Assessing workplace equality: Survey validation and factors affecting perceived workplace discrimination

Eerika Heininen, 40252

Master's Thesis in Psychology

Supervisors: Ove Näsman, Matti Laine & Mira Karrasch

Faculty of Arts, Psychology and Theology

Åbo Akademi University

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Author: Eerika Heininen
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Abstract: *Introduction*: Workplace discrimination and inequality persist in the labour market and the negative consequences for individuals and organizations are well known. However, less is known about measurement of these issues. This study set out to evaluate the internal consistency and construct validity of one workplace equality survey, KivaE. This survey has been designed to tap into various aspects of perceived workplace discrimination. The second aim was to examine the effects of gender, age and personal exposure to discrimination on KivaE results. *Method*: The sample consisted of 854 respondents from a Finnish trade union. KivaE's reliability was estimated with an internal consistency measure Cronbach's alpha. Construct validity was probed with an exploratory factor analysis. Moreover, the effects of age, gender, and personal exposure to discrimination were examined with analysis of variance (ANOVA) and chi-square tests. *Results*: KivaE survey showed an acceptable internal consistency (Cronbach's $\alpha > .80$). The single factor solution that was chosen accounted for 55 % of the variance on KivaE. Based on these findings, a KivaE standardized summative score was calculated and used in the subsequent ANOVA. According to ANOVA, respondents who reported having personally experienced discrimination during the last year, also reported higher level of perceived inequality than respondents who did not report having personally experienced discrimination. There was also an interaction between gender and personally experienced discrimination: among those without personal experiences of discrimination, men showed lower level of perceived inequality and discrimination than women. Chi-square tests indicated that women and respondents who were over 50 years old reported more often having personally experienced being discriminated against than men and younger respondents. *Discussion:* The results offer preliminary support for KivaEs internal consistency and construct validity as a measure for perceived workplace equality. They also indicate continuing age- and gender-related discrimination in Finnish work life. However, the results should be interpreted with caution until they are replicated with more heterogeneous samples and more comprehensive validity analyses. Based on the present results, some modifications to the survey are suggested. In the future, more interdisciplinary collaboration in workplace equality survey development as well as research on measurement invariance in discrimination surveys is called for.

Keywords: workplace equality, perceived workplace discrimination, experienced workplace discrimination

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Abstrakt: *Inledning*: Arbetsplatsdiskriminering och ojämlikhet kvarstår på arbetsplatser och deras negativa följder både för individer och organisationer är välkända. Däremot vet vi mindre om hur dessa faktorer kunde mätas. Denna studie syftade till att evaluera begreppsvaliditet av en enkät (KivaE). Denna enkät är avsedd att mäta varierande aspekter av uppfattad arbetsplatsdiskriminering (eng. *perceived workplace discrimination*). Ett sekundärt syfte var att undersöka hur ålder, kön och en personlig upplevelse av diskriminering påverkar KivaE-resultat. *Metod*: Samplet bestod av 854 respondenter från en finsk fackförening. Enkätens reliabilitet estimerades med intern konsistens mått Cronbach's α och begreppsvaliditet evaluerades med en faktoranalys. Förutom dessa analyserades effekten av ålder, kön och personlig upplevelse av diskriminering med variansanalys och chi-två-test. *Resultat*: KivaE visade sig ha en acceptabel intern konsistens (Cronbach's α > 0,80). Den valda enfaktorslösningen förklarade 55 % av variansen i KivaE-resultat. På basen av faktoranalysens resultat utformades en standardiserad KivaE-summapoäng som användes i variansanalyserna. Enligt variansanalysens resultat rapporterade deltagare som personligen hade upplevt diskriminering högre nivåer på uppfattad ojämlikhet än deltagare utan sådana upplevelser. Dessutom fanns det en interaktionseffekt mellan kön och personligen upplevd diskriminering: bland dem som inte personligen hade upplevt diskriminering, hade män lägre nivå på uppfattad ojämlikhet och diskriminering än kvinnor. Chi-två-testernas resultat tyder på att kvinnor och över 50-åriga respondenter rapporterade oftare personliga erfarenheter av att bli utsatt för diskriminering. *Diskussion*: Resultaten erbjuder preliminärt stöd för KivaE:s reliabilitet och begreppsvaliditet som ett mått på uppfattad arbetsplatsjämlikhet och diskriminering. De tyder också på att ålder- och könsbaserad diskriminering kvarstår i Finland. Resultaten borde ändå tolkas med eftertanke tills de är upprepade med mera heterogena sampel och med mera omfattande validitetsanalyser. En del modifieringar i enkäten rekommenderas på basen av studiens resultat. För framtiden rekommenderas bättre mångdisciplinärt samarbete i utveckling av nya mått samt vidare forskning om gruppskillnader i tolkning av diskrimineringsenkäter.

Nyckelord: arbetsplatsjämlikhet, uppfattad diskriminering, upplevd diskriminering	
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1 Introduction

A major challenge for work and organizational psychology is to understand how inequality and discrimination could be decreased and prevented in work life. Despite major advances in the promotion of equality during the last decades, inequality still persists in the labour market worldwide (Dipboye & Halverson, 2004; International Labour Conference, 2011; Marchiondo, Ran & Cortina, 2018). The labour market remains segregated both horizontally and vertically (European Commission, 2018) and discrimination prevails on multiple levels and by multiple grounds (Dipboye & Halverson, 2004, International Labour Conference, 2011). Unequal and discriminatory treatment takes many forms and can occur on a variety of levels and situations, for example in recruitment, access to benefits, possibilities to advance in career or interpersonal treatment in the workplace. At the psychological level, perceived workplace discrimination means an employee's perception of being unfairly treated because of his or her group membership (Dhanani, Beus & Joseph, 2018). Although positive advances in anti-discrimination legislation and policies have been made, they are not enough to combat these problems (International Labour Conference, 2011; Barlett, 2009).

It has been argued that organizations should carry the main responsibility of preventing workplace discrimination (Marshburn, Harrington & Ruggs, 2017). There is still a vast variation in types and establishment of anti-discrimination and diversity management practices across organizations (Yang & Konrad, 2011). For example, assessment of inequality and discrimination lacks evidence-based measures, especially when it comes to employees' subjective experiences. Without such functional assessment methods, the presence of discrimination and inequality might not receive management's attention and important actions will not be conducted for promoting equality. The present study examined the construct validity of a survey instrument (KivaE) for perceived workplace equality and the associations between perceived discrimination and three group factors (gender, age and experienced discrimination) in a large Finnish sample.

1.1 Defining inequality & discrimination

As workplace equality and discrimination are multi-faceted themes which can occur on many levels, their definitions vary according to discipline and the scope of interest. When approached from a legal perspective, discrimination might be referred to as "objective", especially when proved by an authority. In contrast, sociological and psychological perspectives tend to give more focus to the subjective experiences of the victims themselves, which makes it more

demanding to differentiate discriminative actions from non-discriminative ones (Larja et al. 2012).

In general, discrimination can be defined as unequal treatment without acceptable grounds (Pietiläinen & Keski-Petäjä, 2014), such as group membership or personal qualities. According to Dipboye and Colella (2005: 2), discriminatory treatment in the workplace covers "the formal procedures used not only in selection, appraisal, compensation, placement, promotion, training, and working conditions but also in the more informal and subtle forms of discrimination, such as social exclusion". In the present study, the definition of workplace discrimination is the same as in a recent meta-analysis on the topic (Dhanani et al., 2018). Their definition stems from the definition used by Chung (2001). In the meta-analysis, perceived discrimination is defined as "an employee's or job applicant's perception of unfair or negative treatment based on membership in a particular social group". This focus on *perceived* workplace discrimination is justified by the suggestion that relevant employee outcomes are affected by discrimination only when an individual is aware of the discriminatory action or event (Ragins & Cornwell, 2001, Swanson & Wotike, 1997).

1.2 Types of unequal treatment and discrimination

Scholars worldwide agree that discrimination has changed its form since the end of the 20th century by taking more subtle and indirect forms (Deitch et al., 2003; Dipboye & Colella, 2005; Dipboye & Halverson, 2004; Jones, Arena, Nittrouer, Alonso & Lindsey, 2017), which has made it more difficult to detect than before. Overt, formal forms of discrimination have mostly become socially unacceptable (Dipboye & Halverson, 2004), which might partly explain the transition to more subtle discriminative actions. Subtle discrimination is often ambiguous, takes place in interpersonal situations and might even occur unintentionally. For example, it could entail avoidance of eye contact, exclusion from social events and interruptions in meetings (Jones et al., 2017). According to a meta-analysis by Jones, Peddie, Gilrane, King and Grey (2015), the importance and relevance of subtle discrimination should be acknowledged as well as its overt counterpart. In the literature, subtle forms of discrimination and related constructs have also been referred to as e.g. modern discrimination, interpersonal discrimination, everyday discrimination, selective incivility (Marchiondo et al., 2018), interpersonal mistreatment (Lim & Cortina, 2005) and microaggressions (Leo & Nadal, 2010).

Somewhat overlapping concepts with workplace discrimination are workplace harassment and bullying. Workplace harassment can be defined as mistreatment that creates an unwelcoming or hostile work environment (Rospenda, Richman & Shannon, 2009), while

workplace bullying is understood as continuously and regularly occurring offensive or exclusionary actions towards an employee or a group which create negative consequences for the targeted employee or group (Grubb, Roberts, Grosch & Brightwell, 2004). Bullying and harassment might occur without any obvious reason in the targeted person's social status characteristics (Rospenda et al., 2009), which can be perceived as a differentiating factor from discrimination that is more often linked to a particular group membership. It should, however, be pointed out that the difference between bullying and discrimination might be somewhat artificial in practice. For example, personal discrimination has been conceptualized as "discrimination directed at the personal self as a function of group membership" (Schmitt, Branscombe, Postmes & Garcia, 2014). Given the fact that discrimination is often ambiguous and subtle, individuals might have a hard time differentiating whether they have been targets of personal discrimination or bullying.

1.3 Effects of inequality and discrimination

Multiple meta-analytic studies have confirmed the negative consequences of discrimination by linking it to adverse effects in both mental and physical health as well as to impaired job attitudes (Dhanani et al., 2018; Jones et al., 2015; Lee & Ahn, 2011, 2012; Pascoe & Richman, 2009; Schmitt et al., 2014; Triana, Jayasinghe & Pieper, 2015). The possible mediators for this relationship have been suggested to be job stress, injustice (Dhanani et al. 2018) and decreased job autonomy (Di Marco, Arenas, Giorgi, Arcangeli & Mucci, 2018). Research has also indicated that perceptions of personal discrimination have a larger impact on an individual's well-being than perceptions of group discrimination (Schmitt et al., 2014).

According to a recent meta-analysis on workplace discrimination by Dhanani et al. (2018), the adverse effects of discrimination seem not to be limited to the targeted individual or group. The results of the meta-analysis suggest that reports of observed discrimination of others might be even more strongly associated with negative employee outcomes, such as decreased affective commitment, lower job satisfaction and increased turnover intentions than reports of experienced discrimination. In other words, the mere existence and observation of workplace discrimination might have a negative impact on *all* employees, no matter who is being targeted. However, as the authors note, this effect might depend on the fact that individuals might not want to perceive themselves as victims and thus are more prone to report observed than experienced discrimination (Dhanani et al., 2018).

Besides negative consequences for individuals, problems with equal treatment also create financial costs. According to a Swedish study, employees who reported inequality at the

workplace also reported higher production loss than their counterparts not reporting inequality (Lohela-Karlsson, Hagberg & Bergström, 2014). Perceived injustice at work has also shown to be significantly associated with an increased risk of occupational disease and absenteeism among employees (Min, Park, Kim & Min, 2013). Furthermore, perceived discrimination has been associated with reduced organizational commitment, job satisfaction and organizational citizenship behaviour (Ensher, Grant-Vallone & Donaldson, 2001) which might create secondary costs due to higher employee-turnover rate and production loss. Indeed, a climate of inequality has shown to be related to employee turnover intentions (King, Hebl, George & Matusik, 2010).

Along with negative consequences of discrimination, research has also started to bring attention to the benefits of a diverse workforce (Dipboye & Colella, 2005). Organizations' realization of the importance of workforce diversity and inclusion issues can even be seen as a worldwide phenomenon (Society of Human Resource Management, 2010) and within the discipline of Human Resource Management, diversity management is already an important area of research. From this perspective, reducing discrimination can be perceived as only one of the goals of diversity management practices, alongside with promoting perceptions of organizational justice and inclusion as well as improving financial competitiveness (Kossek & Pichler, 2006). There is also some research indicating positive impacts of diversity management. In a study by Armstrong, Flood, Guthrie, Liu, Maccurtain and Mkamwa (2010), functional diversity and equality management practices were shown to be positively associated with higher productivity and workforce innovations, as well as lower voluntary employee turnover.

