

PalArch's Journal of Archaeology
of Egypt / Egyptology

Women and Harassment in the Workplace – A Study on Female Working in
Commercial Centers in Makkah Region

¹ Talha H. Fadaak, ² Mohamed O. Khozium

¹ Associate Prof. of Sociology, Social Work Department, College of Social Sciences, Umm Al-Qura University, Makkah, KSA

² Prof., Department of HITM, Faculty of Public Health and Health Informatics, ICRS Consultant, UQU, Makkah, KSA

¹thfadaak@uqu.edu.sa, ²mokhozium@uqu.edu.sa

Talha H. Fadaak, Mohamed O. Khozium: Women and Harassment in the Workplace – A Study on Female Working in Commercial Centers in Makkah Region -- Palarch's Journal Of Archaeology Of Egypt/Egyptology 18(4). ISSN 1567-214x

Keywords: Shopping centers, Harassment, Saudi society, Saudi working women, Working women obstacles.

ABSTRACT

Women are considered one of the pillars of development in Saudi society, and they have made great strides in the fields of education and work and assumed the highest positions, and the state focused on empowering women, and even made it one of the most important goals of Vision 2030, as it opened new areas for women's work in all sectors, including commercial centers, and even emphasized the issue of Saudization. The feminization of some sectors, including stores that sell women's necessities, and consequently, many job opportunities were available in this field. Saudi women have faced many obstacles, including the lack of acceptance by some groups of society for this work as a mixed work, as well as the harassment that women have faced, including the problem of harassment of all kinds. This descriptive study aims to study the harassment faced by Saudi working women in commercial centers, as it was applied to a sample of 150 workers in six commercial centers in the cities of Makkah and Jeddah. The questions revolved around the forms, causes and effects of harassment against women workers. The results were presented, discussed, and some recommendations were drawn to improve the work environment for women in this sector.

1. Introduction

Saudi women are a fundamental pillar of development, and Vision 2030 has focused on them, as it contained The National Transformation Program on (36) strategic goals to support the empowerment and independence of women, as the goals of the vision emphasized the importance of increasing their participation in the labor market from (22%) to (30%) by the year 2030, thus contributing to an increase of (3%) From the non-oil GDP [20]. That the empowerment of women and their participation in achieving sustainable development is based on two main axes: First: the transformation of education from orientation to diversification and freedom of choice and equal opportunities. Second: The transformation of women's work from marginalization to real participation in the market Accordingly, the state implemented the Saudization and feminization of some sectors, including the sector of selling clothes and women's necessities, and it issued regulatory decisions, including the law regulating the work of women in kiosks on 2/22/1436 AH, and the Law on Protection from Harassment was issued on 9/16/1439 AH [16]. Saudi women have come to work in malls amid different social situations, but the rapid changes and the high unemployment rate have pushed many for this sector, and because it is a mixed field, women have become vulnerable to harassment of all kinds. Hence, our study focused on knowing the characteristics of these women as well as the forms, causes and effects of harassment in the workplace.

The study consists of five main sections, namely: Introduction to the study (which is this section), previous studies, study background, results and discussion, conclusion and recommendations.

The results of our study will benefit researchers specializing in women empowerment issues, as well as policy makers interested in improving and refining policies and legislation to reduce the problem of harassment of women and improve the work environment. In addition to enriching specialized studies in the field of women's work in the new sectors resulting from the requirements of Vision 2030. Regarding this study, it focused on the following objectives:

- 1- Determining the demographic and social characteristics of women working in commercial centers in the Makkah region.
- 2- Determining the forms of harassment faced by women working in commercial centers.
- 3- Knowing the causes of harassment against women in experimental centers.
- 4- Knowing the effects of harassment against working women in commercial centers.

As a result, the following questions were formulated:

- 1- What are the demographic and social characteristics of women working in commercial centers in the Makkah region?
- 2- What are the forms of harassment that women are exposed to in their workplace in commercial centers?
- 3- What are the reasons for harassment of women in the workplace in commercial centers?

4- What is the effect of harassment against working women in commercial centers?

Study concepts:

Working woman: is the woman who works outside the home and gets paid for her work [8]. In our research, we mean by the term procedurally, the Saudi woman who works in commercial centers as a salesman, accountant, or supervisor of saleswomen in those centers or inside retail stores, according to the regulations of the Ministry of Human Resources and Social Development.

2- Shopping centers: They are defined procedurally as those markets and large commercial complexes that contain different stores and stores, which are visited by families and members of the community for shopping and entertainment together. 3- Harassment: Harassment is defined as a group of unwanted comments or behaviors that include verbal and non-verbal behaviors, and it can also be direct or indirect through which a man controls a woman through prior knowledge of her or without knowledge of verbal or physical sexual demands to control Women [19]. The procedural definition of harassment in this study is the verbal or non-verbal, visual or physical harassment faced by working women, directly or indirectly from clients or employers.

