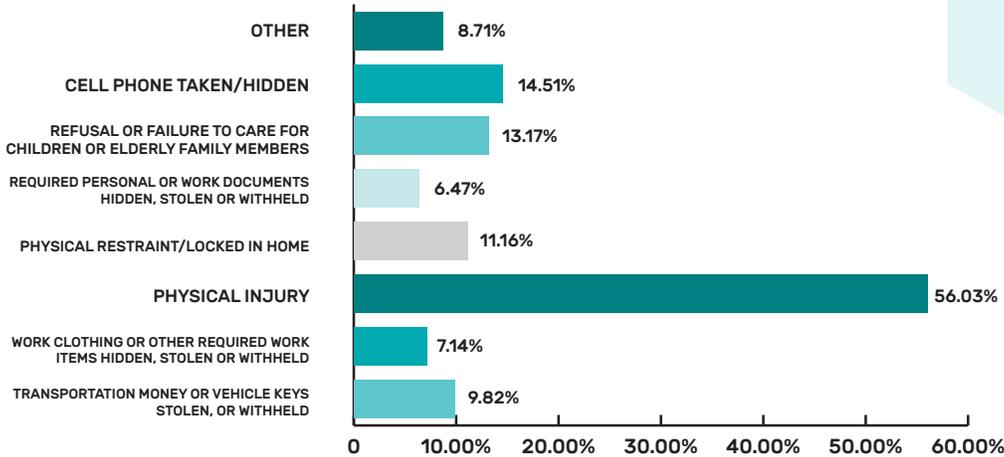
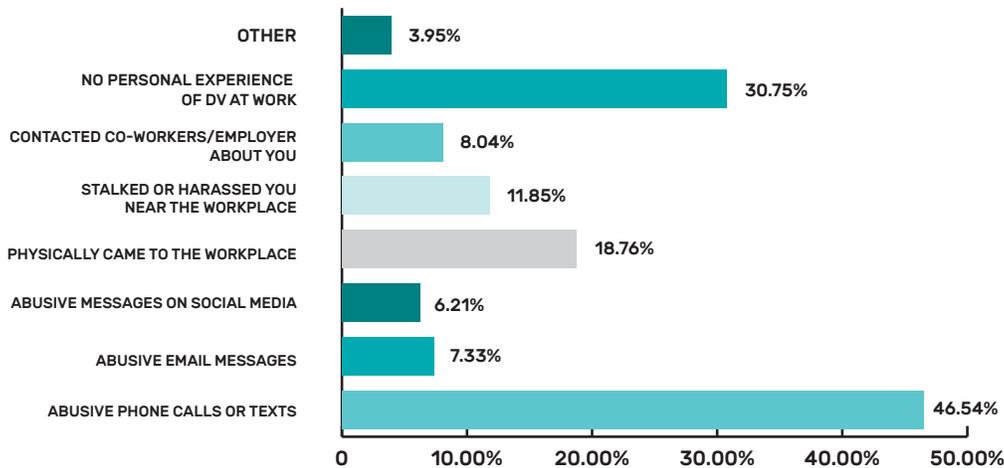


Figure 8. DV-Related Reasons for Lateness or Absence From Work



A number of participants reported the experiences of DV occurred at or near the workplace. Of the abusive acts at the workplace, the most common was abusive phone calls or text messages (see Figure 9).

Figure 9. Tactics of DV Experienced at the Workplace



21% of victims reported that they obtained a restraining order against their abusive partner or ex-partner. Restraining orders can ensure a measure of safety for victims, but in order for them to be effective, employers must know that they are in place.

39% of workers experiencing abuse reported that they were working in the same workplace as their abuser. This close proximity can make victims even more vulnerable to abuse and it poses a challenge for employers to ensure safety of both the survivor and co-workers who may be impacted by the abusive behaviours.