In sum, along with the well-known adverse health consequences and decreased working capabilities for individuals, inequality and discrimination create significant costs for organizations. However, there is also research indicating that a diverse workforce and functional diversity management might be beneficial for organizations.

1.4 Workplace discrimination in Finland

Similarly with most of the Western countries, unequal treatment and discrimination in the workplace are prohibited by law in Finland. The Finnish Non-Discrimination Act (Non-Discrimination Act [NDA], 2014: 1325) differentiates between direct and indirect discrimination. Discrimination is defined as direct if, on the grounds of personal characteristics, a person is treated less favourably as another person was treated, is treated or would be treated in a comparable situation. Discrimination is indirect if an apparently neutral rule, criterion or

practice puts a person at a disadvantage compared with others. The law differentiates also harassment, which is defined as infringing behaviour that relates to a personal characteristic which in turn creates a degrading or humiliating, intimidating, hostile or offensive environment towards the person. According to the NDA section 7, it is an employer's duty to assess the realisation of equality in the workplace. Furthermore, employers who regularly employ at least 30 persons must have a plan for the necessary measures for the promotion of equality (NDA, 2014: 1325).

Although Finland is generally considered to be one of the most egalitarian countries in the world, there is yet much to be done regarding the level of equality in the Finnish workplaces. In a study conducted by the Ministry of Economic Affairs and Employment of Finland, 40 % of all women and 30 % of all men reported having perceived discrimination in their current workplace (Larja et al., 2012). Independent of the measurement method used, the most common grounds for discrimination in the Finnish labour market appears to be age, gender, health, ethnicity or national background (Pietiläinen & Keski-Petäjä, 2014). According to the latest Working Life Barometer, the percentage of participants who reported discrimination in their workplace varied from 1 % to 13 %, depending on the grounds for discrimination. The highest percentages were reported for discrimination based on fixed-term employment (13 %), health status (10 %), higher age (9 %) and female gender (7 %). In addition, 35 % estimated that bullying by co-workers occurs occasionally in their workplace, whereas 20 % reported occasional bullying by superiors (Lyly-Yrjänäinen, 2018).

In sum, the prevalence rates in national survey studies show that discrimination prevails in the Finnish working life. Although legislative and regulative actions do have importance for improving equality, they seem to be rather ineffective on their own (Barlett, 2009; International Labour Conference, 2011) as the prevalence rates for discrimination remain high. Thus, actions at an organizational level are needed.

1.5 Measuring equality and discrimination in organizations

Given the far-reaching adverse consequences that lack of equal treatment creates, benefits that diversity and equality management practices may offer and organizations' legal obligations, there is a clear need for functional measurement methods for workplace equality and discrimination. Without assessing the current state, organizations can neither be aware of possible problems nor perform necessary actions to improve the level of equality. Managers cannot count on their own experience of acting fair, as actions perceived as fair from the manager's side might after all feel unfair to employees (Cornelius, 2002). Managers cannot

either count on employees reporting discrimination to them, as employees might be reluctant to report discrimination due to possible negative impact on their reputation (Kaiser & Major, 2006). Especially when it comes to subtle forms of discrimination, it might also be difficult for employees to decide if a behaviour is indeed discriminatory or how they could appropriately handle it (Cortina, 2008).

Despite the flourishing research on discrimination and its consequences, less research attention has been given to its measurement (Shen & Dhanani, 2015). Most of the current research on the topic is done from a societal and organizational perspective. Measures that have been used to estimate these topics at a societal level include official social, economic and demographic statistics and complaints data (European Commission, 2006) whereas organizational formal measures include e.g. monitoring numbers of employees recruited from a particular group, differences in income levels and number of equality-related grievances (Cornelius, 2002). These kinds of measures may provide important information about the state of equality in a particular organization, but they do not offer information regarding employees' subjective experiences.

Within psychological research, scales for measuring specific kinds of experienced discrimination have been created. Such scales are developed e.g. for measurement of ageism (Furunes & Mykletun, 2010; Marchiondo, Gonzales & Ran, 2015), racism (Bastos, Celeste, Faerstein & Barros, 2010), genderism (Hill & Willoughby, 2005) and ethnic discrimination (Brondolo et al. 2005). However, this kind of focus on a single form of discrimination limits respondents' answers and might not successfully capture the whole spectrum of discriminatory treatment (Dhanani, et al., 2018). The most recent review of workplace discrimination, prejudice and diversity measurement was done over 15 years ago by Burkard, Boticki and Madson (2002). They reviewed altogether five measures assessing various dimensions of workplace diversity ranging from discriminatory attitudes to perceived occupational opportunities. The authors note that these measures do not address the latest important theoretical developments (e.g. subtle forms of discrimination) nor have they been studied with sufficiently diversified samples (Burkard, Boticki & Madson, 2002).

Relatively little is known about the best practices regarding question design and its impact in measurement of workplace discrimination and inequality. There is, however, some evidence indicating that the questionnaire label can influence participants' responses. In a study by Gomez and Trierweiler (2001), participants' responses were affected when the same measure was labelled as "Gender Discrimination or "Racial Discrimination" versus "Everyday Experiences Questionnaire". Moreover, Deitch et al. (2003) have argued that the attributional

ambiguity can lead the targets of discrimination not to label mistreatment as "discrimination" per se. Hence, these writers suggest that the existence of everyday discrimination should be assessed indirectly and without asking the respondents to decide if an incident was indeed discriminatory or not. Indeed, other studies have indicated that measures of mistreatment not requiring self-identification as a victim are more often endorsed than measures where such identification is required (Ilies, Hauserman, Schwochau & Stibal, 2003; Nielsen, Matthiesen & Einarsen, 2010).

It should also be pointed out that people may differ in their perceptions about inequality and discrimination. Therefore, surveys as a way to control inappropriate treatment and inequality for legislative purposes might not be sufficient (Pietiläinen & Keski-Petäjä, 2014). For example, people might differ in their general propensity to make attributions to prejudice (Miller & Saucier, 2018) and there is some controversial evidence indicating that members of stigmatized groups might be more vigilant to or more prone to minimize discrimination than members of non-stigmatized groups (Kaiser & Major, 2006; Major, Quinton & McCoy, 2002). In contrast with legislative assessment purposes, assessment methods targeting subjective experiences are likely to be useful as a way of controlling for the adverse consequences of inequality, considering the fact that a *subjective experience* of being a target for inequality or discrimination has adverse effects on an individual's health (Pavalko, Mossakowski & Hamilton, 2003; Rospenda et al. 2009), well-being (Jasinskaja-Lahti, Liebkind & Perhoniemi, 2007) and self-esteem (Branscombe, Schmitt & Harvey, 1999; Schmitt & Branscombe, 2002a; Schmitt & Branscombe, 2002b).

Even if surveys have well-known methodological issues, such as response biases and recall errors, they are widely used for measuring social structures in organizations. When measuring perceived inequality and discrimination, the interest lies on *subjective experiences* rather than objective truths, which supports the adequacy of surveys for this purpose. As described above, employees' experience of being unequally treated is a risk for their health and can have a negative impact on their work capabilities. Additionally, studies indicate that employees' behaviours are affected by their beliefs, even when these are inconsistent with reality (Barak, Cherin & Berkman, 1998; Eisenberger, Fasolo & Davis-LaMastro, 1990). Bearing these in mind, it is likely beneficial to pay attention to mere subjective experiences of discrimination, even if these might differ from reality.

In many organizations, lack of time and resources might limit their actions regarding effective diversity and equality practices. Therefore, factors such as ease in administration can play a role in establishing these practices, assessment included. For example, usage of web

surveys is potentially beneficial, given their shorter transmitting time, lower costs and less time needed for data entry (Fan & Yan, 2010). When conducting organizational surveys, the interest lies on reliable, generalizable results which are only reached with acceptable response rates (Rogelberg & Stanton, 2007). Some important factors affecting survey response rates are the length of the survey and the salience of the topic (Cook, Heath & Thompson, 2000; Edwards et al., 2000). Therefore, to ensure high enough response rates in equality and discrimination assessment, these factors should be emphasized, and the length of the survey should be held acceptable. Besides these, guaranteeing the anonymity of survey responses is likely important, as perceptions of equality can be viewed as a sensitive topic and without such guarantee, some employees may not respond.

1.6 Existing surveys on workplace equality and discrimination in Finland

The most well-known equality surveys in Finland are "Working life barometer" and "Equality survey". The Working life barometer is an annual governmental survey that aims to describe the state of working life at Finnish workplaces at a national level, discrimination and harassment being only one aspect assessed. It is also meant to evaluate the state of equality at the national rather than at the organizational level. Another survey used in Finland is called the "Equality survey" (https://www.tasa-arvokysely.fi/). It has been developed at the Work Research Centre of the Tampere University in collaboration with the Ombudsman for equality. There is, however, no academic research done about this survey.

A recently (2017) developed method for measuring equality in the working community, and the instrument examined and used in the present study, is a short Finnish survey called KivaE (Appendix A & B). It is developed by KivaQ, a company that focuses on improvement of work-related well-being, and the survey is meant to measure equality in the working community. The development of KivaE was primarily driven by the need of the Finnish labour market and KivaQ's client companies. As described at the beginning of this section, the Finnish legislation obligates organizations not only to estimate realisation of equality but also to formulate an equality plan, which should clarify the planned actions meant to improve equality in the organization. KivaE was created to ease this process in organizations.

The questions in KivaE are designed with the aim to demonstrate the different roles of workplace actors; top management, middle managers and employees. The survey is structured with a solution-focused approach in order to ease the development of effective interventions for possible problems. Responses indicate possible experiences of discrimination or inappropriate treatment in the work community, the perceived grounds for these, the situations

where they take place, and employees' perceptions of the management's role in promoting equality and intervening in discrimination. The survey includes altogether nine standard questions of which three are in a multiple-choice format, one is dichotomous, four employ a Likert-scale from 1 to 10, and one is open-ended. The last open-ended question is included to ensure that any other issues concerning equality and discrimination are not left unaddressed.

1.7 The aim of the study

This study aimed to examine the reliability and construct validity of the KivaE survey as a method for estimating perceived equality and possible presence of inappropriate treatment in organizations. This was done by examining internal consistency and factorial structure of KivaE. . The second aim was to examine the effects of gender, age and personal exposure to discrimination on KivaE results. No specific hypotheses were done prior to these analyses.

2 Method

2.1 Data

The data used were collected by KivaQ during April and May 2017. Responses were retrieved from one of KivaQ's client organization, a Finnish trade union. The name of the trade union is omitted from this study due to the terms and conditions regarding the use of data. Data were originally collected only for the trade union's assessment purposes, but the organization in question approved the use of the data for research purposes. A link to the questionnaire was sent to 5000 members of the trade union and they answered the survey anonymously online. Altogether, the data consisted of 854 survey responses with a response rate of 17%.

2.2 KivaE

Respondents filled out the standard version of KivaE (Appendix A) with nine standard questions. The questions stem from practical experience from the field, from the content of Finnish non-discrimination legislation and the national survey studies. As regards the individual questions, the eighth item (*"Have you enjoyed coming to work in the last weeks?"*) is taken from KivaQ's own work-related well-being survey (KivaQ) and has shown the highest factor-loading for the work-related well-being factor in the validation study of the KivaQ survey (Nylund, 2013). It employs a Likert-scale from 1 to 10 (1 indicating "*Not at all*" and 10 "*Yes, very much*") and its inclusion enables a probe into the connections between workplace equality and work-related well-being. The last question is an open-ended question (*"Would you like to tell something else about equality in your work community?"*) aiming to ensure that any other

issues concerning equality are not left unaddressed. However, the author did not have access to the open-ended responses as these were excluded by the organization for secretary reasons, prior the data was sent to the author. Besides the standard questions of KivaE, respondents answered questions about their demographical background. These multiple-choice questions assessed age, gender, education and position.

Prior to the statistical analyses, multiple-choice responses to items 1 and 2 were summed up to form two new continuous variables: the amount of perceived discrimination types and the amount of perceived situations for discrimination (scales 0-10 and 0-9, respectively). In addition, the fifth, sixth and the seventh item were reverse-scored and responses to item 3 were coded as 0 for "no" and 1 for "yes". Finally, all KivaE items, except for the dichotomous variable item 3, were transformed to z-scores to reach comparability between items with different levels of measurement. Moreover, the mean of z-scores were calculated for every respondent in order to form a summative KivaE score. Thus, higher z-score in this study indicated higher level of perceived inequality and discrimination at one's workplace.

2.3 Data analysis

Data were analysed by using SPSS version 24 (IBM Statistical Package for the Social Sciences). Descriptive analyses included frequencies, means and standard deviations and these were performed with the original, i.e. non-reversed scores. Two ($n = 2$) respondents were not included in the descriptive analyses because responses to background questions were missing. Descriptive analyses were therefore conducted with 852 respondents. KivaE's internal consistency was measured with Cronbach's alpha and its construct validity was estimated by examining its latent structure with explorative factor analysis (principal axis factoring with oblique rotation). The dichotomous item 3 was not included in the factor analysis. The final KivaE summative scores were developed based on the results of the factor analysis.