Methodology

The descriptive study depends on the sample survey method. The study population consists of all women working in the commercial centers in the cities of Makkah and Jeddah. Due to the nature of the study, the sample was chosen through two stages: First: A purposive sample was chosen for the major commercial centers in the cities of Makkah and Jeddah, provided that they are large and their services cover major neighborhoods in the south, center and north of the city. Accordingly, then choosing a number (3) major commercial centers from each city, so we have (6) commercial centers. Second: (25) female employees from each center were selected in a systematic random sample manner from stores that sell clothes - decorative tools - perfumes - devices, and they are often managed or employed by women. Accordingly, the total was (150) single, divided equally between the two cities. The field study was applied during the second half of the year 2020. To collect data, a semi-standardized questionnaire was used that covered two axes related to the objectives of the study:

1- demographic and social characteristics

2- Forms, causes and effects of harassment against working women.

To analyze the data, a Likert Scales scale was used to measure the scores of the response on the paragraph according to the following divisions: agree (3 degrees) - neutral (2 degrees) - disagree (one score). Each opinion was given a weight (Weights), then the arithmetic average was calculated and the importance of each paragraph was divided into three levels according to the overall average, so that the levels would be as shown in the Table no. 1:

Table (1): Significance levels for the Likert tertiary scale

Overall average	level of importance (opinion direction)
1 to 1.66	Low (Disagree)
1.67 to 2.33	medium level (neutral)
2.34 to 3	High (Agree)

Validity: To test the apparent validity, the questionnaire was distributed to a number of respondents, totaling 7 professors from Umm Al-Qura University with experience and specialists in this field, and after reviewing their observations, the questionnaire was modified. As for the validity of internal consistency, it depended on the coefficient of correlation of each variable in the tool to the total degree for a sample of (30) singular and it was found to be significant at the level of significance recognized, so the truth factor is acceptable and the level of confidence that can be relied upon is achieved in the tool as the following Table no. 2 shows:

Table (2): Internal consistency between variables

Variables	Correlation coefficient	indication
Forms of harassment against women in the workplace	0.828	**
The causes of harassment against women in the workplace	0.404	**
The implications of harassment against women at work.	0.871	**

(**) *Significance level indication (0.01)*

Reliability: The stability of the tool was calculated using the reliability coefficient (Cronbach's alpha) to measure the estimated stability of the dimensions and the resolution variables by applying them to a single sample of (30) and the result was that most of the stability parameters of the variables are characterized by a high degree of stability and therefore their results can be adopted as the Table no. 3 shows:

Table (3): Stability coefficient (Cronbach's alpha) n = 30

Axis	Number of cases	Number of items	The value of Alpha Cronbach
Forms of harassment against women at work	30	8	0.854
Causes of harassment against women in the workplace	30	12	0.778
The implications of harassment against	30	8	0.823

women at work			
The survey as a whole	30	28	0.881

PREVIOUS STUDIES

The following is a review of some studies - according to the chronology - that dealt with harassment of women in the workplace, with an explanation of the similarities and differences between them and the current study:

Tarif Shawky's study on "Sexual Harassment of Working Women" (2007), which is a descriptive study aimed at knowing the perceptions of Egyptian working women about what sexual harassment behavior is, its effects and how to prevent it from randomly consisting of 100 women working in the public and private sectors in Greater Cairo. The study found that High percentages of them have been exposed to one or more forms of sexual harassment in the work environment by their bosses and colleagues, whether by word or deed [12]. Rajaa Al-Bawabiji study on "Women Harassment, Social Study and Legal Solutions" (2006) aimed at knowing the size of the problem of harassment against women and the most important types in Oman society, and the most important factors and reasons behind them. Verbal harassment was also the most common among the different types of harassment, and the results indicated that there was no effect on the educational level on the types of harassment, and the most important factors driving harassment were indecent clothing [3].

As for Ruqayya El-Khayari's study on "sexual harassment, a sociological and legal study" (2006), its aim was to identify the social and legal aspect of harassment, as it described and analyzed the harasser and harasser behaviors. It also tried to define the concept of harassment in the workplace. Natural and normal, and some considered it limited in time and space, while some denied its existence completely [4]. The study of Madiha Abada and Khaled Abu Doh on "The Social Dimensions of Sexual Harassment in Everyday Life" (2009) aimed at knowing the social dimensions of sexual harassment in daily life, and the role of social institutions in addressing it. The results indicated an increase in acts of sexual harassment against women due to two types of factors.: Internal factors related to the perpetrator and environmental factors related to civil society, which is seen by women as unable to protect themselves [14].

As for Rasha Hassan, she examined "sexual harassment, verbal opposites until rape" (2009) to find out its forms and the most important features of its victims and perpetrators, and the results indicated the increasing phenomenon of sexual harassment and the existence of reasons such as poor economic situation and widespread unemployment, followed by a lack of religious awareness, as well as the appearance of some women and their behavior on the road. Also, there is no effective law against sexual harassment in society [10].

As for Fayrouz Al-Zaghd's study, it was about "sexual harassment of the working woman" (2012) to reveal the relationship of some factors to harassment such as gender discrimination, the inferior view of the working woman, the silence of the harassed woman for fear of scandal or losing the

position of work by harassment, and the results indicated that sexual harassment always comes who is responsible enjoys power, just as the victims resort to escape and silence, and that the group most vulnerable to sexual harassment is the young group whose ages range from 20 to 29 years, and the majority of them are single [15].

