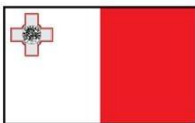


DT-NCPE/12/2015

SERVICES TENDER FOR THE PROVISION OF A
PUBLIC EMPLOYEES PERCEPTION SURVEY

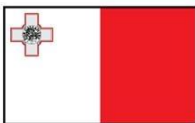
FINAL REPORT

December 2015

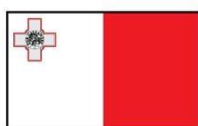


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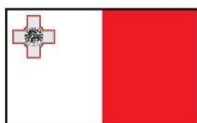
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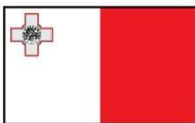
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EXECUTIVE SUMMARY

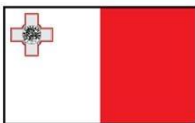
This report presents the findings on a focalised quantitative research study on the current perception of equality and diversity among public employees. This study is one of the components of the overall Project 'Developing a Culture of Rights through Capacity Building', that is co-financed by Operational Programme II, Cohesion Policy 2007 - 2013, Empowering People for More Jobs and a Better Quality of Life, European Social Fund (ESF), Investing in Your Future and implemented by the National Commission for the Promotion of Equality (NCPE) Malta throughout the period 2013 - 2015.

More specifically, this study sought to:

- I. Measure public employees' knowledge about equality and discrimination;
- II. Measure public employees' experience about equality and discrimination;
- III. Measure public employees' views on learning about equality and discrimination; and
- IV. Analyse and discuss the above results.

This is the second study that seeks to determine public employees' perception on equality and diversity. The first study entitled 'Measurement of discrimination among the Public Service'¹ was carried out in 2011. Through this study NCPE is seeking to capture progress attained in the level of knowledge and awareness following the implementation of the training and awareness-raising carried out as part of this project.

¹ Partly funded through the project VS/2010/0569 Think Equal, PROGRESS (2007-2013)



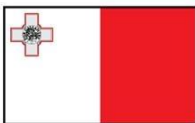
A survey (questionnaire) was developed such that the aims of the study can be reached. The questionnaire was similar in structure and content to the questionnaire utilised during the first study (Measurement of discrimination among the Public Service), and consisted of four sections, these being:

- Respondents' personal details;
- Respondents' level of understanding of equality and discrimination;
- Public employees' experience of discrimination at work;
- And the type of training that they would like to have.

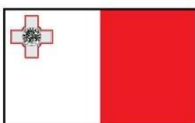
Furthermore, in order to ensure comparability of data and enable the results derived from this study to be benchmarked with the study carried out in 2011, the methodology adopted followed the previous study, whereby data was collected online through the use of an online survey tool. An email inviting recipients to participate in the survey was sent by the Department of Information (DOI) to all public service employees. A total of 206 questionnaires were collected, and these were equally distributed between males and females.

The research findings can be summarised to be:

- The overall response obtained was positive with many public employees expressing and displaying a degree of sensitivity to issues relating to equality and discrimination on all the seven grounds under review, even if there are areas where further work needs to be done. A comparison of these results with the study conducted in 2011, indicate that overall employees are more aware of equality and discrimination than they were four years ago, with a considerable decrease of the percentage of individuals who indicated to know a little or nothing on the topic and the grounds under review.



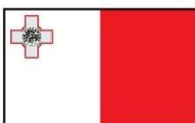
- There are certain issues whereby employees in the public service indicated a less positive attitude towards certain equality and discrimination issues than they did four years ago.
- Respondents declared a limited degree of knowledge on Maltese legislation related to equality and discrimination and a good percentage knew nothing about the seven grounds on which discrimination is prohibited by Maltese Law , with the lowest scores relating to knowledge on the grounds of age and gender identity;
- Respondents overall expressed positive values and attitudes - in promoting equality, accepting diversity, taking action for diversity as well as combating discrimination. Problematic areas identified relate to the issue of promoting women for the purpose of gender -balanced representation at decision-making levels, and access to employment by foreigners. Other areas related to: encouraging people with disability to apply for promotion; and to implementing practices which respect other religious feasts. These are areas where there is need for education and promotion of positive action;
- Respondents experienced few instances of discrimination and the most common were on the basis of age and gender. The respondents indicated that the public entities where they work do not tend to be places where there are many instances of discrimination taking place.
- Respondents were witness to a number of instances of discrimination, mainly on gender and age. While in most instances the percentage score of those not witnessing discrimination was high (above 80%), there is the need to pass on the message that discrimination, in any form or way is unacceptable.



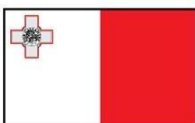
- In line with the previous study, an encouraging degree of practices promoting equality and combating discrimination were identified within public entities. Nonetheless the research evidenced the potential lack of equality tools within public entities.
- Respondents expressed a wish to learn more about equality and discrimination, and expressed a preference for more practical and contextual training.

Recommendations

- The need to invest more in education has emerged, and such investment should be ongoing, all the more so in view of the current socio-political situation.
- While public employees were knowledgeable and aware of obvious cases of discrimination, they tend to understand less the need to cater for diversity in order to promote equality, and to realise how services which are the same for all may in themselves be discriminatory;
- There is also the need for training across the board, for although employees falling within Employment Scales 10 to 16 tended to be least knowledgeable about equality and discrimination, a number of employees falling within Scales 1 to 5 too indicated a limited (if any) understanding on various issues under review. If such individuals occupy roles of responsibility (often high ranked) within the public sector, it is paramount that these are aware and subsequently understand the importance of equality at the workplace, such that they in turn implement such knowledge within their areas of competence.