Besides the reliability and validity assessments, a three-way analysis of variance (ANOVA) was conducted to examine possible effects of gender, age and personal experience of discrimination (yes/no; KivaE question 3) on KivaE summative scores. Prior to the ANOVA, age groups were recoded into categories for better correspondence with previous research (e.g. O'Loughlin, Kending, Hussain & Cannon, 2017; Snape & Redman, 2003). The new age groups were as follows: under 30 years, 30-49 years and over 50 years. People who had not responded to background questions ($n = 2$) or had not indicated their gender ($n = 15$) were not included in ANOVA. Thus, ANOVA was conducted with 837 responses. Along with ANOVA, Chi-square tests were conducted to examine whether gender and age groups differed in their responses to

item 3 ("*Have you yourself experienced discrimination or inappropriate treatment in your work community during the last year*?").

2.4 Ethics statement

The fact that responses were not originally collected for research purposes can be perceived as somewhat problematic from an ethical perspective. However, respondents have answered the survey anonymously and voluntarily. In addition, the responses were analysed only at a group level and individual responses can therefore not be identified. To ensure full anonymity, the organization's name, as well as respondents' occupational field are omitted from thesis work. Additionally, responses for the last (open-ended) item were deleted prior the data-file was sent to the writer in order to ensure anonymity. It can also be stated that neither responding to the survey nor the use of responses for research purposes could cause any harm to the respondents, which decreases the problem of lacking informed consent.

The author of this study has also been approved according to the organization's terms and conditions for the use of data. Thus, the organization that has collected the data has given their consent for its use for research purposes.

3 Results

3.1 Demographics of the present sample

Seventy-one percent ($n = 602$) of the respondents were male, 27 % ($n = 235$) female and 2 % ($n = 15$) did not report their gender. Distributions regarding age, education, and occupational position are shown in Table 1. Education and position were excluded from the analyses due to lack of variation; 98 % of the sample had a university degree, at least on a master's level and 96 % worked in expert or management position.

Table 1

Demographics of the present sample

Factor	*n*	Percent
Gender		
Male	602	71%
Female	235	27%
No answer	15	2%
Age		
Under 30	76	9%
30-39	296	35%
40-49	244	29%
50-59	184	21%
60 or over	52	6%
Position		
Management	78	9%
Middle management	135	16%
Expert	609	71%
Entrepreneur	7	1%
Other	24	3%
Total	852	100%

Note. n = frequency

3.2 Descriptives of the KivaE scores

Altogether 17 % of the respondents had themselves experienced discrimination. Results regarding the perceived types of discrimination are shown in Table 2. The three highest prevalence rates were for gender (14 %), age (12 %) and other (6 %). Sixty-eight percent of the respondents reported that they had not perceived discrimination in their working community, while 32 % reported having perceived at least one type of discrimination. Of the persons who reported perceived discrimination, nearly two-thirds (63 %) reported only one type of discrimination.

Table 2

Frequency of occurrence for different types of discrimination reported in the present sample.

Perceived type of discrimination	*n*	Percentage
I have not perceived discrimination	581	68 %
I have perceived discrimination due to…		
Gender	120	14 %
Age	106	12 %
Other reason	52	6 %
Ethnicity	37	4 %
Religion	24	3 %
Health or disability	24	3 %
Family relationships	22	3 %
Language	21	3 %
Sexual orientation, gender identity or gender expression	14	2 %
Political, trade union or other organizational activity	14	2 %
Total	852	

Note. n = amount. Percentages do not equal 100% because respondents may have reported more than 1 type of discrimination. Percentages are based on answers to item 1 in KivaE.

Regarding the different situations for perceived discrimination, assessed by item 2 of KivaE, 62 % reported not having perceived discrimination in any situations. Table 3 presents the percentages for reports on perceived situations for discrimination. Similarly with responses regarding different types of discrimination, most of the respondents (43 %) who had perceived discrimination reported only one situation for perceived discrimination. The most commonly reported situations for discrimination were duty assignments and career advancement (20 %), unofficial discussions (19 %) and information dissemination (11 %).

Table 3

Frequency of occurrence for different situations where discrimination has taken place in the present sample.

Situation	Amount	Percentage
Not in any situations	524	62 %
In duties assigned and in career advancement	171	20 %
In unofficial discussions, coffee breaks etc	162	19 %
In information dissemination	97	11 %
In wages	94	11 %
In possibilities to influence my own work	71	8 %
In layoffs and discharges	48	6 %
In access to training	40	5 %
Other situation	18	2 %
In the physical working environment	16	2 %
Total	852	

Note. Percentages do not equal with 100 because respondents may have reported more than one situation.

Table 4 presents the means, standard deviations and ranges for items 4, 5, 6, 7 and 8. Most of the respondents reported relatively low levels of perceived inequality and discrimination. The scale in items 4, 6, 7 and 8 was from 1 to 10, where 10 indicated higher level of equality. Table 5 presents the means and standard deviations for items 4, 5, 6, 7 and 8 separately for those who reported personal experience of discrimination (answered "*yes*" to item 3: "*Have you yourself experienced discrimination or inappropriate treatment in your work community during the last year*?") and for those who did not report such experience (answered "*no*").

Table 4

Means, standard deviations and ranges for all responses to items 1, 2 and 4-8.

Item	Mean	SD	Range	
			Min	Max
Item 1	.51	.93	0	7
Item 2	.84	1.35	0	8
Item 4	6.87	2.35	1	10
Item 5*	0.79	1.07	0	3
Item 6	6.81	2.43	1	10
Item 7	6.76	2.23	1	10
Item 8	7.03	2.34	1	10

*Note. The values of items 1-2 represent the amount of alternatives chosen by the respondents in multiple-choice questions 1 and 2. The values of items 4-8 are based on original, not reversed values. Thus, higher mean values in these items indicate lower level of perceived inequality and discrimination. *In item 5,"0" implicated that one has not perceived discrimination in their working team, and 59% of the respondents chose this alternative. 13% thought that supervisor does not intervene at all, 17% that the supervisor intervenes somewhat and 11% thought that supervisor intervenes actively.*

Table 5

Means and standard deviations for items 1, 2 and 4-8 separately for those who reported personal experience of discrimination (n = 137) and those who did not (n = 698).

Item	Discrimination		No discrimination	
	Mean	**SD**	**Mean**	**SD**
Item 1	1.65	1.15	.28	.68
Item 2	2.74	1.52	.46	.94
Item 4	5.89	2.60	7.07	2.25
Item 5	1.50	0.75	0.64	1.07
Item 6	4.33	2.43	7.30	2.12
Item 7	4.79	2.23	7.15	2.02
Item 8	4.87	2.54	7.46	2.05

Note. "Discrimination" = respondents who reported having experienced being discriminated against in item 3. "No discrimination" = respondents who did not report having experienced being discriminated against in item 3. Item 4: "How well do you know what to do in case you yourself experience discrimination or inappropriate treatment or observe it in your work community?", Item 5: "In your opinion, how actively does your immediate superior intervene in case of possible discrimination or inappropriate treatment?", Item 6: "In your opinion, how actively does the top management of your organisation promote equality?", Item 7: "In your opinion, how well are the diversified staff skills used in your work community?", Item 8: "Have you enjoyed coming to work in the last weeks?"

3.3 Internal consistency of the KivaE scale

Internal consistency as measured by Cronbach's alpha should be at least .80 if the scale is used as a screening instrument (Nunnally & Bernstein, 1994). Cronbach's alpha for KivaE as a whole was .823, which exceeds the recommended limit. According to item-total statistics, deleting item 3 or item 4 would lead to alpha increase, but this increase would be very marginal (increment of .004)

Cronbach's alpha for the survey questions included in the factor analysis described below (dichotomous item 3 excluded) also reached the Nunnally's and Bernstein's (1994) recommended value of .80, with an alpha value of .827. According to item-total statistics, alpha would increase a little if item 4 was deleted (alpha = .833).

3.4 Construct validity of the KivaE scale

The exploratory factor analysis examining the latent structure of KivaE included all items except the dichotomous item 3 that was used to separate those who had vs. had not personally experienced discrimination. The suitability of the data for a factor analysis was analysed with Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy and Bartlett's test of sphericity. KMO sampling adequacy for the data was .838 and Bartlett's test was significant ($p < 0.001$), implying factorability. The inter-item correlation matrix for the KivaE survey is shown in Table 6. All correlations were statistically significant at the $p < .001$ significance level.

Table 6

Intercorrelation matrix for the seven KivaE items included in the factor analysis.

	Item 1	Item 2	Item 4	Item 5	Item 6	Item 7	Item 8
Item 1	1.00						
Item 2	.76	1.00					
Item 4	.19	.23	1.00				
Item 5	.60	.61	0.21	1.00			
Item 6	.46	.52	.47	.44	1.00		
Item 7	.43	.52	.41	.45	.62	1.00	
Item 8	.38	.49	.40	.40	.53	.63	1.00

Note. All of the correlations were statistically significant (p < .001).

Factor extraction was conducted with principal axis factoring (PAF) choosing a rotation method that allows for correlation between factors (direct oblimin). According to the Kaiser's criterion (eigenvalue > 1), the data would yield a two-factor solution. Factor 1 provided an eigenvalue of 3.817 by explaining 55 % of the variance while factor 2 provided an eigenvalue of 1.104 explaining 16 % of the variance. Following Field's (2013) recommendations about the applicability of Kaiser's criterion, a closer look at the communalities was taken. The average of the communalities was .588, implicating that Kaiser's criterion might be inaccurate in the present case as the communality average was not over .6 (Field, 2013). Therefore, the factor extraction was based on the scree plot. The scree plot shown in Figure 1 indicates that a single-factor solution was also a viable alternative as there are two points of inflexion, both at factor

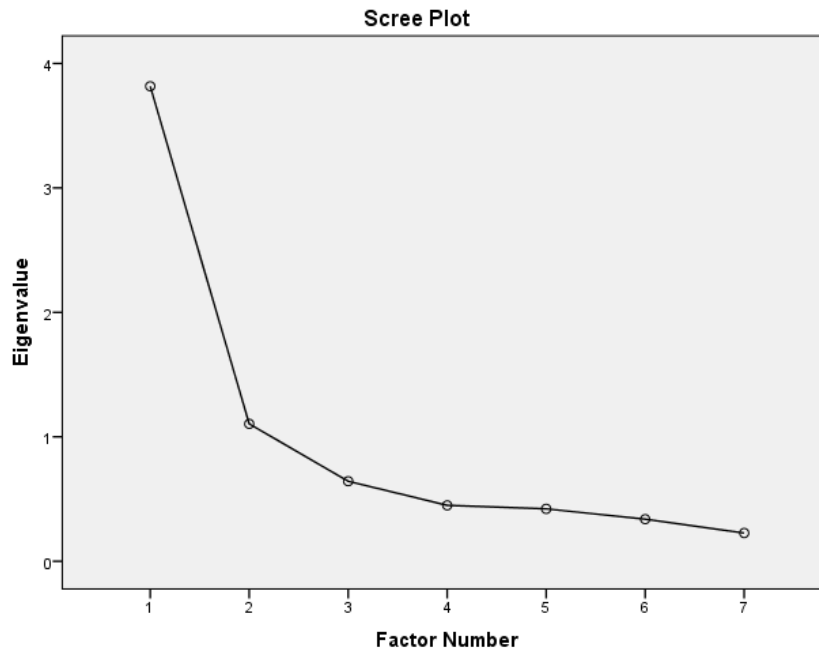2 and at 3. Therefore, the factor loadings in the pattern and structure matrices were examined further.

Figure 1. *SPSS Output of the scree plot of the first factor analysis.*

The pattern matrix (unique contributions of a given factor on items; Table 7) and the structure matrix (zero-order correlations between a given factor and items; Table 8) turned out to be discrepant, apparently due to the rather high correlation between factors ($r = -.599$). This raises the possibility that factor loadings in the pattern matrix may have been suppressed due to this correlation (Fields, 2013). Also given the questionable interpretability of the second factor that almost solely exhibited negative loadings, only the first factor was chosen. The same principal axis factoring was then re-run with the constraint that only a single factor was taken as output.

Table 7

Pattern matrix of the first KivaE factor analysis.