As for Hany Henry's study, it was on "Ways and Methods to Eliminate Sexual Harassment in Egypt" (2013). This study aimed to identify the methods and methods of reducing sexual harassment in Egypt and to identify the characteristics of the harasser such as age, educational and economic status, as well as identifying the different forms of sexual harassment and their incidence rates. Also determining the most important places of sexual harassment and its timing. One of the most prominent results of the study was that all girls are exposed to harassment, regardless of their dress or appearance, that all ages are harassed. The study recommended the issuance of a deterrent penal code for the harasser [17].

Nawal Al-Shehri's study on "Women and sexual harassment in the work environment" (2015 AD) This study aimed to identify the reality of sexual harassment in the work environment in the banking sector as a mixed field, and the methods that women follow in case they are exposed to sexual harassment, in addition to identifying the effects of harassment and procedures Taken by the management of the organization when it receives a report against a harasser. In this study, a descriptive and analytical approach was used. The study sample included all the Saudi banks in the Kingdom of Saudi Arabia, which numbered twelve, for a sample of 206 employees in the banking sector. The results showed that the silence of women about sexual harassment to which they are exposed is one of the most important reasons that It makes it a target for harassers, and the majority of individuals agreed that repelling the harasser is one of the most common behaviors that women follow in the event of sexual harassment. They also agreed that tension and instability are among the most prominent effects resulting from the process of sexual harassment, and the study also resulted in the lack of clarity of the procedures followed by the administration in The occurrence of sexual harassment in the work environment [5].

As for the study of Jasim Al-Omar and others on "Women and sexual harassment at work" (2017), its aim was to reveal the extent of the phenomenon of sexual harassment of Kuwaiti women in the work environment and the causes and reasons from her point of view. The study was on a sample of (237) single women working in some government institutions. The aim is to know the extent of the phenomenon of harassment as well, its causes and ways to confront it. The results showed that many women prefer silence, and that wearing indecent clothing and the interaction of women with men in an absolute way are among the factors that drive harassment [6].

Abdul Karim Hamzah's study on "Sexual Harassment of Women, An Exploratory Study on Saudi Society" (2017) The study aimed to identify the sources of the phenomenon of harassment, its causes and the most age groups that carry out harassment behavior, and the places where harassment occurs.

The study was conducted on students of Princess Noura University and their families. A simple random sample was drawn, and among the results that were reached was the consensus of most of the sample that the most common behavior that the harasser performs is physical contact, and it was also found that more than 11% had a positive tendency to inform the authorities, and one of the most important recommendations of the study is to train the victim to complain formally, and educating women to face the harassment they are exposed to [9].

The study of Ibrahim Al-Mutlaqah and Yusef Al-Khattabiah on “Sexual harassment against women in Jordan and its relationship to some social variables from the viewpoint of Jordanian university students” (2017) aims to identify the factors that lead to the phenomenon of sexual harassment against the girl and its relationship to some variables, such as age, housing, marital status and educational level. The use of the social survey method, and the results of the study showed that there are family factors that lead to sexual harassment against the girl, the most important of which are family violence, then marital incompatibility, lack of sexual education for children when they are young, as well as family disputes, family disintegration, the spread of male culture, and the delay in the age of marriage, The participation of children in the parents' bedrooms, also the media are considered among the factors that lead to sexual harassment against the girl, and pornographic websites and sexual magazines, movies and series with sexual suggestion, pornographic programs and series, and displaying love in a vulgar way in the media are all means that encourage harassment (7].

Iman Dahmani's study on “The Impact of Sexual Harassment of Working Women on Their Employment Stability” Field Study (2017) This study aimed to identify the phenomenon of sexual harassment of working women in the work environment in Algerian society by researching its causes and factors leading to it, and its impact on job stability For working women, the field study was conducted at the hospital specialized in happy wilaya on a sample consisting of 51 out of a research community estimated at 204 workers, and among the most prominent results of the study: that sexual harassment of the working woman may affect her psychological health, but in terms of employment it was not affected and this is due to the conditions The social situation, the deteriorating economic situation, the woman's need for work, the lack of job opportunities, the high unemployment rates and the high cost of living are all factors that made the working woman not ready to give up her work and her preference to continue performing her work and be patient over acts of harassment, especially if his actions do not go beyond mere compliments and flirting gestures and do not go beyond Being exposed to and sexually assaulted [8].

Study, here, more "Harassment of a working woman in the commercial center of the Saudi society" (2020), which was applied to the city of Riyadh to discover the types of harassment and methods of dealing with women. It was applied to 268 working women, and the results showed that women were exposed to various types of harassment: visual, verbal, physical, direct and

indirect. Also, one of the causes of harassment against women is the exaggeration of their adornment and clothing [2].

At the end of this review, we can say that our study is consistent with previous studies in dealing with the issue of harassment, but it did not devote it to specific harassment, but rather left the field open to explore the types of harassment, its forms and its effects on women working in commercial centers. Our study was limited to the Makkah region (the cities of Jeddah and Makkah), which is characterized by its overpopulation and its ethnic and cultural diversity, and no study of this region touched upon this topic.