Figure 10. Percentages of Respondents Reporting they Obtained Restraining Orders

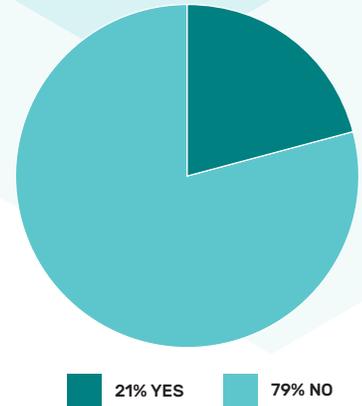
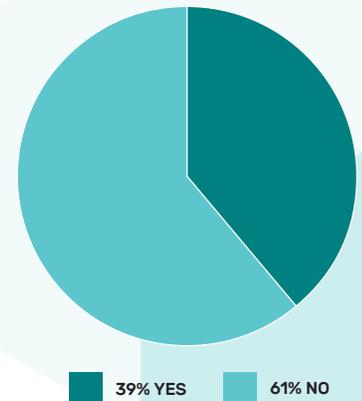


Figure 11. Percentages of Respondents Working in the Same Workplace as Abuser

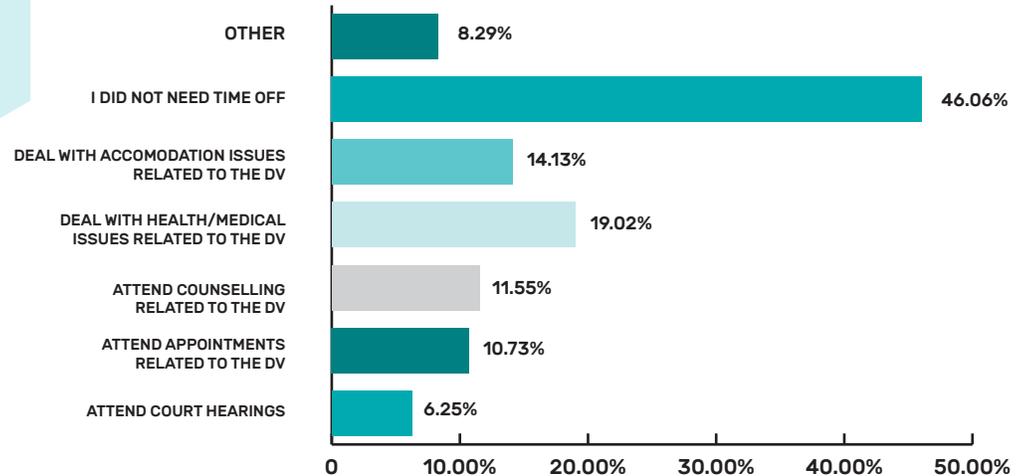


*“Sometimes employees do not tell their employers about their living conditions or family problems, and they get penalized for bad performance. Employers should know and understand their employees’ living conditions.”*

*“Telling others about personal issue in the workplace is difficult.”*

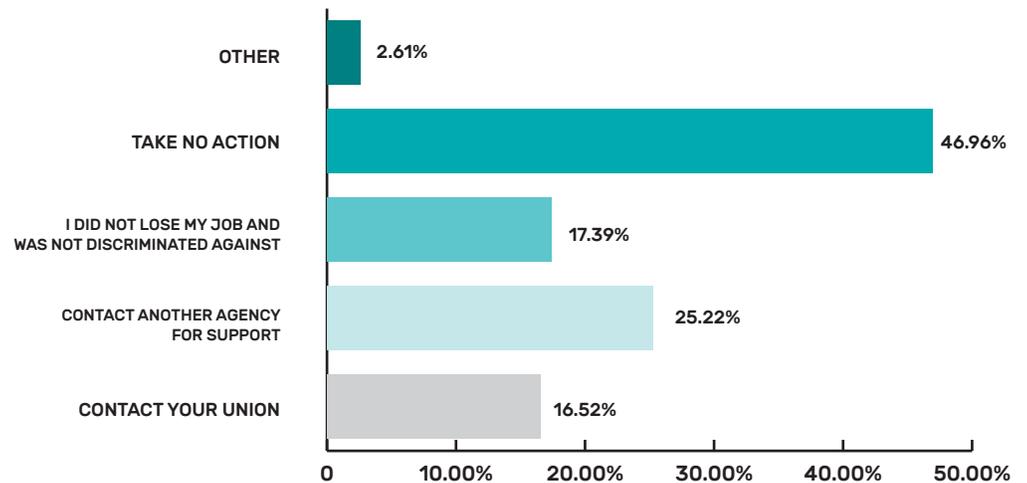
Overall, 36% of respondents indicated they had to take time off from work because of the DV. A further 61% were granted leave from work. For those who were not granted leave, most did not take any action (56%), while others indicated they went to their union (21%) or other agencies (8%) for support. Almost a quarter of those who took time off to deal with a DV related issue indicated that it was due to medical or health concerns (see figure 12).