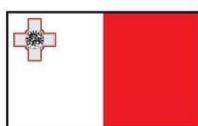


- The wider perspective of equality and discrimination are not well understood yet, notwithstanding efforts made in recent past. There is the need to undertake initiatives that promote concepts such as catering for diversity, taking action and developing services which are sensitive to the needs of different groups;
- As for training, employees indicated a preference for tailor training that focuses more at practical tools which employees can implement and use;
- Celebrating good practices. This will aid to instigate change and entice other entities/departments to follow suit, by implementing proven successful practices or coming up with innovative, equally beneficial ones.
- The dissemination of information on equality and discrimination cannot be considered a one-off event but needs to be structured and on-going in such a way as to reach out to the employees at large, taking due consideration to the variances that exist between the various sub groups (sex, employment scale among others). NCPE should thus continue to invest in promoting measures and practices within public entities which ensure that public service provision responds to diversity within society and measures are implemented to ensure equality in the services provided.

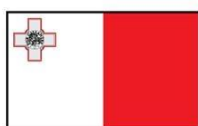


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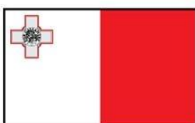


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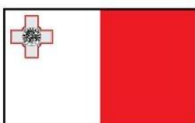
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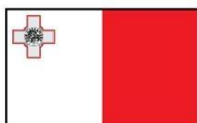
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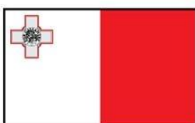


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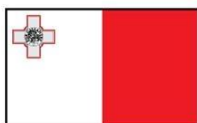


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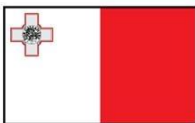


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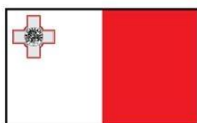


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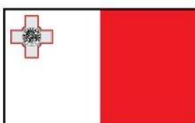
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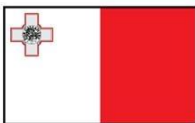


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1. PROJECT & CONTRACT OBJECTIVES

1.1 Overall Project Objectives

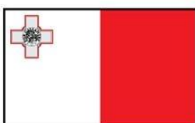
The overall objectives of the project, of which this study forms part of are:

- To facilitate and accelerate the implementation phase of NCPE’s newly extended remit by strengthening the necessary internal knowledge capacity;
- To strengthen the skills of NCPE staff members that they use in the fulfilment of their daily work;
- To nurture a culture on equality and non-discrimination among targeted public service providers;
- To empower social partners and stakeholders through training;
- To instil a culture of consciousness, sensitise people and raise awareness on equality and non-discrimination among the general public; and
- To provide and disseminate further information regarding the current situation on discrimination on the grounds of sex or family responsibilities, sexual orientation, age, religion or belief, racial or ethnic origin and gender identity.

1.2 Specific Study Objectives

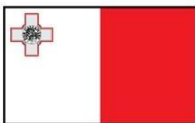
On the other hand, the specific objectives of this research study were to:

- *“Provide a focalised quantitative study which will provide reliable data identifying the current perception of equality and diversity among public employees. In this manner, the quantitative study is to capture the progress attained in the level of knowledge and awareness following the implementation of*



the training and awareness-raising carried out as part of the project. Furthermore this survey shall be benchmarked with an earlier study carried out by NCPE entitled: ‘Measurement of discrimination among the Public Service’².

² As part of the ‘Think Equal’ Progress project.



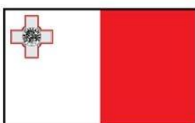
2. PROJECT RATIONALE

According to Vandenhole (2005), there is no universal definition of either discrimination or equality. However, Article 1, paragraph 1 of the International Convention on the Elimination of All Forms of Racial Discrimination (ICERD), Article 1 of the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and Article 2 of the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD) agree that discrimination means any distinction, exclusion or restriction based on a number of grounds which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. Furthermore, the UNCPRD also specifies that discrimination also includes “...all forms of discrimination, including denial of reasonable accommodation”.

In addition to the above mentioned common definition of discrimination adopted by the three conventions, the European Court of Human Rights also widely uses and accepts the definition of discrimination which contains four elements or criteria to determine whether differential treatment is justifiable and whether it amounts to discrimination. These four elements or criteria are:

- i. Whether there is differential treatment;
- ii. Of equal cases (comparability tests);
- iii. Whether there is an objective and reasonable justification (justification test);
- iv. Whether there is proportionality between aim and means (proportionality test) (Vandenhole, 2005, p. 33-34).

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Operational Programme II – Cohesion Policy 2007– 2013
Empowering People for More Jobs and a Better Quality of Life
Project part-financed by the European Union
European Social Fund
Co-financing rate: 85% EU Funds; 15% National Funds

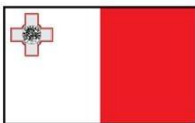


In Maltese law, the issue of discrimination is primarily mentioned in the Constitution of Malta. Article 14 of Chapter 2 of the Constitution of Malta refers to the equal rights between men and women and that the State “shall take appropriate measures to eliminate all forms of discrimination between the sexes by any person, organisation or enterprise”. Furthermore, Article 43 (3) of Chapter 2 of the Constitution of Malta gives protection from discrimination on the grounds of, “race, place of origin, political opinions, colour, creed, sex, sexual orientation or gender identity”.