STUDY BACKGROUND

With regard to harassment of women in the workplace, it differs in different social and organizational contexts, and some literature indicates types, including verbal harassment, visual harassment, physical and sexual harassment, and also indicates the influence of race and ethnicity, as indicated by Nicole Buchanan and others [24] [18]. Regarding the explanatory reasons for harassment, Skin [21] points to the existence of several theoretical explanations, including: Organizational Theory, which explains harassment of women as a result of the disparity in power and social status in the organization, which makes the weaker party in the organization vulnerable to harassment by the stronger party [22].

There is a socio-cultural theory that explains harassment in relation to the sexual ideology of the male related to his control, superiority, and inferiority to women [23]. Some Arab literature has dealt with interpretations that are consistent with the previous proposal. The gender factor plays a major role in the man's harassment of the working woman, especially if he has power and the woman is subject to him at work [11]. On the causes of harassment, the literature has dealt with several factors, including what is due to the victim, how she dresses and deals with the other party, as well as her reactions to harassment. If she deals with silence and passivity, this will lead to the persistence of the harasser and the continuation of the problem [13]. There are reasons attributable to the harasser, such as a weak religious and moral guardianship, or a defect in the social upbringing of the family. We must not overlook the social factors such as the influence of the media and social media, as well as the weakness of the social control system and the penal system [5].

As for the effect of harassment on women, it differs in different situations themselves and with different personal components, and its effects are a feeling of fear and anxiety, and it may develop into social phobia, as well as a feeling of guilt, which may develop into hidden anger and hatred, and even fear of marriage itself. With regard to the social effects, it affects the system of social relations and its disruption, which negatively affects the continuity and productivity of work. Harassment also affects society, as it stands as an obstacle to development, with the effects it creates that impede development plans and their achievements.

RESULTS AND DISCUSSION

Researchers review statistical analysis tables, presenting and discussing the most important results that were reached in light of the objectives of the study:

4.1 Demographic and social characteristics of the study sample:

Table (4): Description of the study sample according to demographic and social variables

Variables	Categories	Frequencies	(%)
Age	21-25	59	39.3
	26-30	50	33.3
	31-35	25	16.7
	35 above	16	10.7
	Total	150	100.0
Educational level	Less than secondary	11	7.4
	secondary	65	43.3
	diploma	3	2.0
	Bachelor's degree or higher	71	47.3
	Total	150	100.0
Marital status	Single	83	55.4
	Married	35	23.3
	Divorced	30	20.0
	widow	2	1.3
	Total	150	100.0
Occupation	seller	116	77.3
	Treasurer	16	10.7
	The store manager	18	12.0
	Total	150	100.0
Business Type	Clothing	67	44.7
	Toiletry tools	28	18.6
	Perfumes	34	22.7
	Devices/Appliances	21	14.0
	Total	150	100.0
Monthly income in Saudi Riyal	Less than 3000	29	19.3
	3000 – less than 6000	114	76.0
	6000 – 9000	7	4.7
	above 9000	0.00	00.0
	Total	150	100.0
Residence place	Makkah	75	50.0
	Jeddah	75	50.0
	Total	150	100.0
Property	Rent	91	60.7
	Own	59	39.3
	Total	150	100.0
Number of family	Less than 5	45	30.0

members	5-7	69	46.0
	8-10	35	23.3
	10 above	1	0.7
	Total	150	100.0
Are you the only breadwinner for the family?	Yes	33	22.0
	No	117	78.0
	Total	150	100.0%

* Source: Field Survey

The previous table No. (4) shows the characteristics of the sample according to the demographic and social variables, which are: age - educational level - month income - place of residence - housing ownership - number of family members - status of family support by the respondent. According to age, the highest percentage of female workers was 39.3%, who are the age group (21-25), followed by a slight difference between the ages of 26-30, who accounted for 33.3%. This indicates that the group of young women from 21 to 30 years old is the most inclined to go into business in commercial centers, and the lowest percentage of the age group is from 35 years and over, and their percentage is 10.7%.

As for the education variable, the results indicated that the highest percentage among the sample members are those with a bachelor's degree and their percentage is 43.7%, then a bachelor's degree by approximately 43.3%, and the lowest were holders of a diploma and below secondary, respectively 2% and 7.3%, which indicates that a large percentage of university graduates have gone for this. The type of work, which may explain the lack of suitable jobs for their specialties, in addition to what the statistics indicated about the increase in the unemployment rate among Saudi women compared to males.

Regarding the variable of marital status, single women were the majority, as they formed more than half of the sample, 55.3%, and this may be explained by the increase in the number of university graduates who did not find work and did not marry, so they turned to this sector to spend their spare time and obtain an income. Regarding married women, their percentage is small compared to single women, reaching 23%, and this may be explained by the customs and traditions that still have their sway and make the Saudi husband reservations about his wife's work in this sector, as it is a mixed field in the view of many. Divorced women 20%, and the lowest percentage are widows 2%.