*Figure 12. Reasons for Taking Time Off Work*



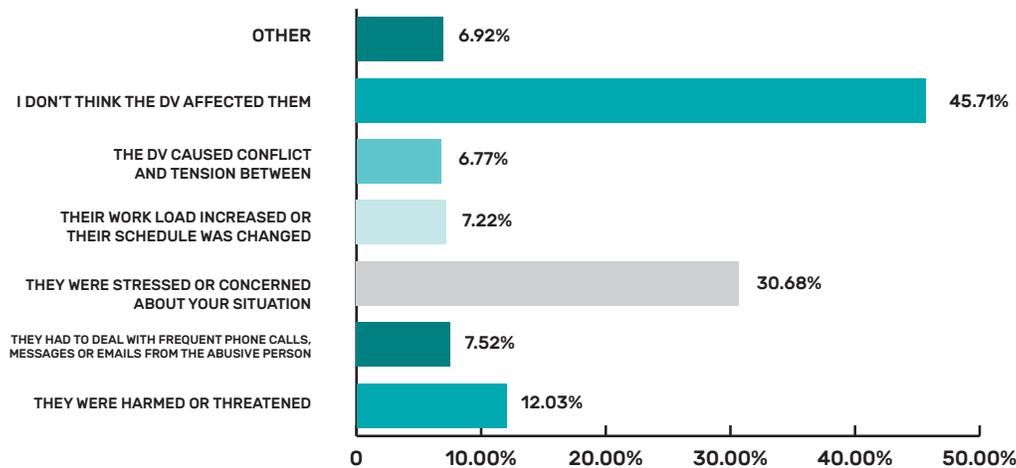
Many respondents indicated difficulties developed from discussing their experience of DV at work. For instance, 22% reported experiencing discrimination, negative, or adverse actions from their employer as a result of discussing their experience of DV. Furthermore, 11% indicated that they had lost their job because of their experience of DV. Unfortunately, almost half of those who lost their job or felt discriminated against as a result of DV did not take any further action (47%) and only 16.5% contacted their union (see Figure 13).

*Figure 13. Respondent Actions after Job Loss or Discrimination due to DV*



Respondents reported that their experience of DV affected their co-workers in a variety of ways, the most common being stressed or concerned about the victims' safety (31%). Respondents also indicated that their co-workers had to deal with frequent phone calls or messages from the abusive person and some reported that their co-workers were threatened or even harmed (see Figure 14).

Figure 14. Types of Impact DV had on Co-Workers



*"Victims try to hide their experiences of violence and harassment. If it is exposed, people start rumours or gossips."*

*"I think the workplace is a second home for workers. Domestic violence affects them."*