In addition to the Constitution of Malta, discrimination is also prohibited through the below listed Maltese legislation:

- Chapter 456 - Equality for Men and Women Act
- Chapter 452 - Employment and Industrial Relations Act
- Chapter 413 - Equal Opportunities (Persons with Disability) Act
- Legal Notice 461 of 2004 - Equal Treatment in Employment Regulations
- Legal Notice 85 of 2007 - Equal Treatment of Persons Order
- Legal Notice 86 of 2007 - Equal Treatment in Self-Employment and Occupation Order
- Legal Notice 181 of 2008 - Access to Goods and Services and their Supply (Equal Treatment) Regulations.

Malta, as a European Member State is also bound by the following European Commission directives:



- the Racial Equality Directive (2000/43/EC), and
- the Equal Treatment Directive (2002/73/EC).

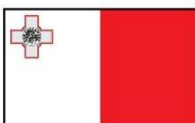
The National Commission for the Promotion of Equality (NCPE) is an equality body set up in January 2004 by virtue of Chapter 456 Equality for Men and Women Act. The primary task of NCPE is to monitor the implementation of:

- Chapter 456 - Equality for Men and Women Act
- Legal Notice 85 of 2007 - Equal Treatment of Persons Order
- Legal Notice 181 of 2008 - Access to Goods and Services and their Supply (Equal Treatment) Regulations
- Legal Notice 316 of 2011 – Procedure for Investigation Regulations

The role of NCPE as legally established by the above mentioned legislation is to ensure that Maltese society is a society free from any form of discrimination based on:

- a) sex/gender and family responsibilities, sexual orientation, age, religion or belief, racial or ethnic origin, and gender identity, gender expression or sex characteristics in employment; banks and financial institutions, as well as education; and
- b) racial / ethnic origin and gender in the provision of goods and services and their supply.

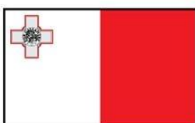
Some NCPE functions as outlined in Maltese equality legislation include:



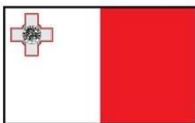
- To keep direct and continuous contact with local and foreign bodies working in the field of equality issues, and with other groups, agencies or individuals as the need arises (CAP. 456 Article 12(e));
- To work towards the elimination of discrimination between men and women (CAP. 456 Article 12(f));
- To include the promotion of equality on the grounds of race/ethnic origin in the access to and supply of goods and services (L.N. 85 of 2007).
- To conduct independent surveys concerning discrimination, including sexual harassment on the grounds of gender in the access to and supply of goods and services (L.N. 181 of 2008); and
- To publish independent reports and making recommendations on any issue relating to such discrimination including sexual harassment on the grounds of gender in the access to and supply of goods and services ([L.N. 181 of 2008](#)).

A number of researchers claim that cases of discrimination are often under-reported (Ringelheim, 2013; Wrench, 2013; Council of Europe, 2013). The lack of reporting may be due to a number of reasons, including the fear that victims may be further stigmatised on reporting, and the lack of awareness amongst victims about the meaning and grounds of discrimination (Ringelheim, 2013; Wrench, 2013). According to Wrench (2013, p. 84) the data about the number of complaints registered with institutional agencies in European Member States is only ‘the tip of the iceberg’.

In line with the above, this study sought to capture the progress attained especially in level of knowledge and awareness on equality and diversity principles, following the



implementation of the training and awareness raising carried out as part of a bigger project titled ‘Developing a Culture of Rights through Capacity Building’ implemented by NCPE. This quantitative study also sought to measure the perceived occurrence of discrimination within the public administration and the willingness of employees towards diversity. Ultimately this study provides a reflection of whether equality and diversity is accepted within the public administration and whether discriminatory attitudes are institutionalized or not.



3. METHODOLOGY

3.1 Overview

The methodology adopted is dependent on the goals and objectives of the project that revolved around attaining information from public employees with respect to:

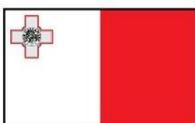
- their level of sensitivity to equality and discrimination;
- the type of discrimination which public employees experience and come across at work;
- what actions and practices there are to ensure equality and prevent discrimination; and
- what they would like to learn about regarding equality and discrimination and in what way.

Furthermore, the researchers had to bear in mind that the results derived thereof were to be compared to the results attained from a previous study³ among the public service carried out in 2011.

3.2 The research tool

The contracting authority established that a focalised quantitative study was to be carried out through the use of a questionnaire, to target the public workforce. Furthermore, the data collated was to enable NCPE to capture the progress attained in the level of knowledge and awareness regarding equality and discrimination following the implementation of the training and awareness-raising carried out as part of the project.

³ Measurement of Discrimination among Public Service. Dr Suzanne Gatt. 2011



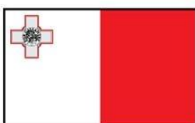
3.3 Questionnaire design

The questions utilised in the survey followed, in as far as possible, those utilised during the previous study, to ensure reliability in results comparison.