As for the professions in which these women work in commercial centers, the profession of salesman topped by a great percentage amounting to 77.3%, while the remaining small percentage was divided between a store manager by 12% and a cashier at a rate of 10.7%, and this indicates that most of the works offered in those centers were Salespeople, especially in the direction of the state to Saudis and feminize the sectors of selling women's necessities (clothes - perfumes - toiletries). As for the professional activity, the majority work in clothing stores with 44.7% of the sample, followed by selling perfumes at a rate of 22.7% according to the monthly income. The vast majority were 76% of middle-income women, which ranged from 3000 to less than 6000 riyals per month, while only a few made up 19.3%. Their monthly income is low, which

is less than 3000 riyals, and only a few 4.7% had an above average income (from 6000 to 9000), while no one in the monthly income category scored more than 9000. As for the place of residence, the sample was divided between Makkah and Jeddah at a rate of 50% each. Housing ownership The results reflected the reality of Saudi society and the housing crisis that was reported by the media in various ways, as the majority of the sample was 60.7% of tenants, while only 39.3% were those who owned homes.

Regarding the number of family members, 46% of the sample members belonged to families whose number ranges from 5 to 7 members, and we can say that they are considered relatively moderate, followed by those who belong to families that are considered relatively small (less than 5 members) and they constitute 30%. Their number ranges from 8 to 10, 23.3% of them belong to it, and the remaining 7%, so the number of their families was more than 10 members. As for the support of the family, the majority, 78%, were not the only breadwinner for the family, which indicates the existence of another party to support the family, and this means either that they participate in supporting the family due to insufficient income of their main breadwinner, or that their income or a large part of it on their own reflects their economic independence in some way. What where the woman relies here on her income to spend on her requirements and special needs

In sum, the vast majority of the sample is characterized by the following: Their ages range from 20 to 30 years, their education level is university or secondary school, single women, they work in the profession of salesman, covering the retail sectors in between clothes, perfumes, then toiletries, their average salaries from 3000 to less from 6000 riyals per month, they live in rented houses. Their families are of average number from 5 to 7 members. The majority do not consider themselves the sole breadwinner for the family, but rather a source of family income.

Table (5): Previous exposure to harassment

Have you ever been exposed to an attempt at workplace harassment?	Yes	74	49.3%
	No	76	50.7%
	Total	150	100.0%

* Source: Field Survey

On previous exposure to attempted harassment, Table (5) clarified the convergence of answers, as 50.7% had not previously experienced harassment attempts at the workplace, while 49.3% had previous attempts, and this indicates the existence of a prior history of the problem in about half of the sample members and possibly the issuance of the Anti-Harassment Crime Law in 2018, it drastically reduced those attempts.

Table (6): Women as a source of harassment

Does harassment come from women as well?	Yes	92	61.3%
	No	58	38.7%
	Total	150	100.0%

* Source: Field Survey

On the sources of harassment and the extent to which women can be a source for them, the data in Table (6) showed a remarkable thing, where the majority, 61.3%, answered that harassment comes from women as well, this can be explained by the changes in the value and moral system that touched Saudi society like other societies, where the values of modernity overwhelmed and the intellectual and behavioral changes that Saudi society suffered from, especially among girls. Perhaps the problem of gender identity disorder, or what is known as - Gender Identity Disorder is one of the problems that have spread in the community and invited researchers to their studies [1]. Also, many universities and academic institutions have taken serious steps in dealing with the dismissal of female students who imitate men.

Table (7): Factors affecting the high and low rate of harassment

Having cameras reduces harassment	Yes	122	81.3%
	No	28	18.7%
	Total	150	100%
Covering up by victims increases the rate of harassment	Yes	143	95.3
	No	7	4.7
	Total	150	100%

* Source: Field Survey

Table (7) shows some of the factors that affect the reduction and increase in the rate of harassment of female workers in commercial centers. The first factor is the presence of cameras in the shop, where the majority of 81.3% supported the effectiveness of this factor in reducing harassment due to the fear of the harasser from being monitored by definitive evidence and confirming his accusations and thus subjecting him to punishment and this factor enters Among what was mentioned in the fifth item of the Anti-Harassment Crime Law, which stipulated the need for governmental and private institutions to take precautionary measures that reduce the occurrence of harassment and limit it. And the other factor has a negative effect, as it increases harassment of female workers, which is the silence of the victims and their lack of disclosure, either for fear of scandal or losing their work, as the majority of 95.3% supported that concealment and lack of disclosure increases the rate of harassment because it gives room for the harasser to persevere in his crime, whether with the same victim or with other victims.

4.2 Forms of harassment:

Table (8): Forms of harassment against women in the workplace

Forms of harassment	Response						Arithmetic average	Standard Deviation
	Agree		Neutral		Disagree			
	F	%	F	%	F	%		
1- Disruptive looks	120	80.0	20	13.3	10	6.7	2.73	0.575
2- Trying to get a private phone number	106	70.7	29	19.3	15	10.0	2.61	0.665
3- Prosecution, pester and harassment	106	70.7	21	14.0	23	15.3	2.55	0.747

4- Expressions offensive to modesty	95	63.3	39	26.0	16	10.7	2.53	0.682
5- Gestures and insults to shame	93	62.0	41	27.3	16	10.7	2.51	0.683
6- Attempting to solicit suspicious purposes	61	40.7	42	28.0	47	31.3	2.09	0.846
7- Physical harassment by touching	60	40.0	33	22.0	57	38.0	2.02	0.886
8- Threat and blackmail	53	35.3	33	22.0	10	24.7	1.93	.883
Overall average							2.37 High	0.746