	Factor 1	Factor 2
Item 1: Have you observed discrimination or inappropriate treatment in your work community during the last year?	-.081	-.916
Item 2: In what kind of situations have you observed discrimination or inappropriate treatment in your work community?	.079	-.833
Item 4: How well do you know what to do in case you yourself experience discrimination or inappropriate treatment or observe it in your work community?	.609	.114
Item 5: In your opinion how actively does your immediate superior intervene in case of possible discrimination or inappropriate treatment?	.124	-.622
Item 6: In your opinion how actively does the top management of your organisation promote equality?	.681	-.160
Item 7: In your opinion, how well are the diversified staff skills used in your work community?	.752	-.114
Item 8: Have you enjoyed coming to work in the last weeks?	.614	-.147

Note. Extraction method: principal axis factoring, rotation method: oblimin with Kaiser normalization. Items 1 & 2 were coded as 0-9 and 0-10 respectively, indicating the amount of perceived grounds for discrimination and the number of situations where one has perceived discrimination.

Table 8

Structure matrix of the first KivaE factor analysis.

	Factor 1	Factor 2
Item 1: Have you observed discrimination or inappropriate treatment in your work community during the last year?	.447	-.869
Item 2: In what kind of situations have you observed discrimination or inappropriate treatment in your work community?	.559	-.879
Item 4: How well do you know what to do in case you yourself experience discrimination or inappropriate treatment or observe it in your work community?	.544	-.237
Item 5: In your opinion how actively does your immediate superior intervene in case of possible discrimination or inappropriate treatment?	.483	-.694
Item 6: In your opinion how actively does the top management of your organisation promote equality?	.773	-.553
Item 7: In your opinion, how well are the diversified staff skills used in your work community?	.817	-.547
Item 8: Have you enjoyed coming to work in the last weeks?	.699	-.501

Note. Extraction method: principal axis factoring, rotation method: oblimin with Kaiser normalization. Items 1 & 2 were coded as 0-9 and 0-10 respectively, indicating the amount of perceived grounds for discrimination and the number of situations where one has perceived discrimination.

The results of the new exploratory factor analysis with a single-factor solution are shown in Table 9. All items showed reasonable loadings on this factor, with the lowest loading being .424. This factor explained 55 % of the variance.

Table 9

Factor loadings for the KivaE items included in the second factor analysis.

	Factor 1
Item 1: Have you observed discrimination or inappropriate treatment in your work community during the last year?	.710
Item 2: In what kind of situations have you observed discrimination or inappropriate treatment in your work community?	.798
Item 4: How well do you know what to do in case you yourself experience discrimination or inappropriate treatment or observe it in your work community?	.424
Item 5: In your opinion how actively does your immediate superior intervene in case of possible discrimination or inappropriate treatment?	.670
Item 6: In your opinion how actively does the top management of your organisation promote equality?	.738
Item 7: In your opinion, how well are the diversified staff skills used in your work community?	.749
Item 8: Have you enjoyed coming to work in the last weeks?	.672

Note. Extraction method: principal axis factoring. Only one factor was extracted.

Based on the single-factor solution, a standardized KivaE summative score on the 7 items was created for all respondents. As the scales for the items varied, the raw values were first transformed into z-scores in order to make them comparable. Then, the mean of the respondents' z-scores on the 7 items was calculated to create the KivaE summative score for each respondent.

3.5 Effects of age, gender, and personally experienced discrimination on KivaE results

A three-way between-subjects analysis of variance (ANOVA) was conducted to compare the effects of age, gender and personally experienced discrimination as well as their possible interactions on perceived discrimination and inequality. Gender had two levels (male, female) while age had three (under 30 years, 30-49 years and over 50 years). Personally experienced discrimination had two levels ("yes" and "no") based on item 3 ("*Have you yourself*

experienced discrimination or inappropriate treatment in your working community during the last year?"). The present data did not violate the assumption on homogenous variances as Levene's test was not significant (F (11,823) = 1.618; p >.05).

ANOVA showed a significant main effect of experienced discrimination (F (1,835) = 140.54; p < .001; ηp^2 = .146). Those who reported having experienced discrimination had higher KivaE summative scores (M = 1.03; SD = .62), indicating higher level of perceived discrimination and inequality at their workplace, than those who had not experienced discrimination (M = -.20; SD = 0.57). The other main effects were non-significant. One of the interaction terms was statistically significant, namely the interaction between gender and experienced discrimination on perceived inequality and discrimination (F (1,835) = 5.65; p < .05; ηp^2 = 007). This interaction is visualised in Figure 1. Men who had experienced discrimination exhibited slightly higher KivaE summative scores (M = 1.07; SD = .60), indicating higher level of perceived discrimination and inequality at their workplace, than women who reported having experienced discrimination (M = .99; SD = .64). At the same time, men who had not experienced discrimination had lower KivaE summative scores (M = -.24; SD = .81) than women who had not experienced discrimination (M = -.08; SD = .52).
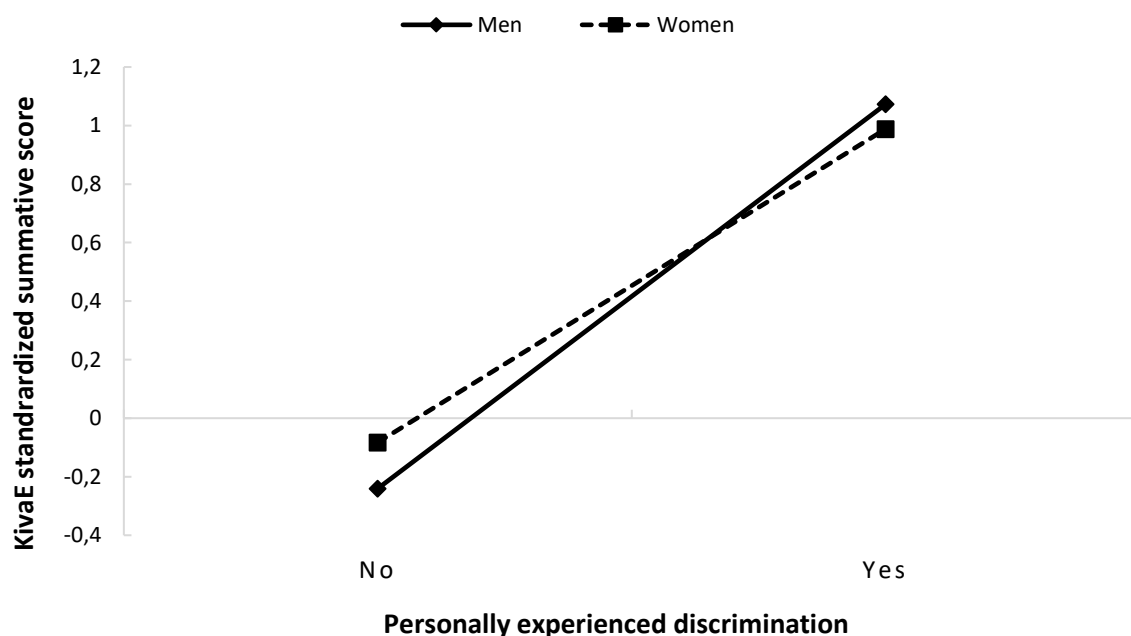

Figure 1. The effects of gender and personally experienced discrimination on the level of perceived discrimination and inequality.

To probe this interaction effect further, an analysis of simple effects was conducted. The analysis showed that the effect of gender was statistically significant for the respondents without personal experience of discrimination (F (1,823) = 11.12; p = .001; ηp^2 = .013) but not for the respondents with personal experience of discrimination (F (1, 823) = 2.07; p > .05; ηp^2 = .003).

Because respondents with personally experienced discrimination might have responded to the survey items 1 and 2 based on this experience, a separate three-way ANOVA excluding items 1 and 2 from the KivaE summative score was conducted to see whether the observed effects remained. Levene's test in this analysis was non-significant (F (11, 835) = .544; p > .05) so the data did not violate the variance homogeneity assumption. In accordance with the first ANOVA, the only significant main effect in the second ANOVA was for personally experienced discrimination (F (1, 835) = 95.80; p < .001; ηp^2 = 104). Those who reported having personally experienced discrimination had higher KivaE-scores (M = 91.; SD = .65), indicating higher level of perceived discrimination and inequality at their workplace, than those who had not personally experienced discrimination (M = -.18; SD = 0.63). Also in line with the results of the first ANOVA, the interaction between gender and experienced discrimination on perceived workplace discrimination and inequality was statistically significant (F (1, 835) = 8,99; p < .01; ηp^2 = .011). Men who had personally experienced discrimination had higher KivaE summative scores (M = 1.03; SD = .65), indicating higher level of perceived discrimination and inequality at their workplace, than women who had personally experienced discrimination (M = .79; SD = .64). At the same time, amongst those who had not personally experienced discrimination, men had lower KivaE summative scores (M = -.22; SD = .65) than women (M = -.06; SD = .56). An analysis of simple effects showed that the effect of gender was significant both for the respondents without personal experience of discrimination (F (1,823) = 7.54; p < .01; ηp^2 = .009) and for the respondents with such an experience (F (1, 823) = 5.18; p < .05; ηp^2 = .006), although the effect size was smaller for the latter group. No other interaction terms were statistically significant.

Finally, two chi-square tests of independence were performed to determine whether the gender and age groups differed in their answers to item 3, i.e. whether or not they had personally experienced discrimination. According to these tests, responses to item 3 were not equally distributed across male and female respondents (χ^2 (1, N = 837) = 40.15, p < .001) or across different age groups (χ^2 (2, N = 837) = 15.81, p < .001). The response distributions are shown in Table 10. Women and respondents over 50 years of age reported more often that they had

personally experienced discrimination during the last year than men and younger respondents respectively. Phi effect sizes for these associations were .22 for gender and .14 for age.

Table 10

The response distributions across gender and age groups

	Have you personally experienced discrimination?	
	Yes	**No**
Men	11 % (*n* = 68)	89 % (*n* = 533)
Women	29 % (*n* = 69)	71 % (*n* = 166)
< 30 years	15 % (*n* = 11)	85 % (*n* = 64)
30-49 years	13% (*n* = 69)	87% (*n* = 460)
over 50 years	25 % (*n* = 57)	75 % (*n* = 175)

Note. The percentages in the table represent the percentage of the answer (yes/no) in the present demographic group. Altogether, 17% (n = 141) of the respondents reported having personally experienced discrimination.

4 Discussion

Perceived workplace inequality and discrimination lead to significant negative consequences for both individuals and organizations, thus creating a need to assess these issues at an organizational level. Finnish organizations are also legally obligated to monitor their level of equality. Nevertheless, research on organizational assessment methods for perceived workplace inequality and discrimination is still rather limited. Therefore, this study set out to evaluate the reliability and validity of one workplace equality survey, called KivaE. The second aim was to examine differences in perceived workplace equality and discrimination according to age, gender and experience of discrimination. The main results, their importance as well as certain limitations of the study are discussed in the following sections.

4.1 Validity and reliability of KivaE

KivaE's reliability was shown to be acceptable (Cronbach's alpha > 0,80). According to the exploratory factor analysis, a single-factor solution was deemed as most suitable for the survey. This conforms to the idea that KivaE represents a rather unitary measure for perceived equality and discrimination at workplace. However, it should be noted that the factor solutions were not totally clear-cut, and some suggestions for modifications to the survey based on the present

results are taken up in the Recommendations -section below. Besides the construct validity, the face validity of KivaE can be perceived as rather high, as all questions have to do with workplace discrimination/equality or closely related constructs (work-related well-being in item 8). Thus, the underlying construct being measured is likely to be perceived workplace equality. However, it is difficult to say whether the underlying construct that the scale taps is solely workplace equality, and to what extent for example overall satisfaction with the working atmosphere plays in. The difficulty in drawing definite conclusions is due to the fact that the validity analysis did not include comparison with a measure that would already have shown to be a valid instrument for workplace equality (i.e. a "golden standard"-measure).

The factor analysis showed also that item 4 had the lowest factor loading (.424) on the single factor solution. All other items loaded on the factor with factor loadings varying from .670 to .798. This suggests that the employee's knowledge about what to do in case of possible discrimination (item 4) is not as strongly related to the general level of perceived workplace inequality and discrimination than the issues assessed by the other items. However, this item could offer valuable information about a possible need for employee training especially if it seems that they are unaware about the actions they can take in case of possible discrimination.

4.2 Theoretical considerations

Some considerations about KivaE's correspondence with the current workplace equality and discrimination research are worth taking up here. First, it is a rather demanding task to create a valid survey that successfully assesses all theoretical aspects of workplace equality and discrimination, given that the definitions of these concepts vary depending on the discipline (law, sociology, psychology). Moreover, the definitions of these concepts lack consensus even within psychological research (Shen & Dhanani, 2015). In addition to varying definitions, the intended use of the survey (theoretical research or the field) affects the scope of questions included. Thus, any measure developed has its own shortcomings and limitations due to the definition and prioritization choices by their developers. For this reason, better interdisciplinary collaboration is encouraged not only in defining these constructs but also in creation of workplace equality measures, KivaE included. Close links between theoretical research and the field are also called for in order to apply evidence-based assessment principles to practical use in the field.