Consequently the questionnaire was broadly split as follows:

1st phase	<p>This phase of the survey comprised a total of 5 close-ended questions and focused on the respondents' personal details, namely:</p> <ul style="list-style-type: none">• Sex,• Age bracket,• Highest education level completed, and• Grade/scale. <p>When compared to the previous study there was one addition pertaining to sex, that sought to determine the gender that respondents identify themselves with. Furthermore, while the previous study asked interviewees to indicate their type of work (managerial, technical, administrative, etc), this time round, in consultation with the NCPE it was deemed more opportune to request respondents' scale/grade as the latter response is being less subjective.</p> <p>The above information was useful to determine whether there existed patterns in responses based on the above characteristics.</p>
2nd phase	<p>This phase comprised a total of 23 close-ended questions and sought to understand to what extent respondents knew about: the National Commission for the Promotion of Equality (NCPE) as well as their knowledge and awareness, and legislative⁴ understanding vis-à-vis equality and discrimination overall and specifically on each of the seven grounds of discrimination under review, namely:</p> <ul style="list-style-type: none">• Gender,• Age,

⁴ Focusing exclusively on Maltese law



- Religious belief,
- Sexual orientation
- Ethnic origin/skin colour,
- Disability, and
- Gender identity.

Through two open-ended questions respondents were asked to indicate their understanding of ‘equality’ and ‘discrimination’.

Furthermore, this part of the questionnaire also presented a number of statements to determine respondents’ attitudes and values towards equality and discrimination.

The main variance from the previous study was the inclusion of ‘Gender identity’ as a ground of discrimination to analyse.

3rd phase

This section incorporated a total of 42 questions that sought to determine whether respondents perceived:

- To have been discriminated; and/or
- Witnessed discrimination

within the public administration.

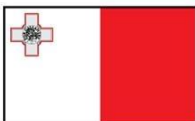
As in the previous section, this part of the survey focused on the seven grounds of discrimination under review (gender, age, religious belief, sexual orientation, ethnic origin, disability and gender identity)

This part of the questionnaire also sought to determine respondents’ perceptions and awareness on the service provision of the public entity they operated within (with respect to the topic under review).

This section included 5 open ended questions that sought to: determine how respondents tackled the issue of discrimination (both experienced and witnessed).

4th phase

Comprising a total of 10 close ended questions, this final section of the survey sought to determine whether respondents wanted to learn more about equality/discrimination, if they were interested in any training on the topic in question, and how they would like to receive such training.



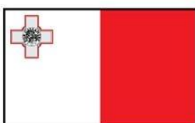
Prior to its distribution among the target audience, the questionnaire was tested with a total of 10 individuals from the target audience. The questionnaire was amended based on the feedback attained and, following feedback from NCPE, the link to the online tool was ready for distribution.

3.4 Data Collection

In order to ensure comparability of data and enable the results derived from this study to be benchmarked with the earlier study, a similar method of data collection to that utilised in the first study was adopted. Data was collected online through the use of an online survey tool. The design of the survey is in line with the previous study, but it also ensures that the pre-set objectives and results could be attained.

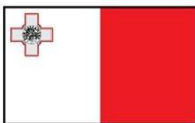
An email was sent out to all government employees through the Department of Information (DOI) where the target audience was given the opportunity to log online to complete the questionnaire. In view of the sensitive nature of the topic this method for data collection was deemed the most opportune to assure the target audience that the information they provided was in no way made public or indeed be linked to the person filling in the questionnaire. To this end the Executive Director of the National Commission for the Promotion of Equality also sent an official letter ensuring anonymity and indicated that in no way would individual's contribution to the research be made public. Furthermore, the online questionnaire was considered to be a flexible tool, making it easier for respondents to answer questions on their schedule and at their individual pace. Such process was similar to the previous study carried out in 2011.

The data collection period lasted three weeks, during which the public employees could participate and respond to the questionnaire. So as to increase the response rate, both NCPE and Grant Thornton utilised their contacts and clout among various Ministries to



instigate employees to respond to the survey. A total of 206 questionnaires were collected. This was in line with the established minimum of 150 filled in questionnaires (excluding the 10 questionnaires that were utilised for testing purposes).

As with the previous study, one must keep in mind that the participation in the survey was voluntary, and one could easily have bias situations where those who responded and filled in the questionnaire were those who are most sensitive to the issue and/or consider it important.



4. RESEARCH RESULTS

4.1 Overview

This Chapter presents the finding of the Public Employee Perception Survey. For comparability purposes, the analysis and consequent structure of this Chapter follows that of a similar research⁵ carried out in 2011. Consequently, the main results obtained will be collated in order to identify trends in opinions and experiences of the public employees with respect to equality and discrimination within their place of work.

The minimum requirement of responses (gathering of 150 questionnaires) was superseded, with this analysis based on a total of 206 responses.

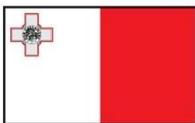
4.2 Characterising the sample

4.2.1 Gender distribution

There was an equal split of responses between males and females, with a total of 104 males and 102 females responding to the survey. Such results are in contrast to the previous study, for which, twice as many females to males had participated in the survey study. A possible reason for such variance could be increased awareness on the topic in question over the past four years that could have sensitized males more about the topic that resulted in them being more keen to participate in the survey this time round.

Respondents were also asked to indicate how they identify themselves as, with 97% indicating ‘straight’, with the remainder indicating ‘gay/lesbian’.