* Source: Field Survey

Table (8) shows the agreement of the sample members that these expressions contain forms of harassment that the working woman is exposed to within the scope of her work, where the arithmetic averages and standard deviations of the function expressions were calculated, and its significance came to a high level, as the overall average reached (2.37), which is high because it falls within The category (2.34 - 3) and the overall standard deviation (0.746). Regarding the expressions, the degrees of approval for them ranged from the most common to the least from the point of view of the sample members. It was noticed that serious forms such as attempted solicitation, physical harassment, or extortion came in the last degrees of approval due to the seriousness of their occurrence so that the harasser calculates the accounts before embarking on them, especially after the issuance of the anti-harassment law and the severe penalties for violating this law. These forms of harassment were arranged in ascending order according to the highest average and the lowest standard deviation, and they came as follows: Shameless looks came first in the forms of harassment according to the sample agreement with an average of 2.73 and a standard deviation (0.575).

This may be attributed to the ease of their performance by the harasser and the difficulty of responding to them before. The victim, except by implicit ignorance and disapproval. In second place, attempts to obtain the number came with an average (2.61) and a standard deviation of (0.665). As for prosecution and tracking, it came in the third degree with a mean (2.61) and a standard deviation (0.747). Bad words came in fourth place, with a mean of (2.55) and a standard deviation (0.747). The shameless gestures came in fifth place with an average of (2.51) and a standard deviation (0.683). Attempt to solicit suspicious objects came in sixth place with an average (2.09) and a standard deviation of (0.846). As for physical harassment by touching, it ranked next to last, with a mean (2.02) and a standard deviation (0.88). As for the eighth and last place, threat and blackmail came with an average of 1.93 and a standard deviation (0.883).

4.3 Reasons of harassment:

Table (9): The causes of harassment to which women are exposed in the workplace

Reasons of harassment	Response						Arithmetic average	Standard Deviation
	Agree		Neutral		Disagree			
	F	%	F	%	F	%		
1- Weak religious faith	131	87.3	8	5.3	11	7.3	2.80	0.556
2- Weak moral values	126	84.0	18	12.0	6	4.0	2.80	0.492
3- Being silent about introductions to harassment from the beginning	115	67.7	19	12.7	16	10.7	2.66	0.664
4- The intellectual and emotional void of the harasser	110	73.3	28	18.7	12	8.0	2.65	0.624
5- Lack of awareness of systems and self-defence mechanism	92	61.3	40	26.7	18	12.0	2.49	0.702
6- Not to set limits between the employee and others	75	50.0	55	36.7	20	13.3	2.37	0.709
7- The appearance of the working woman in terms of dress and exaggeration in adornment	81	54.0	41	27.3	28	18.7	2.35	0.778
8- Poor socialization	79	52.7	44	29.3	27	18.0	2.35	0.768
9- Unnecessary visits to managers' offices	77	51.3	43	28.7	30	20.0	2.31	0.787
10- Weak administrative control in the work environment	75	50.0	45	30.0	30	20.0	2.30	0.784
11- The employee's fear of losing the job if she reports the harasser	75	50.0	38	25.3	37	24.7	2.25	0.829
12- Cultural and media openness	46	30.7	54	36.0	50	33.3	1.97	0.802
Overall average							2.44 High	0.708

* Source: Field Survey

Table (9) shows the trends of approval of the sample members on expressions that reflect the causes of harassment. The arithmetic averages and standard deviations of the function expressions were calculated, and they were high-

level, where the overall average was (2.44), which is high because it falls within the category (2.34 - 3) and the total standard deviation (0.708). The reasons for harassment were arranged from the viewpoint of the sample members according to their order ascending from the top, the average, the least deviating to the opposite. The second reason is the weakness of moral values and a standard deviation of 0.492, and in the third place the reason for silence about the introductions of harassment comes with an average of (2.65) and a standard deviation (0.624). The intellectual and emotional void of the harasser comes in fourth place, with an average of (2.65) and a standard deviation (0.624). In the fifth place comes the lack of awareness of self-defence mechanisms as one of the causes of harassment, with an average of (2.49) and a standard deviation of (0.702).

As for the failure of women to set limits between themselves and others, it comes in sixth place as a cause of harassment, with an average of (2.37) and a standard deviation (0.709). Poor socialization comes in eighth place as a reason that drives the harasser for this behavior with an average value of (2.35) and a standard deviation of (0.768). The ninth reason comes with repeated visits to work managers with an average of (2.31) and a standard deviation of (0.787). The weakness of administrative control in the work environment comes in the tenth place with an average value of (2.30) and a standard deviation (0.789). Working with an average (2.30) and a standard deviation of (0.748). As for fear of losing a job, the last reason came with an average of (2.25) and a standard deviation of (0.829).