An important theoretical consideration has to do with the wording and labelling in a survey. There is some evidence indicating that survey labels have an impact on participants' responses (Gomez & Trierweiler, 2001), which makes it important to consider how labelling

KivaE as an "equality survey" affects the responses. Besides labelling, consideration about the use of the word "discrimination" in surveys is likely important, as some studies have indicated that measures of mistreatment not requiring self-identification as a victim are more often endorsed than measures where such identification is required (Ilies et al., 2003; Nielsen et al., 2010). According to some scholars, everyday discrimination is advisably assessed indirectly due to its attributional ambiguity (Deitch et al., 2003). Reasons for not making attributions to discrimination are varying. Some research indicates that people might underestimate the level of experienced discrimination due to the social stigma against discrimination (Kaiser & Miller, 2001) and minimization of discrimination experiences might even occur to protect one's self-esteem (Ruggiero & Taylor, 1997). Bearing these in mind, it is likely beneficial that KivaE also includes questions that do not directly have to do with discrimination and do not require identification as a victim. There might also be motives for changing the wording for the first three items from *discrimination* to *unequal* or inappropriate *treatment*, or at least examine in future studies how responses are affected by such modifications.

4.3 Descriptive analyses

Descriptive analyses indicated that the level of perceived discrimination in the present sample was lower than those found in national studies (e.g. Larja et al., 2012; Pietiläinen & Keski-Petäjä, 2014). However, the most common grounds for discrimination concurred with previous studies, gender and age showing the highest prevalence rates. A somewhat contradictory result was that 68 % of the respondents reported not having perceived discrimination at their workplace in item 1, while 62 % of the respondents reported not having perceived discrimination in any situations at their workplace in item 2. However, it should be noted that this deviance was not particularly large.

Most of the respondents reporting discrimination reported only one type of discrimination (63 %). At the same time, 43 % of the respondents reported only one situation for discrimination, which could indicate that it is more likely to perceive discrimination in more than one situation. Furthermore, the fact that the second most common occasion for discrimination was unofficial discussions at the workplace (19 %) could speak for the importance of subtle forms of discrimination.

4.4 Effects of age, gender and experienced discrimination on perceived discrimination

According to the present results, perceived workplace inequality is not evenly distributed. In accordance with previous studies with Finnish samples (Sutela & Lehto, 2014; Larja et al., 2012) the present study indicated that women reported more often personal experiences of

workplace discrimination than men. At the same time, gender had no significant main effect on the level of perceived workplace discrimination and inequality. However, there was a significant effect of personally experienced discrimination on the KivaE summative score. People who had personally experienced discrimination or inappropriate treatment had significantly higher summative scores of KivaE, which indicated higher level of inequality and discrimination in this study. This difference might have to do with the possibility that people who have experienced being discriminated against could be more likely to observe inequality also in their surroundings as well as in the policies and the management activities of their organization.

There was also a significant interaction effect between gender and personally experienced discrimination on perceived workplace discrimination and inequality. Here the gender difference was significant only among those who did not have personal experiences of discrimination, with men scoring lower in perceived inequality and discrimination than women. At the same time, men who had personally experienced discrimination scored slightly higher in perceived inequality and discrimination than women with similar experiences, but this gender effect was non-significant. In other words, men report less perceived discrimination and inequality only if they have not experienced discrimination personally while this gender effect disappears if they have such experiences. A possible explanation for this finding could be that women could be more observant, or prone to report, discrimination even if they are not personally targeted. Men could pay attention to inequality first after experiencing being targeted themselves. This consideration is however speculative, as there is no previous research on this topic and moreover, the effect size of the interaction was not particularly large.

In contrast with previous studies (Gee, Pavalko & Long, 2007; Snape & Redman, 2003), there was no main effect of age in perceived discrimination. However, the effect of higher age on personally experienced discrimination was present. It is possible that this inconsistent finding has to do with sampling bias or some differentiating characteristics in the present sample compared to samples in previous studies. Also, the measures used might not be comparable.

In their literature review about the measurement and definition of discrimination, Shen and Dhanani (2015) make an important note regarding group differences in discrimination. According to their recommendations, group comparisons should be made first after testing that the interpretation of discrimination and related constructs does not differ across groups. As they note, the research on measurement invariance regarding discrimination measures is still in its infancy and further research should be conducted (Shen & Dhanani, 2015). Bearing this in mind, group comparisons regarding the level of perceived discrimination might not necessarily

be meaningful until more is known about similarities and differences in interpretation of discrimination and inequality.

4.4 Limitations

The present results should be interpreted in the light of certain limitations inherent in the study. The present sample consisted of only one client organization of KivaQ. The sampling method is therefore not optimal which might have biased the results, especially regarding the analysis on KivaE -responses and demographical variables. Since nearly all respondents (98 %) had a university degree at least at a master's level and worked in the same industry, the sample is not representative of other educational and occupational groups.[1] It is possible that people who are highly educated differ in their way of responding to organizational surveys or in their perceptions of discrimination, as compared to people with a lower educational background. Moreover, people may differ in their ways of perceiving unjust behaviour as discriminatory (Ellemers & Barreto, 2008) and in the propensity to make attributions to prejudice (Miller & Saucier, 2018). Hence, it is possible that this occupational group could share some important characteristics which affect their way of responding to KivaE. However, no research could be found regarding differences in responding to equality or discrimination questionnaires between specific occupational or educational groups.

Additionally, the response rate of the present study was relatively low (17 %). Studies indicate that response rate is affected by the survey length and salience (Cook et al., 2000; Edwards et al., 2000). Length should not be a major issue for KivaE that is a brief measure with only nine questions, but the low response rate might have to do with a lack of salience of the topic. This might depend on the fact that the executing organization was not the respondents' employer organization but a trade union, which could have affected the respondents' evaluation of the importance of the survey. Additionally, the low response rate might have led to biased prevalence rates. If people who have experienced the topic as salient for themselves (e.g. have themselves experienced discrimination) have been more likely to respond to the survey, the prevalence rate estimates for the whole sample might be larger than they are in reality. It is also worth pointing out that the data was gathered in April and May 2017, that is, before 2018 when the *#metoo*-campaign took place. It is possible, that the campaign would have lowered the threshold to report discrimination and inappropriate treatment, and hence the results of this study could have been somewhat different if the data had been gathered first after the campaign.

When it comes to evaluating the validity of KivaE, some methodological limitations are apparent. Usually when evaluating the validity of a questionnaire, it is compared to a "golden

standard" measure that is already validated. Such a validated measure does, however, not yet exist in the Finnish labour market and therefore such a comparison could not be made. Measurement of some important variables, such as stress, work-related well-being or mental health would have increased options for validity examination. Possible analyses could have included evaluation of KivaE's criterion validity by comparing KivaE summative scores to factors that have shown to be related to perceived workplace discrimination and inequality, such as stress, reduced job attitudes or mental and physical health. Additionally, a confirmatory factor analysis conducted with data from another sample would have provided more information on the latent structure of KivaE. These kinds of analyses would have offered further support for KivaE's validity as a measure for perceived discrimination and equality at working communities.

The creation of the standardized KivaE summative score could also be perceived somewhat problematic. It is possible that the alternatives of the first two items are not of same value. Thus, the sum of types and situations of discrimination might not represent the severity of the situation, as some types of discrimination might be more detrimental for an individual than others. For example, sexual orientation discrimination has shown to be more strongly related to multiple outcomes than other types of discrimination, and interpersonal discrimination has shown a stronger negative association with job satisfaction than formal discrimination (Dhanani et al., 2018). Moreover, it is possible that some items of KivaE represent the level of workplace equality better than others. Thus, it might not have been optimal to give all items the same proportional value in the summative score.

4.5 Recommendations and future directions for KivaE

In the light of this study, it is recommended that research on assessment instruments for workplace inequality and discrimination is continued. Multidisciplinary collaboration is encouraged in the development of new measures, as workplace inequality and discrimination are multifaceted themes that cross disciplinary borders. Comparison studies between different measures are also highly recommended. For example, the Finnish Workplace Equality questionnaire (Tasa-arvokysely) could be compared to KivaE to evaluate their correspondence. Further studies on KivaE's validity and development are encouraged, as the validity analyses done in this study were not comprehensive. Future studies should also estimate the associations of KivaE scores with constructs that have previously found to be associated with perceived inequality and discrimination, such as impaired health and job attitudes (Dhanani et al., 2018;

Jones et al., 2015; Lee & Ahn, 2011, 2012; Pascoe & Richman, 2009; Schmitt et al., 2014; Triana et al., 2015).

As noted above, some modifications to the KivaE questionnaire could be considered. While not undermining the importance of keeping the length of KivaE acceptable, adding a few topics could increase its validity and relevance concerning the latest research. Possible additional questions could include a question about subtle and overt discrimination, as the latest research (Jones et al., 2015; Jones et al., 2017) strongly supports this division. This way organizations could possibly get better information about what kinds of interventions would be appropriate, i.e. whether interventions should be targeted to overt or subtle forms of discrimination. Another possible extension to the survey would be a question about the frequency and regularity of mistreatment. According to a relatively recent meta-analysis on subtle discrimination, one possibly important factor causing harmful consequences for individuals is repeated mistreatment (Jones et al., 2015). Also, when it comes to using KivaE for monitoring the level of equality for legal purposes, including a question about direct and indirect forms of discrimination, might be beneficial as the Finnish NDA separates between these two types. This is especially the case if KivaE is marketed as a proper assessment method for organizations' legal obligations.

Additionally, a possible question to add would concern bullying, as it might be hard for an individual to decide whether a behaviour is indeed discriminatory or bullying. As Jones et al. (2017) have noted, subtle forms of discrimination are often ambiguous in their nature which makes the attributional process regarding the cause of mistreatment prolonged. Therefore, as bullying and discrimination differ mainly on their anticipated cause, i.e. whether it is status-blind (Grubb et al., 2004) or is based on a group membership (Chung, 2001), differentiation between these two could be somewhat trivial in organizational assessment. For example, if discrimination is mistaken for bullying and this construct is not assessed by the survey, a part of discrimination might remain unreported. These considerations are relevant especially if KivaE is marketed as a measurement tool for equality and *inappropriate treatment* in organizations. Such treatment can namely cover even bullying, incivility, generalized workplace abuse and other milder forms of workplace mistreatment (Lim & Cortina, 2005). This could be tackled by adding a broad definition of inappropriate treatment in the beginning of the survey and require respondents to read the definition before responding. The definitions are currently available in the beginning of the survey only if the respondent clicks the *Definitions*-button. By requiring the respondents to read the definitions, possible misunderstandings could be prevented better.

According to the present results, the third most-common type of discrimination was "other" (6 % of the respondents chose this alternative). Since the author of this thesis work did not have access to answers for the open-ended questions, it remains unclear whether some important type of discrimination is not assessed by KivaE. Therefore, in using KivaE, it is important to analyse also these responses. With a content analysis of open answers, some recurring and relevant themes may come up. If such themes would appear, it could be advisable to consider including these new alternatives to the questions. Besides the content analysis, a continuous updating regarding the multiple choices in items 1 and 2 is recommended. These updates should be based on recent population studies (e.g. Working life barometer and Quality of work life studies) about the most frequent discrimination types and situations. For example, discrimination based on favouritism and employment type were shown to be the most common types of perceived discrimination in a national Finnish study (Sutela & Lehto, 2014), but these are not mentioned in the response alternatives of item 1 in KivaE.

Additionally, some modifications to the design of the survey are recommended. It is recommended to update all Likert-scales to the same range; i.e. item 5 could be updated to a 10-point Likert-scale to reach consistency with other items. This would make the items more comparable. Furthermore, the interpretation of the first response alternative of item 5 ("*We have not perceived discrimination or inappropriate treatment in our work team*") should be considered. These responses might namely be interpreted as missing data if it is assumed that a person cannot evaluate his opinion about the superior's intervening without a presence of discrimination in his working team. Therefore, this alternative might not be perceived as entirely logical and it could be possible to program the survey to not require responses to items 2 and 5 if one has not perceived discrimination in their working community (according to their response to item 1). However, it is also possible that respondents who have not perceived discrimination in their working team could answer to the question based on their belief on how actively their superior *would* intervene in *possible* discrimination if such occurred. Especially when *possible discrimination* is also the term used in the question.

Regarding the overall use of KivaE, it is recommended that the survey is used mainly for screening purposes, due to its brief form. If any concern about the level of equality arises from the KivaE results, further assessment could be advisable with more comprehensive instruments or interviews.

4.6 Conclusions

This was the first study to evaluate the reliability and construct validity of a workplace equality instrument used in Finland. The results showed that the internal consistency of KivaE was acceptable and according to the results of the factor analysis, KivaE represents a rather unitary measure for perceived equality and discrimination at workplace. Despite certain limitations and suggestions for improving the survey, KivaE can be considered to be a viable screening instrument for possible problems in perceived equality in organizations. However, it should be noted that KivaE should not be held as a complete or an objective measure, as it does not cover all the themes associated with the broad concept of workplace equality and discrimination and it relies on self-reports. Given the multidisciplinary nature of workplace equality and discrimination, the use of multiple sources of information to accompany KivaE is advised. Comparison studies with other workplace equality surveys together with further validation studies using more heterogeneous samples are recommended. Moreover, continuous work on updating the multiple-choice questions as well as modification of wording according to the latest research is strongly encouraged.