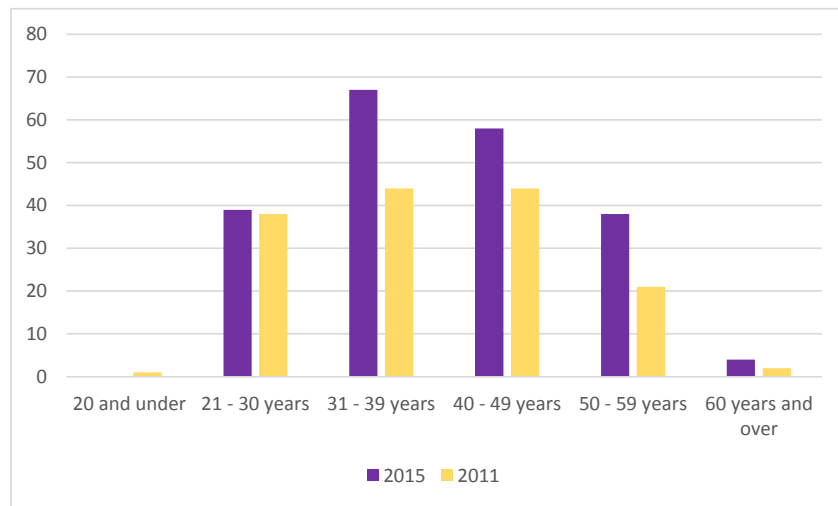
⁵ Research Report. Measurement of Discrimination among the Public Service. Dr Suzanne Gatt. (2011)



4.2.2 Age distribution

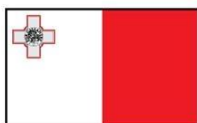
The table below illustrates that there was a good distribution of responses across all age brackets, particularly between the 20 and 59 age bracket. As with the previous study, the response was particularly low for those aged 60 and over. This could be due to the lower percentage of employees falling within this age bracket coupled with the potential reluctance for individuals within this age bracket to express their opinions about such issues.

Graph 1 - Age distribution of Respondents



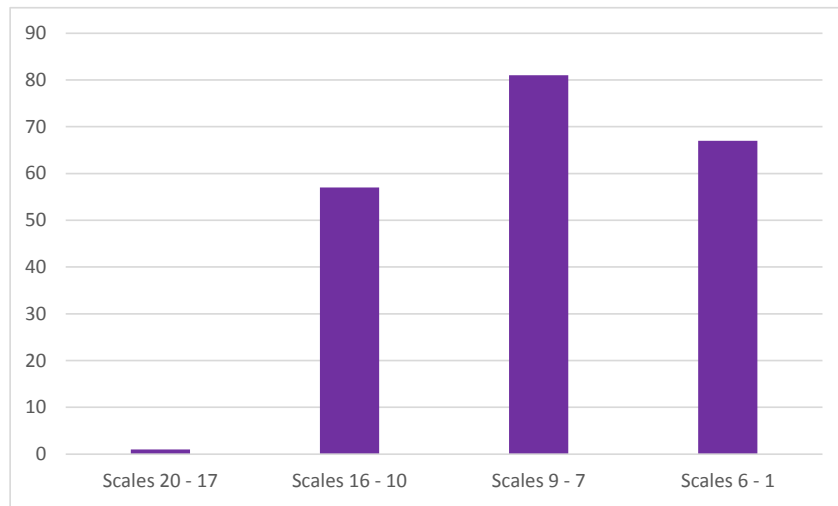
4.2.3 Respondents across Employment Scale

There was a good distribution of responses among all scales from 1 to 16, with minimal responses from those in the scale bracket 17 and over. The lack of responses from the scale bracket 17 and over could be due to such individuals not having easy access to their email and/or having job duties that are not desk based, thereby making it difficult for them to participate in the study.



In the previous research study respondents were asked to indicate their position, rather than their scale. This had resulted in almost 60% of respondents with a professional or managerial role.

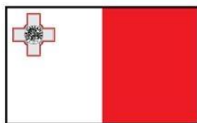
Graph 2 - Respondents' Employment Scale



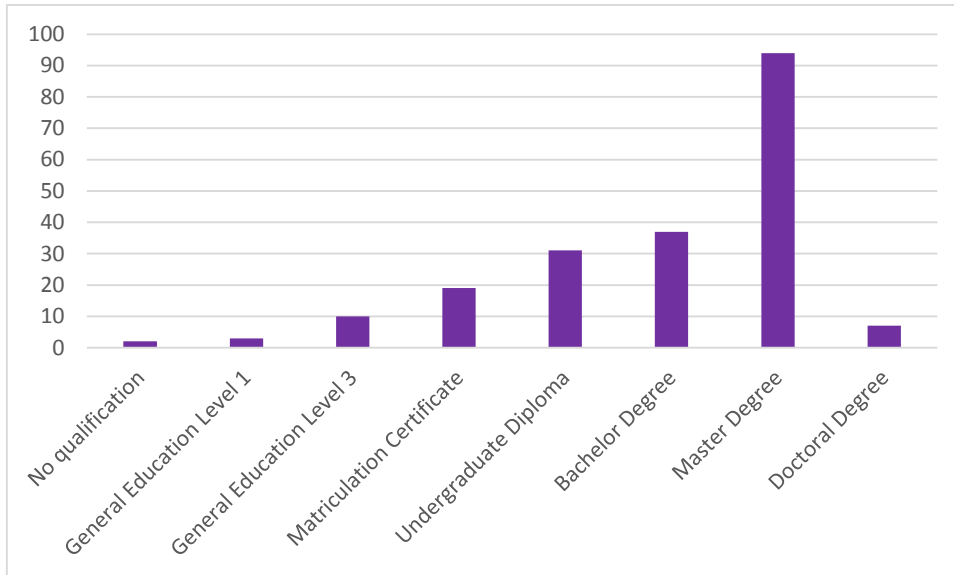
4.2.4 Highest level of Qualification

The graph below illustrates the highest qualification attained by respondents with the majority indicating to have a Masters Degree or similar. In the previous study, the qualification options varied slightly, however, the highest responses attained also related to individuals with high level of education (Post-graduate level).