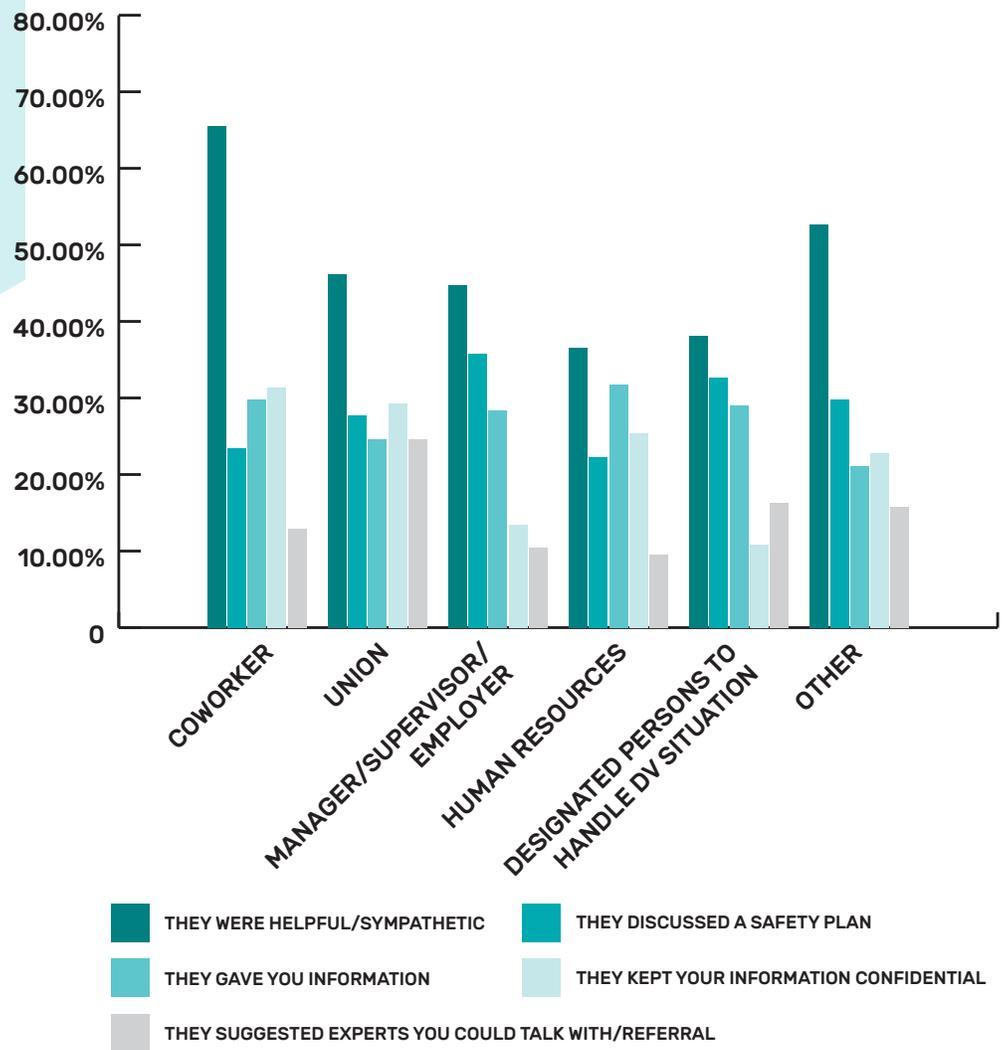
## DISCLOSURE OF DV IN THE WORKPLACE AND SUPPORT RECEIVED

Overall, 54% of those experiencing DV reported they discussed it with someone at work with. Of those people who disclosed to someone in the workplace, many reported that the people they disclosed their experience of DV to were helpful or sympathetic (43.7%). Co-workers were the most frequent sources of helpfulness and sympathy. Some victims who discussed the DV with someone in the workplace were provided with information (22.4%) from various sources at the workplace. Of those that received information, the most common source was co-workers (56.5%) and human resources (10.5%). Fewer respondents indicated they discussed safety plans with people at the workplace (20.6%). The most common people who discussed safety plans with the victim were co-workers (48.3%) and managers or supervisors (13.6%). Some victims reported that their information was kept confidential following a disclosure (20.7%), with co-workers (60.4%), and their union (10.7%) being the most frequent to keep information private. Lastly, a small number of victims were given referrals (11%), with co-workers (50%) and their union (17%) being the most common referral source to these victims. See Figure 15.

*“Victims don’t tell colleagues about their problems. They learn about it only when they see some wounds on faces. But they ignore it.”*

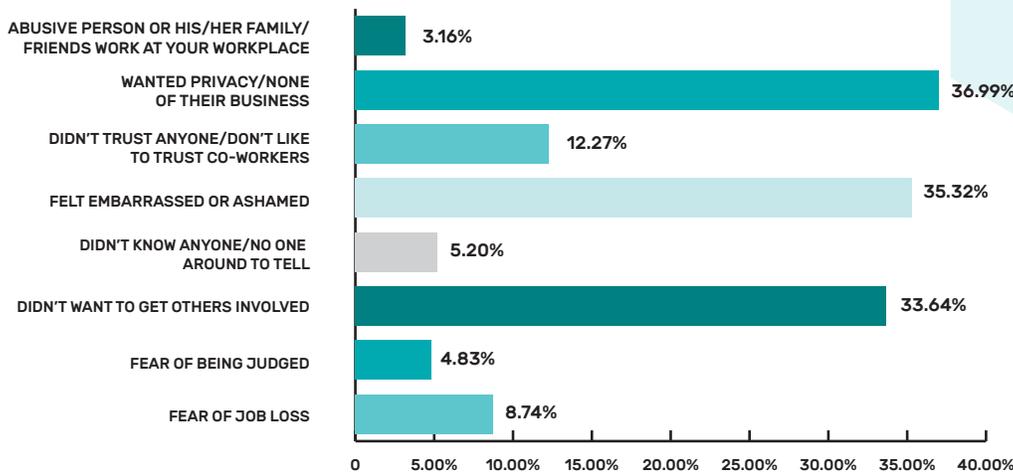
*“I know a colleague who experienced domestic violence. She is always afraid and restless. I think she needs psychological advice to prevent illness and collapse.”*

Figure 15. Experiences with Disclosing to Someone at the Workplace



Respondents provided a number of reasons why they chose not to discuss DV with anyone at work (see Figure 16), the most common being the desire to maintain privacy (37%).