According to the results, respondents who had personally experienced discrimination also scored higher in perceived inequality than respondents without such experiences. At the same time, men showed lower level of perceived inequality and discrimination than women among those without personal experiences of discrimination. Women and respondents over 50 years of age reported more often having personally experienced discrimination than men and younger respondents. These group differences are recommended to be studied further with more heterogenous samples. Also, research on measurement invariance between demographical groups is called for.

Conflict of interest

There are no financial nor intellectual conflicts of interest that would have interfered with the reliability of the study. Research project was initiated by KivaQ, but the author has not been involved in the development of KivaE survey nor is financially involved with the company.

Sammanfattning på svenska

Bedömning av arbetsplatsjämlikhet: Validering av en enkät och undersökning av faktorer som påverkar uppfattad arbetsplatsdiskriminering

Att minska diskriminering och ojämlikhet på arbetsplatser är en stor utmaning inom arbets- och organisationspsykologi. Trots stora framgångar inom befrämjandet av jämlikhet under de senaste decennierna, kvarstår ojämlikhet på arbetsmarknaden (Dipboye & Halverson, 2004; International Labour Conference, 2011; Marchiondo, Ran & Cortina, 2018). Ojämlikt och diskriminerande bemötande uttrycks på många sätt och av många skäl. På en psykologisk nivå betyder arbetsplatsdiskriminering att en anställd uppfattar att hen blir orättvist bemött på grund av sitt gruppmedlemskap (Dhanani, Beus & Joseph, 2018). Även om positiva framsteg har gjorts i lagstiftning om diskriminering, är dessa inte tillräckliga i kampen mot problemen (International Labour Conference, 2011; Barlett, 2009).

Även om det har hävdats att organisationer borde ta det största ansvaret i förebyggandet av arbetsplatsdiskriminering (Marshburn, Harrington & Ruggs, 2017), varierar organisationerna fortfarande mycket i sin praxis för antidiskriminering och ledning av diversitet (Yang & Konrad, 2011). Det saknas exempelvis evidensbaserade mått på arbetsplatsdiskriminering och ojämlikhet, speciellt när det gäller anställdas individuella upplevelser. Utan funktionella bedömningsmetoder får diskriminering och ojämlikhet inte nödvändigtvis ledningens uppmärksamhet och viktiga åtgärder för befrämjandet av jämlikhet blir inte utförda. Min avhandlingsstudie undersökte begreppsvaliditeten av ett enkätinstrument (KivaE) som mäter uppfattad arbetsplatsjämlikhet samt samband mellan uppfattad arbetsplatsdiskriminering, kön, ålder och upplevelse av diskriminering i ett stort finskt sampel.

Eftersom arbetsplatsdiskriminering och ojämlikhet är mångfacetterade begrepp som kan förekomma på många olika plan, varierar definitionerna beroende på vetenskapsgren och intresseområde. I denna studie används samma definition för diskriminering som i en färsk metaanalys om detta tema (Dhanani et al. 2018) vars definition härstammar från en definition av Chung (2001). I metaanalysen definieras uppfattad diskriminering (eng. *perceived discrimination*) som en anställds uppfattning om orättvist eller negativt bemötande som baserar sig på medlemskap i en viss social grupp. Detta fokus på *uppfattad* arbetsplatsdiskriminering berättigas av att relevanta följder för anställda endast påverkas ifall de anställda är medvetna om att en diskriminerande handling eller händelse har skett (Ragins & Cornwell, 2001, Swanson & Wotike, 1997).

Många forskare håller med om att diskriminering har blivit mer subtil och indirekt under de senaste decennierna (Deitch et al., 2003; Dipboye & Colella, 2005; Dipboye & Halverson, 2004; Jones, Arena, Nittrouer, Alonso & Lindsey, 2017) vilket har gjort den svårare att upptäcka. Öppen diskriminering har nämligen blivit socialt oacceptabelt (Dipboye & Halverson, 2004) vilket delvis kan förklara övergången till mera subtila diskriminerande handlingar. Subtil diskriminering är ofta tvetydig, tar sig uttryck i interpersonella situationer och kan även förekomma oavsiktligt (Jones et al., 2017). Enligt en metaanalys av Jones, Peddie, Gilrane, King och Grey (2015) borde betydelsen och relevansen av subtil diskriminering erkännas i samma grad som öppen och formell diskriminering. I litteraturen förekommer varierande begrepp för subtila former av diskriminering, exempelvis vardaglig diskriminering, selektiv ohövlighet (eng. *selective incivilicity*) (Marchiondo et al., 2018), interpersonell illabehandling (Lim & Cortina, 2005) och mikroaggressioner (Leo & Nadal, 2010). Arbetsplatstrakassering och mobbning kan även anses vara begrepp som i vissa måna överlappar med diskriminering. Trakasserier och mobbning kan förekomma utan en tydlig orsak i offrens sociala status (Rospenda et al., 2009), vilket kan anses vara en särskiljande faktor från diskriminering som oftast är kopplad till gruppmedlemskap. Det bör observeras att denna skillnad kan vara relativt artificiell i verkligheten. Eftersom diskriminering ofta är tvetydig och subtil kan det vara svårt för individer att särskilja ifall de har blivit offer för diskriminering eller mobbning.

Ett flertal metaanalytiska studier har påvisat de negativa följderna av diskriminering såväl för den mentala och fysiska hälsan som för arbetsattityder (Dhanani et al., 2018; Jones et al., 2015; Lee & Ahn, 2011, 2012; Pascoe & Richman, 2009; Schmitt et al., 2014; Triana, Jayasinghe & Pieper, 2015). Enligt en färsk metaanalys om arbetsplatsdiskriminering (Dhanani et al., 2018) verkar de negativa konsekvenserna av diskriminering inte vara begränsade till den utsatta individen eller gruppen. Metaanalysens resultat indikerar att rapporter om observerad diskriminering av andra till och med kan ha ett starkare samband med de negativa följderna för anställda än rapporter om upplevd diskriminering (Dhanani et al., 2018). Förutom de negativa konsekvenserna på individnivå, skapar problem i jämlikt bemötande även ekonomiska kostnader. Uppfattad ojämlikhet på arbetet har visat sig ha ett samband med en ökad risk för yrkessjukdomar, sjukfrånvaro (Min, Park, Kim & Min, 2013) och produktionsförlust (Lohela-Karlsson, Hagberg & Bergström, 2014). Dessutom har ett ojämlikt arbetsklimat visat ett samband med högre omsättningsavsikter (King, Hebl, George & Matusik, 2010), vilket skapar sekundära kostnader för organisationer.

Liksom i andra västländer är ojämlikt bemötande och arbetsplatsdiskriminering olagliga i Finland. Den finska antidiskrimineringslagen (2014) förbjuder såväl direkt och indirekt diskriminering som trakasserier och mobbning. Dessutom förpliktas organisationer med över 30 personer att formulera en plan för mätning av jämlikhetsbefrämjandet. Trots lagarna och förpliktelserna kvarstår diskriminering på den finska arbetsmarknaden, enligt nationella enkätstudier. Enligt en studie av Arbets- och näringsministeriet rapporterade upp till 40 % av kvinnorna och 30 % av männen att de iakttagit diskriminering på sin nuvarande arbetsplats (Larja et al., 2012). De vanligaste orsakerna till diskriminering verkar vara ålder, kön, hälsa, etnicitet och nationell bakgrund (Pietiläinen & Keski-Petäjä, 2014).

Med tanke på de allvarliga följderna som ojämlikt bemötande skapar och de lagstadgade förpliktelserna för organisationer, finns det ett klart behov av funktionella metoder för mätning av arbetsplatsdiskriminering och jämlikhet. Utan bedömning av det nuvarande läget kan organisationer inte bli medvetna om möjliga problem eller vidta nödvändiga åtgärder för att höja nivån på jämlikhet. Trots den omfattande forskningen om diskriminering och dess negativa följder, har mätningen av den fått mindre forskningsuppmärksamhet (Shen & Dhanani, 2015) och många studier om temat har gjorts med ett samhällsvetenskapligt eller organisatoriskt perspektiv, i stället för psykologiskt. Inom psykologisk forskning har skalor för mätning av specifika typer av upplevd diskriminering utvecklats, exempelvis för rasism, åldersdiskriminering och etnisk diskriminering (Bastos, Celeste, Faerstein & Barros, 2010; Brondolo et al. 2005; Furunes & Mykletun, 2010; Hill & Willoughby, 2005; Marchiondo, Gonzales & Ran, 2015). Att fokusera på en enda form av diskriminering begränsar respondenternas svar och man kan då misslyckas med att fånga hela spektrumet av diskriminerande bemötande (Dhanani et al., 2018).

Det finns också relativt lite forskning om frågedesign och dess effekt på mätning av arbetsplatsdiskriminering och jämlikhet. Enligt en studie kan deltagarnas svar påverkas av enkätens rubrik (Gomez & Trierweiler, 2001) och andra studier har indikerat att respondenterna oftare håller med om påståenden som inte kräver att de själva identifierar sig som ett offer än om påståenden som kräver att de gör det (Ilies, Hauserman, Schwochau & Stibal, 2003; Nielsen, Matthiesen & Einarsen, 2010). Människor kan även uppfatta ojämlikhet och diskriminering på olika sätt. Exempelvis kan det finnas skillnader i människors allmänna benägenhet att attribuera händelser till fördomar (Miller & Saucier). Därtill finns det en del motstridiga studier som indikerar att medlemmar av stigmatiserade grupper kan vara mer eller mindre benägna att minimera diskriminering än medlemmar av icke-stigmatiserade grupper (Kaiser & Major, 2006; Major, Quinton & McCOy, 2002).

Även om enkäter har välkända metodologiska utmaningar, som återkallningsfel och skevhet i respons, används de mycket för mätning av sociala strukturer i organisationer. Då uppfattad ojämlikhet och diskriminering mäts, ligger intresset på subjektiva upplevelser och inte på objektiva sanningar, vilket stöder användning av enkäter för detta syfte. Därtill har studier indikerat att anställdas beteende påverkas av deras uppfattningar även om uppfattningarna skulle skilja sig från verkligheten (Barak, Cherin & Berkman, 1998; Eisenberger, Fasolo & Davis-LaMastro, 1990).

De mest välkända finska måtten på arbetsplatsjämlikhet är Arbetslivsbarometern och Jämlikhetsenkäten. Arbetslivsbarometern är en statlig enkät som strävar efter att beskriva tillståndet av det finska arbetslivet på nationell nivå. Diskriminering är bara en aspekt i enkäten. Jämlikhetsenkäten (https://www.tasa-arvokysely.fi/) är i sin tur utvecklad av forskningscentret för arbetslivet (fin. *Työelämän tutkimuskeskus*) vid Tammerfors universitet i samarbete med ombudsmannen för jämlikhet. Det finns dock inga akademiska studier som skulle ha bedömt detta mått.

Ett relativt nyligen utvecklat (2017) mått för mätning av jämlikhet i arbetsgemenskap är en kort finsk enkät, KivaE (Bilaga A) som bedöms i denna studie. Det är utvecklat av företaget KivaQ, som är fokuserat på förbättring av arbetsvälbefinnandet. Utvecklingen av KivaE inleddes eftersom KivaQ uppmärkte ett behov av en jämlikhetsenkät på finska arbetsplatser. KivaE består av nio frågor som handlar om de olika rollerna på arbetsplatsen: högsta ledningen, mellanledningen och de anställda. Svaren indikerar möjliga upplevelser av diskriminering eller osakligt bemötande i arbetsgemenskapen, upplevda orsaker till detta, situationer där osakligt bemötande har skett samt de anställdas upplevelser av ledningens roll i befrämjandet av jämlikhet.

Studiens syfte

Huvudsyftet med denna studie är att bedöma reliabiliteten och begreppsvaliditeten av KivaE-enkäten. Detta utförs genom att undersöka den interna konsistensen och faktoriella strukturen av KivaE. Ett sekundärt syfte är att erbjuda information om den finska arbetsplatsjämlikheten genom att undersöka möjliga effekter av kön, ålder och en personlig upplevelse av diskriminering på uppfattad ojämlikhet och diskriminering. Inga specifika hypoteser ställs innan analyserna eftersom inga tidigare studier har utförts om KivaE.

Metod

Data som används i denna studie samlades in av en av KivaQ:s klientorganisationer i april och maj 2017. Organisationen är en fackförening vars namn är utelämnat från denna studie av sekretesskäl. En länk till enkäten skickades till 5 000 medlemmar av fackföreningen och

deltagarna svarade på enkäten elektroniskt. Samplet består av 854 svar med en svarsprocent på 17 %.