4.4 Effects of harassment:

Table (10): The implications of harassment to which women are exposed at work

Effects of harassment	Response						Arithmetic average	Standard Deviation
	Agree		Neutral		Disagree			
	F	%	F	%	F	%		
1- A feeling of threat, instability and comfort	95	63.3	35	23.3	20	13.3	2.50	.721
2- The reluctance of women to work in some fields	88	58.7	45	30.0	17	11.3	2.47	.692
3- Feeling weak and helpless	85	56.7	41	27.3	24	16.0	2.41	.752
4- A constant sense of fear	82	54.7	42	28.0	26	17.3	2.37	.765
5- Problems occur in family relationships	70	46.7	55	36.7	25	16.7	2.30	.740
6- Negative impact on the labor organization	67	44.7	54	36.0	29	19.3	2.25	.761
7- Forming a bad image of the man	70	46.7	41	27.3	39	26.0	2.21	.830

and refusing to join and marry								
8- Lack of productivity on the part of working women	64	24.7	47	31.3	39	26.0	2.17	.814
Overall average							2.34 High	0.759

* Source: Field Survey

Table (10) shows the trends of the sample’s approval of expressions that reflect the effects of harassment in a workplace on the woman herself. The arithmetic averages and standard deviations of the key phrases were calculated and came to a high level, where the overall average reached (2.34), which is high because it falls within the category (2.34-3). And the overall standard deviation (0.759). The effects of harassment and its reflection on women from the viewpoint of the sample members were arranged in ascending order from the top, the average of the least deviation, to the opposite. Therefore, these effects were arranged as follows: Feeling of threat, instability and comfort ranked first with an average of (2.50) and a standard deviation (0.721).

And in the second place came the reluctance of women to work in some fields as an effect of that harassment, with a mean (2.47) and a standard deviation (0.692). As for the third rank, the feeling of weakness and helplessness of women was a natural feeling supported by the traditional culture that looked at it according to this perspective, and the average of the statement was (2.41) and its standard deviation (0.752). And a standard deviation of (0.765), and the occurrence of problems in family relations came in the fifth place, and this is normal for the reflection of that problem on it and its effect on its relations with others, and the mean of the statement was (2.30) and its standard deviation (0.740).

The labor organization has an average of (2.25) and a standard deviation (0.761), and this supports the constructivist theory of functionalism in its view of coordination as being structurally and functionally interconnected. An integrative relationship, constructively and functionally, in the seventh place, the effect came is to form a bad image of the man and thus to refuse marriage and marriage. Standard (0.830) Thus harassment affects a woman’s thought, making the reaction to generalize to all males. In the last place was the lack of productivity on the part of the working woman as one of the effects of harassment with her in a workplace, with an average of (2.17) and a deviation (0.814), which is explained by her frustration and feeling of job dissatisfaction, which negatively affects her motivation, ambition and demand for work.

CONCLUSION AND RECOMMENDATIONS

The study focused on women working in commercial centers in Makkah region and explored the phenomenon of harassment in the workplace to answer important questions: What are the characteristics of these women? What are the

forms, causes and effects of harassment in the workplace? It can be said that the study answered these questions as follows:

In terms of characteristics, the vast majority were aged from 20 to 30 years, their university or secondary education, single women, the predominant profession as a salesman, covering the retail sectors in the sale of clothes, perfumes and toiletries, their average salaries ranging from 3000 to less than 6000 riyals per month, they lived in Rent houses, their average family number from 5 to 7 members, the majority do not consider themselves the sole breadwinner for the family, but rather a source of family income.

The most common forms of harassment among these women in the workplace were respectively: shameless looks - attempting to obtain a private phone number - stalking, stalking and harassment - insulting words - indecent gestures and insinuations - attempted solicitation for suspicious purposes - physical harassment with touching - and finally threats and extortion. It is noted that the most dangerous forms of harassment are ranked late and can be justified by the harassers' fear of severe penalties.

As for the most important causes of harassment, they were in order of importance: the weakness of religious faith - the weakness of moral values - the silence on the part of the victim about the precursors to harassment from the beginning - the intellectual and emotional void of the harasser - the lack of awareness of the systems and the mechanism of self-defense - the lack of boundaries between the employee and others - the appearance Working women in terms of clothing and exaggeration in adornment - poor socialization - unnecessary visits to managers' offices - weak administrative control in the work environment - employee fear of losing a job if she reports about the harasser - cultural and media openness. Thus, the reasons vary between psychological and behavioral reasons related to the same person as a victim or aggressor, social reasons related to the family and the nature of the upbringing, organizational reasons related to the institution and its work environment, and reasons related to the laws and regulations.

In terms of the effects of harassment of women in the workplace, the results indicated the following according to the order of its importance: a feeling of threat, instability and comfort - reluctance of women to work in some areas - a feeling of weakness and helplessness - a constant sense of fear - the occurrence of problems in family relations - the negative impact on an organization Work - forming a bad image of men and refusing to marry and join - the lack of productivity on the part of the working woman. Thus, the reflection of this problem does not affect the working woman only psychologically, intellectually and emotionally, but rather reflects on her relationship with others and her outlook on life as well as on her relationship with her family and work as an organization. Thus, we can look at the problem and its overlaps from the perspective of Structural Functionalism, where commercial centers operate as a coherent coordinate of parts, there is the institution, workers, regulations, policies, and women's work within this system is part of the overall pattern in its relationship with it and the organization and the regulations and

legislation, and if there is some kind of imbalance that will destabilize the balance of this Layout and disable.