Figure 16. Reasons for Not Disclosing DV at the Workplace

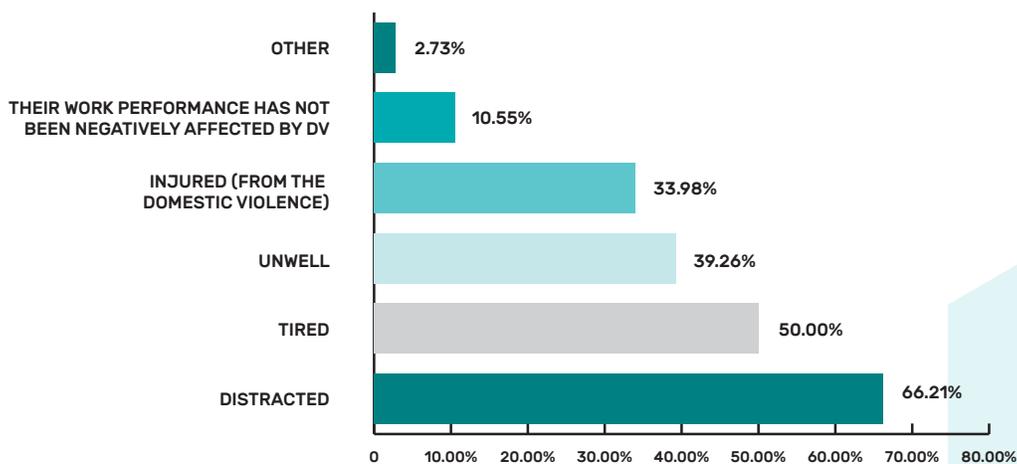


*"I know someone who violates his wife every time he drinks. He has not been held responsible by law. Even if his wife responds by using the law, there is no change [in behavior]. In this society, if you are poor, you are no one. There are many poor ladies who do not complain."*

## CO-WORKERS EXPERIENCE OF DOMESTIC VIOLENCE IN THE WORKPLACE

Respondents were asked if they knew of a co-worker who was experiencing DV. A number of respondents reported that they believed their co-workers' experience of DV affected their ability to work (38%). A further 36% were unsure of how DV impacted their co-workers' work. In regards to how co-workers were affected by DV, respondents most frequently indicated being 'distracted' as a major impact (see Figure 17).

Figure 17. Perception of Impact on Co-Workers Experiencing DV

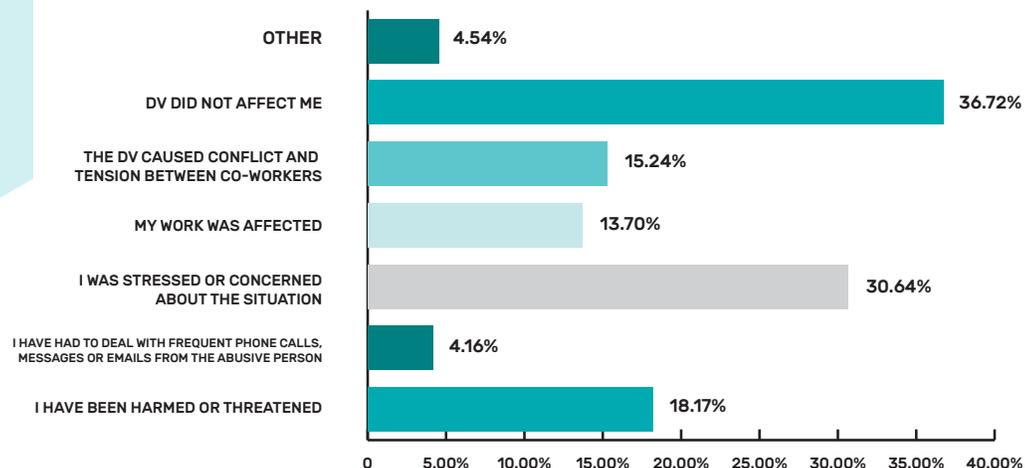


*"There is violence. But some victims don't know they are victims. They just think that it is a normal thing."*