Deltagarna fyllde i standardversionen av KivaE med nio standardfrågor. Innehållet i frågorna härstammar från den praktiska erfarenheten från fältet, från innehållet i den finska diskrimineringslagen och från nationella enkätstudier. Den sista frågan är en öppen fråga som är avsedd för att garantera att alla viktiga aspekter av gällande jämlikhet säkert kommer fram. Svaren på denna fråga är dock inte tillgängliga att analyseras i denna studie för att garantera respondenternas anonymitet. Förutom standardfrågorna svarade deltagarna på flervalsfrågor om deras ålder, kön, utbildning och arbetsposition.

Analyserna genomförs med SPSS version 24 (IBM Statistical Package for the Social Sciences). De deskriptiva analyserna består av frekvenser, medelvärden och standardavvikelser. Dessa analyser genomförs med ursprungliga poäng. I andra analyser används poäng som är omvända för frågorna 3–8, så att högre värden betyder högre nivå på upplevd diskriminering och ojämlikhet. KivaE:s interna konsistens bedöms med Cronbachs alfa och begreppsvaliditeten bedöms med utvärdering av KivaE:s latenta struktur med faktoranalys.

Förutom reliabilitets- och validitetsevalueringar utförs en trevägsvariansanalys (ANOVA) för att utvärdera möjliga effekter av kön, ålder och personligen upplevd diskriminering. Variabeln om personligen upplevd diskriminering baserar sig på respondenternas svar på fråga 3 (*Har du själv personligen blivit utsatt för diskriminering eller osakligt bemötande i din arbetsgemenskap under det senaste året?*). Dessutom görs två chi-två-test för att utforska om det finns gruppskillnader i svar på fråga 3, d.v.s. om respondenterna själva har personligen upplevt diskriminering eller inte.

Det faktum att data inte ursprungligen samlades in för forskningssyfte kan anses något problematiskt från ett etiskt perspektiv. Deltagarna har svarat på enkäten anonymt och frivilligt. Dessutom analyseras deras svar endast på gruppnivå och individuella svar kan därför inte identifieras. För att uppnå full anonymitet, utelämnas organisationens namn samt branschen från detta avhandlingsarbete. Det kan också konstateras att ingen skada orsakats respondenterna, vilket minskar problemet med brist på informerat samtycke av deltagarna. Jag har också godkänt organisationens villkor för användningen av data. Organisationen som har samlat in data har därmed gett sitt samtycke till användningen av data för forskningssyfte.

Resultat

Av respondenterna var 71 % (n = 602) män, 27 % (n = 235) kvinnor och 2 % (n = 15) rapporterade inte sitt kön. Den största delen av respondenterna var 30–39 (35 %) eller 40–49 (29 %) år gamla, medan 21 % var 50–59 år, 9 % under 30 år och 6 % var 60 år eller äldre.

Utbildning inkluderades inte i analyserna eftersom det inte fanns tillräckligt med variation i den faktorn; 98 % av samplet hade universitetsexamen minst på magisternivå och 96 % av samplet arbetade i expert- eller ledningsposition.

Enligt deskriptiva analyser av KivaE-svar rapporterade 17 % av respondenterna att de själva upplevt diskriminering. De vanligaste diskrimineringsgrunderna var kön (14 %), ålder (12 %) och annat (6 %). Av respondenterna rapporterade 68 % att de inte lagt märke till diskriminering på sin arbetsgemenskap, medan 32 % rapporterade att ha sett minst en typ av diskriminering. De vanligaste situationerna där respondenterna hade lagt märke till diskriminering var vid urval till olika uppdrag och vid avancemang i karriären (20 %), inofficiella diskussioner (19 %) och vid tillgång till information (11 %). De flesta respondenterna rapporterade relativt höga värden för uppfattad jämlikhet enligt svar på frågor 4, 6, 7 och 8: medeltal av dessa svar varierade från 6,81 till 7,03 (på en icke-omvänd skala från 1 till 10 var ett högre värde betydde en högre nivå på uppfattad jämlikhet).

KivaEs reliabilitet bedömdes med Cronbachs alfa. Cronbachs alfa för mått borde vara högre än 0,80 om måtten är använt som ett screeningsinstrument (Nunnally & Bernstein, 1994). Den interna konsistensen av KivaE frågorna visade sig överskrida denna rekommenderade gräns med alfavärdet 0,823. KivaEs begreppsvaliditet utforskades med en faktoranalys. Inter–item-korrelationer för olika frågor varierade från 0,21 till 0,76. Alla fem frågor laddade rimligt på en faktor ($r = 0,42 – 0,798$) och denna faktor erbjöd ett egenvärde av 3,817 samt förklarade 55 % av variansen. Därför valdes en enfaktorslösning för KivaE. På basen av faktoranalysens resultat utformades en standardiserad KivaE-summapoäng för alla respondenter genom att räkna medeltal av frågornas z-poäng för varje respondent.

Gruppjämförelser mellan kön, ålder och upplevd diskriminering gjordes med en variansanalys. Kön hade två nivåer (man, kvinna), ålder hade tre nivåer (under 30 år, 30-49 år, över 50 år) medan upplevd diskriminering hade två nivåer (ja, nej). Enligt resultaten fanns det en signifikant huvudeffekt av upplevd diskriminering ($F (1,835) = 140,54$; $p < 0,001$; $\eta p^2 = 0,146$). De som personligen hade upplevt diskriminering hade högre nivå av uppfattad diskriminering och ojämlikhet, d.v.s. högre KivaE summapoäng ($M = 1,03$; $SD = 0,62$) än de som inte hade upplevt sådant ($M = -0,20$; $SD = 0,57$). Andra huvudeffekter var inte signifikanta. Dessutom fanns det en signifikant interaktionseffekt mellan personligen upplevd diskriminering och kön på uppfattad diskriminering och ojämlikhet ($F (1,835) = 5,65$; $p < 0,05$; $\eta p^2 = 0,007$). Bland dem som inte personligen hade upplevt diskriminering rapporterade män lägre nivå på uppfattad diskriminering ($M = -0,24$; $SD = 0,81$) än kvinnor ($M = -0,08$; $SD = 0,52$), medan det inte fanns en sådan skillnad bland dem som personligen hade upplevt

diskriminering. Eftersom deltagarna kan ha svarat på frågor 1 och 2 enligt deras egen erfarenhet av upplevd diskriminering, gjordes en annan variansanalys med KivaE-summapoäng som inte inkluderade svaren på frågor 1 och 2. Resultaten av denna analys var eniga med den första även om effektstorlekarna var något lägre.

Förutom variansanalyserna utfördes två chi-två-test av oberoende för att utforska ifall köns- och åldersgrupperna skiljde sig i deras svar på fråga 3, det vill säga om de själv hade upplevt diskriminering eller inte. Enligt dessa test fördelades svaren på fråga 3 inte jämnt varken mellan män och kvinnor (χ^2 (1, N = 837) = 40,15, p < 0,001) eller mellan olika åldersgrupper (χ^2 (2, N = 837) = 15,81, p < 0,001). Kvinnor och respondenter som var över 50 år gamla rapporterade proportionellt oftare att de upplevt diskriminering. Phi-effektstorlekar för dessa samband var 0,22 för kön samt 0,14 för ålder.

Diskussion

Uppfattad arbetsplatsdiskriminering och ojämlikhet leder till signifikanta negativa följder både för individer och för organisationer. Följaktligen skapas ett behov av bedömning av dessa teman på organisatorisk nivå. Dessutom är finska organisationer enligt lagen förpliktade att uppfölja deras jämlikhetsnivå. Trots detta är forskningen om organisatoriska bedömningsmetoder för uppfattad arbetsplatsdiskriminering och ojämlikhet fortfarande ganska begränsad. Av denna orsak syftade denna studie till att evaluera reliabilitet och validitet av en arbetsplatsjämlikhetsenkät, KivaE. Sekundärt strävade denna studie efter att utforska ålders- och könsskillnader i uppfattad arbetsplatsdiskriminering och jämlikhet.

Analysen av KivaE:s interna konsistens visade att KivaE:s reliabilitet är på en acceptabel nivå. Enligt den explorativa faktoranalysens resultat var en enfaktorslösning lämpligast för enkäten vilket tyder på att KivaE representerar ett relativt enhetligt mått på uppfattad jämlikhet och arbetsplatsdiskriminering. Emellertid kan inga säkra slutledningar om begreppsvaliditeten göras eftersom KivaE exempelvis inte jämfördes med andra mått som redan skulle ha visat sig vara valida instrument för arbetsplatsjämlikhet (så kallade "golden standard"-mått). Sådana validerade mått finns dock fortfarande inte.

Med tanke på KivaE:s samstämmighet med den nuvarande forskningen om arbetsplatsjämlikhet, är vissa avvägningar värda att ta upp. Eftersom den nuvarande forskningen om arbetsplatsjämlikhet saknar allmänt accepterade definitioner är det en krävande uppgift att utveckla ett mått som skulle omfatta alla teoretiska aspekter. Därför föreslås ett bättre multidisciplinärt samarbete i vidareutvecklingen av KivaE. För att uppnå bättre samstämmighet med den nyaste psykologiska forskningen skulle det möjligtvis vara fördelaktigt att lägga till

ett par frågor om exempelvis subtil och formell diskriminering, då forskningen stöder denna uppdelning (Jones et al., 2015; Jones et al., 2017). Detta kunde hjälpa organisationer att planera lämpliga interventioner, det vill säga huruvida fokuset på interventionen borde läggas vid subtila eller formella diskriminering. Dessutom kunde en annan tilläggsfråga handla om arbetsplatsmobbning eftersom det kan vara svårt för individen att skilja mellan om hen har stött på diskriminering eller mobbning. Dessa två fenomen skiljer sig nämligen åt främst i deras bakomliggande orsak, det vill säga huruvida det är statusblint (Grubb et al., 2004) eller baserar sig på gruppmedlemskap (Chung, 2001). En annan viktig avvägning handlar om ordval och rubrik. Det finns evidens som indikerar att enkätsrubrik kan påverka deltagarnas respons (Gomez & Trierweiler, 2001) och därför kan inverkan av KivaEs rubrik ("jämlikhetsenkät") diskuteras. Därtill borde användning av ordet "diskriminering" i enkäten övervägas. Vissa studier har nämligen indikerat att påståenden som inte kräver att respondenter identifierar sig själv som ett offer av diskriminering hålls med om oftare än påståenden som kräver att respondenter gör det (Ilies, Hauserman, Schwochau & Stibal, 2003; Nielsen, Matthiesen & Einarsen, 2010).

Enligt studiens deskriptiva analyser var nivån på diskriminering i detta sampel lägre än det har varit i nationella studierna (t.ex. Larja et al., 2012; Pietiläinen & Keski-Petäjä, 2014). Däremot var de vanligaste diskrimineringsgrunderna i enighet med tidigare studierna: kön och ålder visade de högsta prevalensnivåerna. Av de respondenterna som rapporterade diskriminering rapporterade de flesta endast en typ av diskriminering (63 %). Betydelsen av subtil diskriminering kunde indikeras i resultaten att den näst vanligaste situationen för diskriminering var inofficiella diskussioner på arbetsplatsen (19 %).

Enligt variansanalyserna rapporterade deltagare med personliga erfarenheter av diskriminering även högre nivåer på diskriminering och ojämlikhet på arbetsplatsen. Detta kunde tyda på att människorna blir mer observanta att iaktta ojämlikhet på sin arbetsplats efter att de själv har upplevt diskriminering. Det fanns även en interaktionseffekt mellan kön och personligen upplevd diskriminering: bland dem som inte hade personliga erfarenheter av diskriminering, hade män lägre KivaE-poäng än kvinnor men denna skillnad fanns inte bland dem som personligen hade upplevt diskriminering. Denna effekt kunde förklaras av att kvinnor kunde vara mer observanta för diskriminering eller mer benägna att rapportera det även om de inte själv blir diskriminerade. En alternativ förklaring kunde vara att män blir observanta för diskriminering först efter att ha personligen upplevt diskriminering. Samtidigt är det värt att nämna att det inte finns mycket forskning om invarians i mätning av arbetsplatsdiskriminering (Shen & Dhanani, 2015). Därför skulle det vara viktigt att forska i hurdana gruppskillnader det

finns i tolkning av diskrimineringsenkäter samt i förståelse av dessa fenomen innan vidare slutledningar om gruppjämförelserna görs.

Enligt variansanalysen hade ålder ingen signifikant effekt på nivån på uppfattad diskriminering och ojämlikhet vilket är ett motstridigt resultat jämfört med tidigare studierna (t.ex. Gee, Pavalko & Long, 2007; Snape & Redman, 2003) och kan därmed bero på skevhet i studiens sampel. Däremot visade chi-två-testen att respondenterna över 50-årsåldern oftare rapporterade personliga erfarenheter av diskriminering än respondenter i yngre åldersgrupper.