The most important recommendations:

- 1- Educating working women about their rights and how to deal when a problem occurs, whether in the work environment or other places, through seminars, lectures, and the media.
- 2- Enhancing the ethical aspect in the academic curricula and addressing educational problems between male and female students, especially university students.
- 3- Enhancing the family's role in the family upbringing process
- 4- Educating the workers about the importance of adhering to the controls related to modesty in dress and the manner of dealing in the work environment.
- 5- Not tolerating incidents of harassment and the need to deal with them seriously and to apply the law to deter others
- 6- The institutions provide a safe work environment for female employees in proportion to their privacy.
- 7- Encouraging research related to this problem and making use of its results to develop the work environment.

References

- The Hajj; Faten, rational; Lolwah, 2015, The Effectiveness of a Cognitive-Behavioral Program in Alleviating the Symptoms of Gender Identity Disorder in a Sample of Maiden (Boys) Girls at Al-Qassim University, *Journal of Psychological Counseling, Ain Shams University*, 273-336.
- More, Come on, 2020, Harassment of women working in commercial centers in Saudi society, *The Arab Journal for Security Studies, Naif Arab University for Security Sciences, Volume 36, Issue 1*, pp. 120-104.
- Al-Bawabiji, Rajaa, (2006), Harassment of Women, a Social Study and Legal Solutions. Unpublished supplementary research to obtain a master's degree, Jordan: The University of Jordan.
- El-Khayari, Ruqaya (2006), Sexual harassment at work in Morocco: a sociological and legal study, *Dar Al-Fink: Morocco*.
- Al-Shehri, Nawal Ali, and others (2015): Women and sexual harassment in the work environment: An exploratory study on the banking sector in the Kingdom of Saudi Arabia, *Arab Journal of Administrative Sciences, Kuwait University - Academic Publication Council, Volume 22, P (3)*, 389 - 424.
- Al-Omar, Jasim, and others (2017), Women and sexual harassment at work, "An exploratory study on some governmental institutions in the State of Kuwait, *Sohag University, The Educational Journal, P (50)*, 177-209.
- Al-Mutlaqah, Ibrahim, and Youssef Al-Khattabiah (2017), harassment against women in Jordan and its relationship to some social variables from the viewpoint of the students of the University of Jordan, *The University of Jordan*.

- Dahmani, Iman, Belhaji, Muhammad (2017), The effect of sexual harassment of a working woman on her job stability, a field study on a sample of women working in the specialized hospital institution, University of Dr. Al-Taher Moulay Said, Faculty of Social Sciences, MA thesis.
- Hamzah, Ahmad Muhammad Abdul Kareem (2017), Sexual Harassment of Women: An Exploratory Study on Saudi Society. *Journal of Psychological Counseling*, Ain Shams University, Center for Psychological Counseling, P (50), 219-286.
- Hassan, Rasha (2008), sexual harassment, verbal abuse until rape, Cairo: Egyptian Center for Women's Rights.
- Hashi, Suhaila (2009), Harassment of Working Women in the Workplace, Master Thesis, University of Algiers, Faculty of Humanities and Social Sciences.
- Tarif, Shawky (2007), Sexual harassment of a working woman: an exploratory psychological study, Egypt: Cairo University.
- Ezzat, Mona (2009), The exploitation of women's bodies between male domination and work power, Egypt: The Iron Woman Foundation.
- Obada, Madiha, Abu Doh, Khaled (2007), The Social Dimensions of Sexual Harassment in Daily Life, Master's Thesis, Center for Women's Cases: Cairo University.
- Lezghd, Fayrouz (2012), sexual harassment of a working woman. Master Thesis, University of Algeria.
- The Committee of Experts in the Council of Ministers, 2018, Law on Combating the Crime of Harassment, Kingdom of Saudi Arabia <https://laws.boe.gov.sa/BoeLaws/Laws/LawDetails/f9de1b7f-7526-4c44-b9fa9f8015cf5b6/1>
- Henry, Hani (2013), A Study of Methods and Methods for Eliminating Sexual Harassment in Egypt, Cairo: The United Nations Entity for Gender Equality and the Empowerment of Women.
- Baugh, S.G. (1997), On the Persistence of Sexual Harassment in the Workplace. *Journal of Business Ethics* 16, 899–908. <https://doi.org/10.1023/A:1017935203669>
- Handy, Jocelyn. (2006). Sexual Harassment in Small-Town New Zealand: A Qualitative Study of Three Contrasting Organizations. *Gender, Work & Organization*. 13. 1 - 24. <https://onlinelibrary.wiley.com/doi/10.1111/j.1468-0432.2006.00293.x>
- KSA, Vision 2030. Online: <https://www.vision2030.gov.sa/en/node>
- Skaine, R. (1996). Power and gender: Issues in sexual dominance and harassment. Mc Farland
- Gruber, J. E. (1992). A typology of personal and environmental sexual harassment: Research and policy implications for the 1990s. *Sex Roles*, 26, 447–464.
- Gutek, B. A. (1985). Sex and the workplace: Impact of sexual behavior and harassment on women, men and organizations. San Francisco: Jossey-Bass

Buchanan NT, et.al.(2008). Comparing Sexual Harassment Subtypes Among Black and White Women by Military Rank: Double Jeopardy, the Jezebel, and the Cult of True Womanhood. *Psychology of Women Quarterly*, 32(4):347-361.