*"I am a DV victim. I worry about my children's happiness. Violence makes me and my children unhappy. I don't know how to change it. My husband makes me stressful with words, accusations and jealousy. He also uses economic abuse. These have been happening for some time. Sometimes, I want to commit suicide. I need advice for my issues. I don't know who can help me."*

There was a range of experiences reported to how respondents were impacted by their co-workers' experience of DV. 31% of respondents indicating that they were stressed or concerned about a co-worker. Worse, 18% indicated that they were harmed or threatened by a co-worker's violent partner (see Figure 18)

*Figure 18. Impact of Co-Workers' DV on Respondent*



## SOCIAL SERVICE AND LEGAL RESPONSE TO DV

Of the participants who experienced DV, under half indicated they reported the violence to formal sources of support. Of those who did report, about a quarter (24%) reported to the police (see Figure 19). Unfortunately, many reported (74%) that they did not receive any assistance for DV. Of the participants that did receive assistance, it was most likely to come from the police (see Figure 20). Additionally, slightly under half (48%) of those who did receive assistance indicated that they became aware of the service through friends or family (see Figure 21). Participants were also asked about their awareness of the types of services available for victims of DV (see Figure 22).

*Figure 19. Disclosure to Formal Sources of Support*

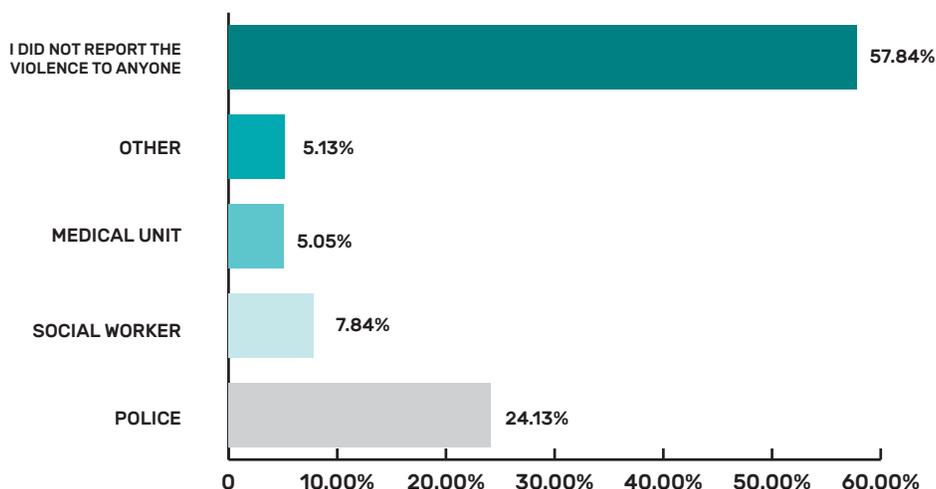
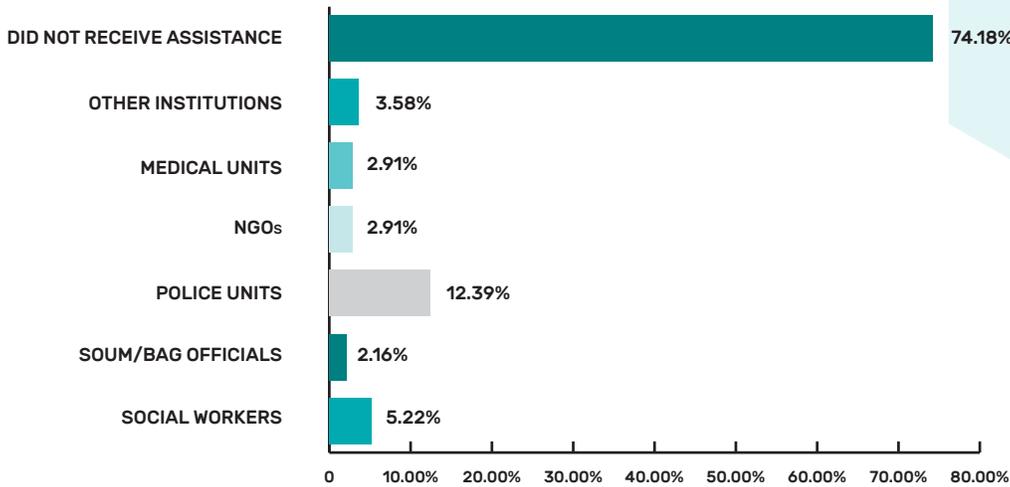
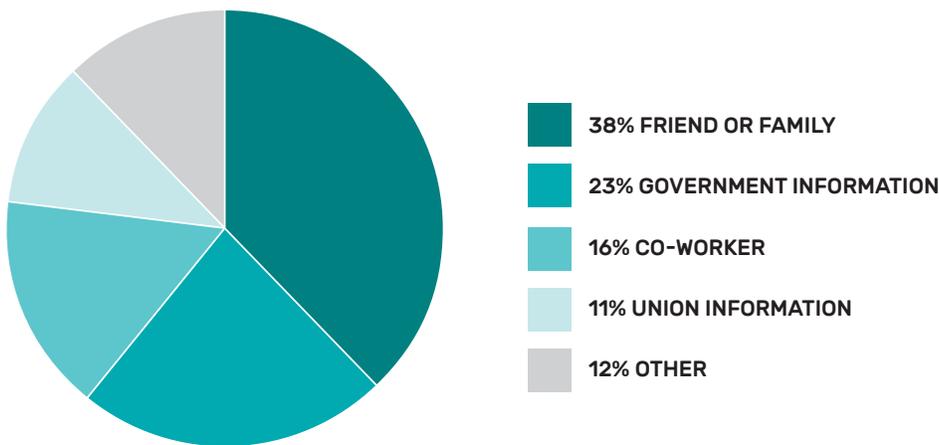