These results could imply that such individuals have a greater sensitivity to issues related to equality and discrimination and/or, individuals with a higher level of education are more knowledgeable on the topic.

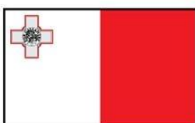


Graph 3 - Highest level of education

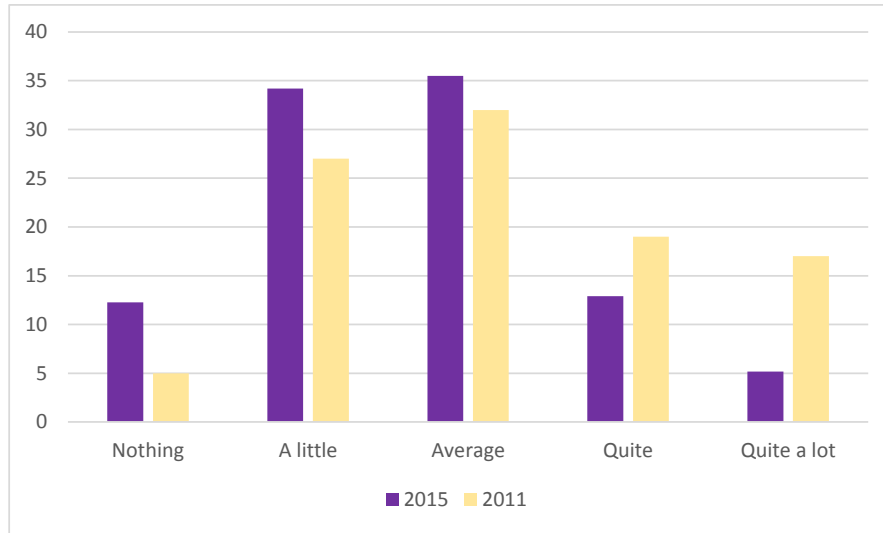


4.3 Knowledge about NCPE

The below table indicates employees’ perceived knowledge about NCPE. It can be observed that overall individuals know about NCPE, though to different degrees. One third indicated to know ‘a little’ about this equality body, with another one third indicating to have an ‘average’ knowledge. A total of 12% of respondents stated that they knew nothing about NCPE. Conversely, just under 20% indicated to have a good degree of knowledge about NCPE.



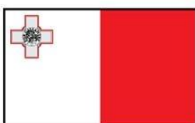
Graph 4 - Percentage range of knowledge on NCPE by Public Employees



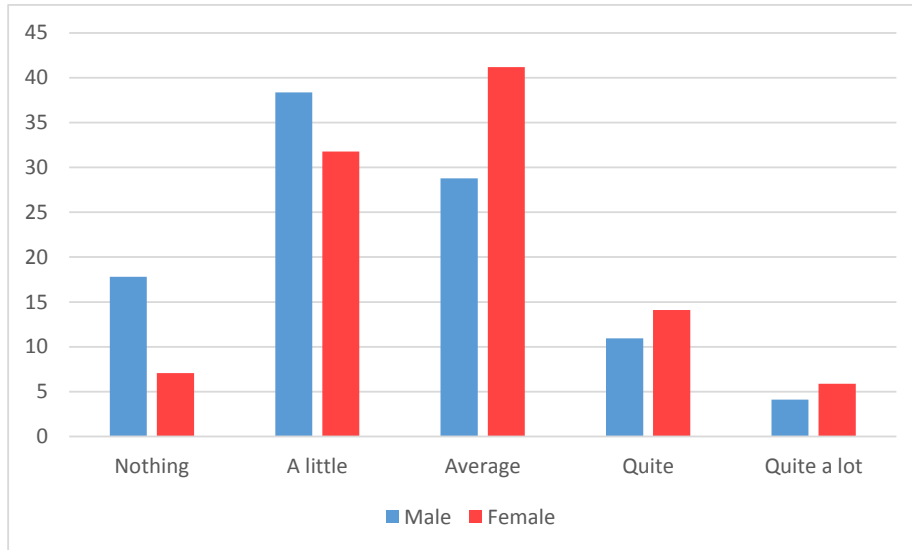
A comparison of the results of this study with the previous research indicates a slight increase in the number of individuals that ‘know nothing’ about NCPE and a decline among those that know ‘quite a lot’ about NCPE.

Such variance can be partly attributed to the considerable increase in responses from males this time round as opposed to the previous study where twice as many females as males participated in the survey. In this regard, the 2011 survey results indicated a much higher percentage of females that ‘knew quite a lot’ about NCPE with the same study indicating that “... there are a number of women who have a greater awareness of NCPE and its work. This reflects a degree of sensitivity to issues related to equality and discrimination, an aspect which tends to be more positive for women to engage in”.