De presenterade resultaten borde tolkas med tanke på studiens begränsningar. Studiens sampel bestod av endast en klientorganisation av KivaQ. Sampelurvalet var därmed inte optimalt vilket kan ha orsakat något snedvridna resultat. Samplets homogenitet, gällande utbildning och arbetsposition, kan också anses vara något som påverkat resultaten. Därtill var svarsprocenten av denna studie relativt låg (17 %) vilket kan anses vara en begränsning, eftersom det kan ha förekommit bias i vem som har svarat på enkäten. Det är exempelvis möjligt att personer som personligen har upplevt diskriminering har varit mer benägna att svara på enkäten än människor som inte har upplevt det.

Med tanke på KivaEs validitetsanalys, är vissa metodologiska begränsningar uppenbara. KivaE jämfördes exempelvis inte med ett s.k. golden standard -mått som redan skulle ha visat sig vara ett valitt instrument för diskriminering. Därtill var de statistiska analyserna av begränsad kvalitet i och med att data inte hade samlats in för forskningssyfte. Genom att mäta vissa variabler som har visat sig ha ett samband med arbetsplatsdiskriminering (t.ex. stress, arbetsvälbefinnandet eller mental hälsa) skulle möjligheterna för mer avancerade analyser ha varit bättre. Dessutom skulle en konfirmerande faktoranalys med ett annat sampel ha gett mer tillförlitligt information om KivaE:s faktorstruktur, men ett annat sampel fanns inte tillgänglig.

På basis av denna studie rekommenderas det att forskningen om mätningsinstrument för arbetsplatsdiskriminering och jämlikhet fortsätts. Multidisciplinärt samarbete rekommenderas i framtida utveckling av nya mått, eftersom arbetsplatsdiskriminering och jämlikhet är teman som överskrider disciplinära gränser. Därtill rekommenderas jämförelsestudier mellan olika existerande mått för att evaluera deras överensstämmelse. Dessutom uppmuntras fortsatta bedömningar av KivaE:s validitet eftersom validitetsanalyser i denna studie inte kan anses tillräckliga. Framtida studier borde också utforska sambandet mellan KivaE-poäng och faktorer som tidigare har visat sig vara kopplade till diskriminering.

Med tanke på KivaE föreslås vissa ändringar till enkäten. För det första skulle det möjligtvis vara fördelaktigt att lägga till ett par frågor, exempelvis om subtil diskriminering och mobbning. Detta kunde förbättra KivaE:s validitet och samstämmighet med psykologisk

forskning. För det andra kunde fråga 5 modifieras genom att uppdatera dess svarsskala till samma Likert-skala som finns i de andra frågorna. Dessutom kunde svaren på de öppna frågorna analyseras för att bedöma om något viktigt tema upprepas i respondenternas svar och därmed borde läggas till enkäten. På detta sätt kunde KivaQ få information om teman som eventuellt saknas i enkäten och som borde tilläggas.

Slutledningar

Denna studie var den första att evaluera begreppsvaliditeten och reliabiliteten av ett arbetsplatsjämlikhetsinstrument som används i Finland. KivaEs interna konsistens visade sig vara acceptabel. Enligt faktoranalysens resultat representerar KivaE ett ganska enhetligt mått på uppfattad jämlikhet och diskriminering på arbetsplats. Trots vissa begränsningar och förslag till förbättring av enkäten, verkar KivaE vara ett användbart screeningsinstrument för möjliga problem i uppfattad arbetsplatsjämlikhet i organisationer. Det borde dock nämnas att KivaE inte borde beaktas som ett fullständigt eller objektivt mått eftersom det inte omfattar alla faktorer kopplade till arbetsplatsjämlikhet och diskriminering samt förlitar sig på självrapportering. Med tanke på den multidisciplinära naturen av arbetsplatsjämlikhet rekommenderas användning av flera informationskällor tillsammans med KivaE. Vidare valideringsstudier med mer omfattande analyser och mer heterogena sampel rekommenderas.

Enligt studiens resultat rapporterade deltagare som personligen hade upplevt diskriminering högre nivå på uppfattad ojämlikhet och diskriminering än deltagare som inte hade upplevt diskriminering. Dessutom visade det sig att bland dem som inte personligen hade upplevt diskriminering, rapporterade män mindre uppfattad ojämlikhet och diskriminering än kvinnor. Därtill rapporterade kvinnor och deltagarna som var över 50 år oftare att ha personligen upplevt diskriminering. För framtiden rekommenderas vidare forskning om dessa gruppskillnader med mera heterogena sampel.

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Appendix A

Original KivaE survey (in Finnish). Retrieved from:

https://q.kivaq.fi/respondent1.php?language=FI

KIVAQ

KivaE-kysely
Vakiokysymykset

Määritelmiä

Vältä selaimen toimintojen 'Back' (←) ja 'Refresh' (↻) käyttöä. Ne saattavat aiheuttaa virheitä sovelluksessa.
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✱ pakolliset kentät

✱ 1. Oletko havainnut omassa työyhteisössäsi syrjintää tai epäasiallista kohtelua viimeisen vuoden aikana?
. Voit valita vähintään 1 ja enintään 10 vaihtoehtoa

☐ Kyllä, sukupuolesta johtuvaa

☐ Kyllä, iästä johtuvaa

☐ Kyllä, etnisestä alkuperästä tai kansalaisuudesta johtuvaa

☐ Kyllä, kielestä johtuvaa

☐ Kyllä, uskonnosta, vakaumuksesta tai mielipiteestä johtuvaa

☐ Kyllä, poliittisesta toiminnasta, ammattiyhdistystoiminnasta tai muusta yhdistystoiminnasta johtuvaa

☐ Kyllä, perhesuhteista johtuvaa

☐ Kyllä, terveydentilasta tai vammaisuudesta johtuvaa

☐ Kyllä, seksuaalisesta suuntautumisesta, sukupuoli-identiteetistä tai sukupuolen ilmaisusta johtuvaa

☐ En ole havainnut

☐ Muu, mikä

✱ 2. Missä tilanteissa olet havainnut syrjintää tai epäasiallista kohtelua työyhteisössäsi viimeisen vuoden aikana?
. Voit valita vähintään 1 ja enintään 9 vaihtoehtoa

☐ Mahdollisuuksissa vaikuttaa omaan työhön (esimerkiksi työajat, työvuorot, työn organisointi)

☐ Työpaikan fyysisessä ympäristössä (esimerkiksi esteettömyys, pukeutumistilat, työvaatteet)

☐ Sijoittumisessa erilaisiin tehtäviin ja uralla etenemisessä

☐ Mahdollisuuksissa kouluttautua

☐ Tiedonsaannissa

☐ Palkkauksessa

☐ Lomauttamisissa ja irtisanomisissa

✱ 3. Oletko itse joutunut syrjinnän tai epäasiallisen kohtelun kohteeksi työyhteisössäsi viimeisen vuoden aikana?

○ Kyllä   ○ Ei

✱ 4. Kuinka hyvin tiedät miten toimia, jos koet syrjintää tai epäasiallista kohtelua tai havaitset sitä työyhteisössäsi?

En tiedä miten toimia   Tiedän erinomaisesti

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

✱ 5. Kuinka aktiivisesti lähiesimiehesi mielestäsi puuttuu mahdolliseen syrjintään tai epäasialliseen kohteluun?

. Valitse yksi vaihtoehto

○   Työtiimissäni ei ole esiintynyt syrjintää tai epäasiallista kohtelua

○   Ei puutu lainkaan

○   Puuttuu jonkin verran

○   Puuttuu aktiivisesti

✱ 6. Kuinka aktiivisesti organisaatiosi ylin johto mielestäsi edistää tasa-arvoa ja yhdenvertaisuutta?

Ei edistä lainkaan   Edistää hyvin aktiivisesti

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

✱ 7. Kuinka hyvin työntekijöiden erilaista osaamista mielestäsi käytetään hyväksi työyhteisössäsi?

Ei käytetä lainkaan   Käytetään erinomaisesti

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

✱ 8. Kuinka kivaa on mielestäsi ollut tulla töihin viime viikkoina?

Ei kivaa ollenkaan   Erittäin kivaa

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

9. Haluatko kertoa jotain muuta työyhteisösi yhdenvertaisuuteen tai tasa-arvoon liittyvistä asioista?

[ ]

Lähetä vastaukset

1/1

Appendix B

KivaE in English. Retrieved from: https://q.kivaq.fi/respondent1.php?page=standard

KivaE-survey
Standard questions

KIVA Q

Definitions

Avoid pressing Refresh (↻) or using the browser Back button (←), they may cause the application to work incorrectly
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✱ mandatory fields

✱ **1. Have you observed discrimination or inappropriate treatment in your work community during the last year?**
. Please, choose at least 1 and at most 10 alternatives

☐ Yes, because of gender

☐ Yes, because of age

☐ Yes, because of ethnic origin or nationality

☐ Yes, because of language

☐ Yes, because of religion, conviction or opinion

☐ Yes, because of political action, membership of an ideological or professional/ trade organisation

☐ Yes, because of family relationships

☐ Yes, because of health or disability

☐ Yes, because of sexual orientation, gender identity, gender expression

☐ No

☐ Other, what

✱ **2. In what kind of situations have you observed discrimination or inappropriate treatment in your work community?**
. Please, choose at least 1 and at most 9 alternatives

☐ In possibilities to influence my own work (working times, shifts, organisation of work)

☐ In the physical working environment (accessibility, dressing rooms, working clothes)

☐ In duties assigned and in career advancement

☐ In access to training

☐ In information dissemination

☐ In wages

☐ In layoffs and discharges

☐ In unofficial discussions, coffee breaks etc.

☐ Not in any situations

☐ Other, what

⚹ 3. Have you yourself experienced discrimination or inappropriate treatment in your work community during the last year?

○ Yes   ○ No

⚹ 4. How well do you know what to do in case you yourself experience discrimination or inappropriate treatment or observe it in your work community?

I do not know what to do   I know very well

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

⚹ 5. In your opinion how actively does you immediate superior intervene in case of possible discrimination or inappropriate treatment?

. Pls choose one alternative

○   We have not experienced discrimination or inappropriate treatment in my work team

○   Does not intervene at all

○   Intervenes to some extent

○   Intervenes actively

⚹ 6. In your opinion how actively does the top management of your organisation promote equality?

Does no promote at all   Promotes actively

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

⚹ 7. In your opinion how well are the diversified staff skills used in your work community ?

Not at all   Extremely well

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

⚹ 8. Have you enjoyed coming to work in the last weeks?

Not at all   Yes very much

1 ○   2 ○   3 ○   4 ○   5 ○   6 ○   7 ○   8 ○   9 ○   10 ○

9. Would you like to tell something else about equality in your work community?

PRESSMEDDELANDE

En finsk enkät mäter nivån på jämlikhet och diskriminering på arbetsplatser

Pro gradu-avhandling i psykologi
Fakulteten för humaniora, psykologi och teologi, Åbo Akademi

Resultaten av en pro gradu-avhandling vid Åbo Akademi stöder preliminärt tillförlitligheten av en finsk enkät, KivaE, som ett mått på jämlikhet och diskriminering på arbetsplatser. Avhandlingen undersökte i hur stor grad enkätens frågor är konsistenta med varandra och hur väl de mäter samma sak. Vissa förbättringsförslag till enkäten gjordes utifrån resultaten. Dessutom undersöktes gruppskillnader i uppfattad diskriminering, och resultaten tyder på att människor som personligen har upplevt diskriminering, också rapporterar högre nivå på ojämlikhet på arbetsplatsen. Däremot påverkade ålder och kön inte nivån på uppfattad ojämlikhet. Det visade sig ändå att män rapporterar mindre ojämlikhet och diskriminering än kvinnor bland människor som inte personligen har upplevt diskriminering.

Tidigare forskning har påvisat de negativa följderna av arbetsplatsdiskriminering både för den mentala och för den fysiska hälsan. För att förebygga dessa negativa följder skulle det vara viktigt att på arbetsplatser utreda nivån på jämlikhet. Dessutom förpliktar den finska diskrimineringslagen organisationerna att följa upp nivån på jämlikhet och att utforma ett plan för befrämjande av jämlikhet. Trots detta finns det fortfarande endast lite forskning om funktionella och tillförlitliga metoder för utredning av arbetsplatsjämlikhet.

Pro gradu-avhandlingen initierades av företaget KivaQ som också har utvecklat KivaE-enkäten. Samplet i den här studien bestod av 854 medlemmar av en finsk fackförening. Fackföreningen samlade in data under våren 2017 och data analyserades under hösten 2018.

Ytterligare information fås av:
Eerika Heininen
Tel. 0504326112
E-post: eerika.heininen@abo.fi