Figure 20. Who they Received Assistance From



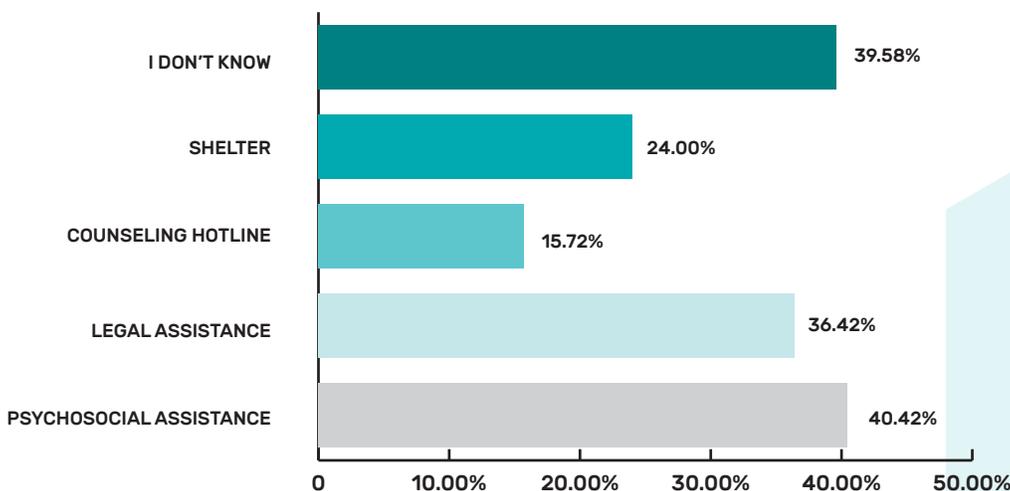
*“If human resource officers pay attention [to domestic violence], workers’ productivity and satisfaction will increase.”*

Figure 21. Source of Awareness to Services



*“Abused employees are likely to spend more time at work, but they work with less effort and even lose their interest in life.”*

Figure 22. Source of Awareness to Services



*“The trade union has to work hard. Workers need information about domestic violence.”*