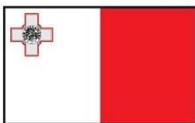
The table below illustrates the current percentage distribution of knowledge on NCPE split by gender, once again evidencing that overall women seem to have a greater awareness of NCPE and its work than their male counterparts.



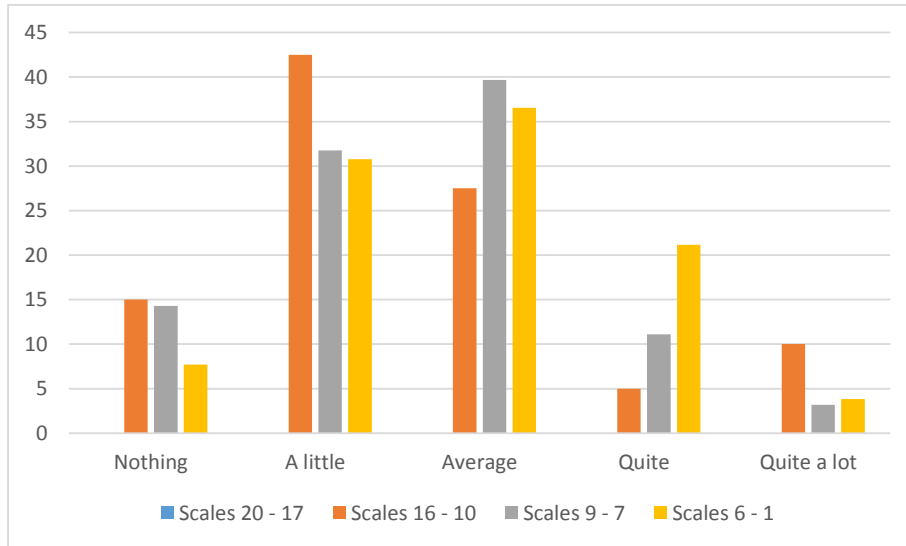
Graph 5 - Percentage distribution of knowledge on NCPE split by sex



The figure overleaf illustrates the percentage distribution of knowledge of NCPE by employment scale. The results show minor variances between the level of knowledge and the employment scale, though individuals in Scale 9 or lower tend to have a better understanding of NCPE than those in scale 10 to 16, with those falling within Scales 1 to 6 tending to have the best knowledge among the employment scale brackets under review.



Graph 6 - Percentage distribution of knowledge on NCPE by employment scale

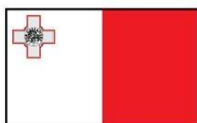


The previous study had highlighted that ‘administrative’ staff tended to be less knowledgeable about NCPE than staff occupying other posts. If it is assumed that such individuals (in administrative positions) tend to fall within Scales 10 to 16, than the findings of this research shows that the trend remains, with those in Scales 1 – 6 likely to hold a managerial post being more aware about NCPE than individuals occupying other roles.

4.4 Knowledge about Equality

This section analyses respondents’ perceived level of knowledge with respect to equality overall and subsequently, on the seven grounds⁶ under review separately.

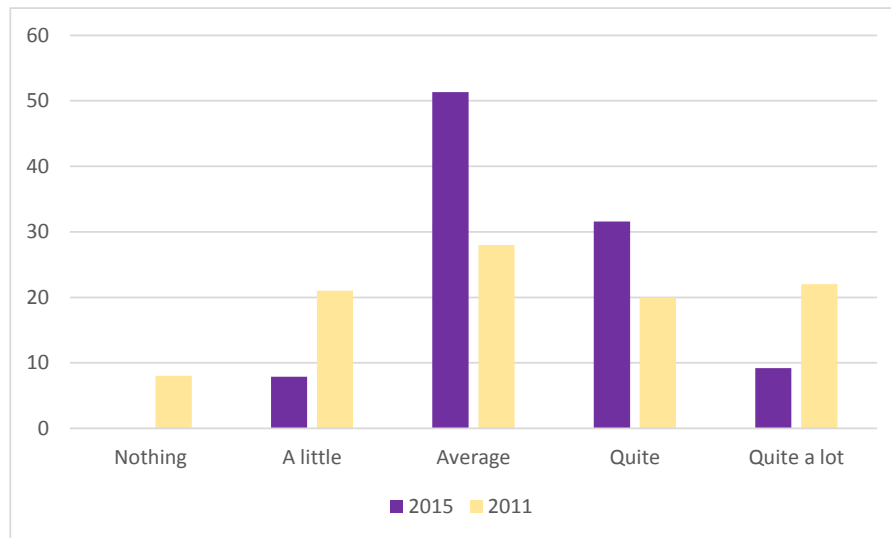
⁶ The seven grounds under review being: gender, age, religious belief, sexual orientation, ethnic origin/skin colour, disability, and gender identity



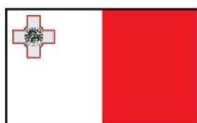
4.4.1 Overall

Respondents were asked to indicate their level of knowledge with respect to equality overall, with half the respondents indicating to have an ‘average’ knowledge. Furthermore just over 40% indicated to know more than average about equality. On the other hand a total of 8% indicated to know a ‘little’ about the topic in question.