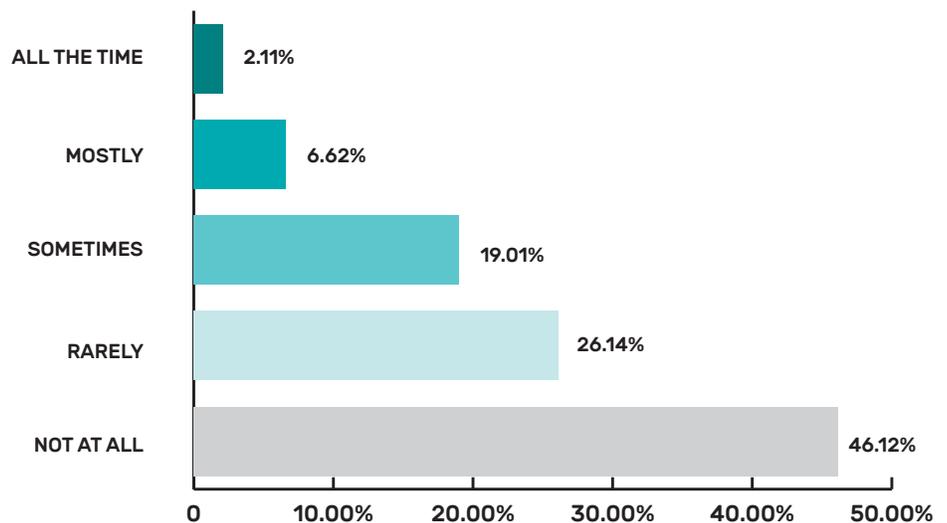
*“Trade unions should help their members with their domestic violence issues and organize training for employees.”*

## BELIEFS ABOUT DV IN THE WORKPLACE

Most workers understood that DV has a significant impact on victims, perpetrators, their co-workers, and the workplace as a whole. In fact, 80% of respondents indicated that DV impacts the work lives of workers exposed to violence in some way. Similarly, 68% of respondents believed that workplace supports for DV (i.e., paid leave, education and training, and safety policies, etc.) could reduce the impact of DV on the work-lives of workers. Of the respondents who believed that workplace supports can reduce the impact of DV, 79% estimated that workplace supports/strategies have successfully reduced the effects of DV on the work lives of workers ‘sometimes’, ‘mostly’, or ‘all the time’. Unfortunately, over half the respondents (59%) did not believe that employers were aware when DV was affecting one of their workers. Furthermore, over half of workers (52%) were not aware of how employers responded when workers reported DV, and 28% believed that employers did not respond positively.

In terms of union responses to DV, half of respondents (50%) indicated that they did not know if union officials were informed when DV was affecting their members. A further 46% indicated that they believed that union officials did not act in a positive way to help members when union officials became aware of the experience of DV (see Figure 23).

*Figure 23. Extent to Union Taking Positive Action*



# SUMMARY AND CONCLUSION

Some 14% of respondents reported personal experience with domestic violence at some point in their lives, lower than other similar surveys conducted to study the impact of domestic violence at the workplace. The reason for this lower reporting rate is not clear and other reports put the prevalence rate much higher in Mongolia. The International Development Law Organization notes that according to some estimates, one in three Mongolian women is a victim of domestic violence and approximately one-half of all administrative detainees and one-quarter of criminal detainees have been held for domestic violence-related offenses. The lower reporting rate could be that respondents are still uncomfortable reporting or disclosing their experiences of domestic violence. Respondents saying that they know of other incidents of domestic violence is at 12%, indicating that some respondents might have said 'others' instead of admitting personal experience.

Of those who reported DV experience, over a third indicated it impacted their ability to work, and a further third indicated that DV impacted their workplace 'most' of the time or 'all the' time. Similarly, around half of the respondents reported that DV impacted their work performance frequently due to being tired or being distracted. Furthermore, they reported that DV continued at the workplace in some way, the most frequent being through abusive phone calls or texts, or the abuser physically coming to the workplace.

Over half of those who had experienced DV discussed the violence with somebody at work, overwhelmingly with co-workers. Far less respondents were disclosing to managers, supervisors, human resources or unions.

The majority of respondents indicated that they believed DV impacted the work-lives of workers exposed to violence in some way, regardless of their past personal experience with DV. Similarly, most respondents believed that workplace support for DV (i.e., paid leave, education and training, and safety policies, etc.) could reduce the impact of DV on the work-lives of workers. However, and unfortunately, over half did not believe that employers were aware when DV was affecting their workers. Additionally, over a quarter of respondents believed that employers did not respond positively to employed victims of DV. Around half the respondents also indicated they believed that union officials did not act in a positive way to help members when union officials became aware of the experience of DV.

Unions are in unique position to assist DV victims. Testimonies of respondents indicated this much. But they cannot do the work alone. The problems are huge, the work is critical. When we are working together (government, employers, unions, service providers, partners, etc.), we deliver more, bigger results and speed up progress.

**Please cite this document as:**

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