Graph 7 - Percentage distribution of knowledge on equality overall



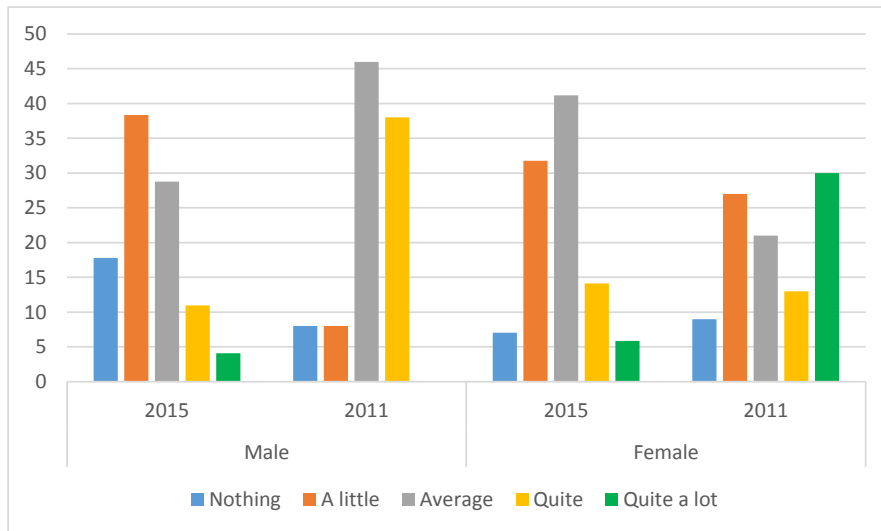
Comparing this year’s results with the study carried out in 2011 shows that the number of individuals that know ‘nothing’, or a very little on the topic has decreased considerably, indicating that overall the public service is more aware of equality now than it was four years ago. On the other hand the findings show that there has been a decline among employees that felt they knew ‘quite a lot’ on the topic (from just over 20% to just under 10%).



By gender

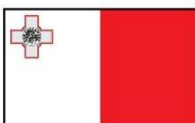
Both genders indicated to have an ‘average’ awareness on equality overall, though over twice as many males indicated to know ‘nothing’ on the subject (18% of males as opposed to 7% of females).

Graph 8 - Percentage distribution of knowledge on equality overall by sex



A comparison of these results with those from the previous study indicates that among both sexes, particularly among females, there has been a decline among the target audience of those that know ‘a little’ or ‘nothing’ about equality overall.

The analysis of both studies further shows that there has been an increase among males of those that felt that they knew ‘quite a lot’ on equality overall, though the percentage of females that felt they knew ‘quite a lot’ decreased over the same period. Such decline could be due to the fact that there were less females who felt that they should seek information about the issue. Furthermore, it is likely that the results of the previous study



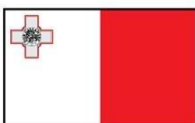
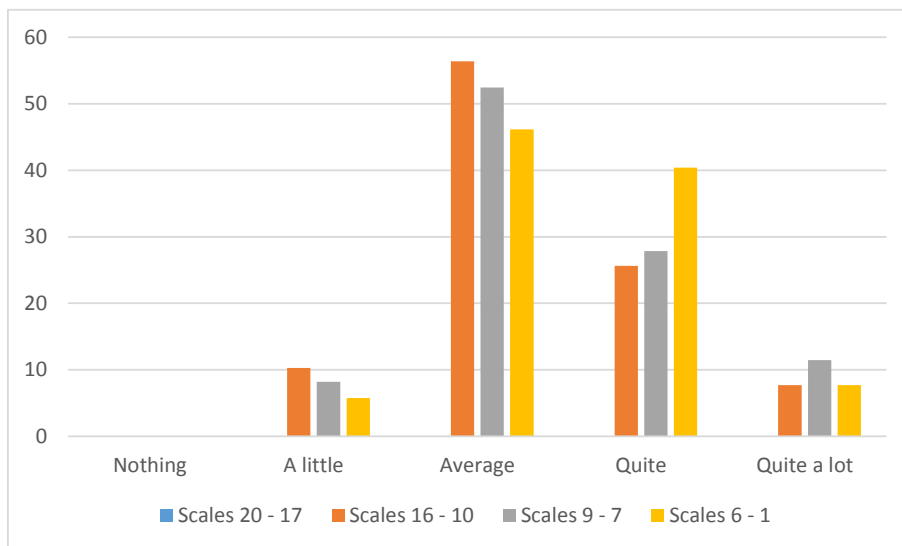
were slightly skewed due to twice as many females as males responding to the survey, with the majority indicating to have a post graduate degree.

Equality overall across employment scale

There seems to be a similar trend in employees’ awareness of equality overall irrespective of their employment scale. Furthermore awareness seems to increase as the employment scale decreases with close to half of those in Scales 1 to 6 indicating to have ‘quite’ to ‘quite a lot’ of knowledge on the topic as opposed to around 40% of those in Scales 7 to 9 and one-third of those in Scales 10 – 16.

If one considers that those in Scales 1 to 6 are likely to occupy managerial posts, these results are congruent with those captured from the previous study, with those in managerial positions declaring a higher level of knowledge of equality than the rest.

Graph 9 – Percentage distribution of knowledge on equality overall by employment scale



In view of the fact that the previous study sought to capture individuals' position (managerial, professional or administrative) as opposed to Scales, comparison of the two studies is limited.

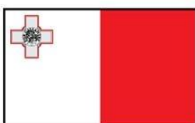
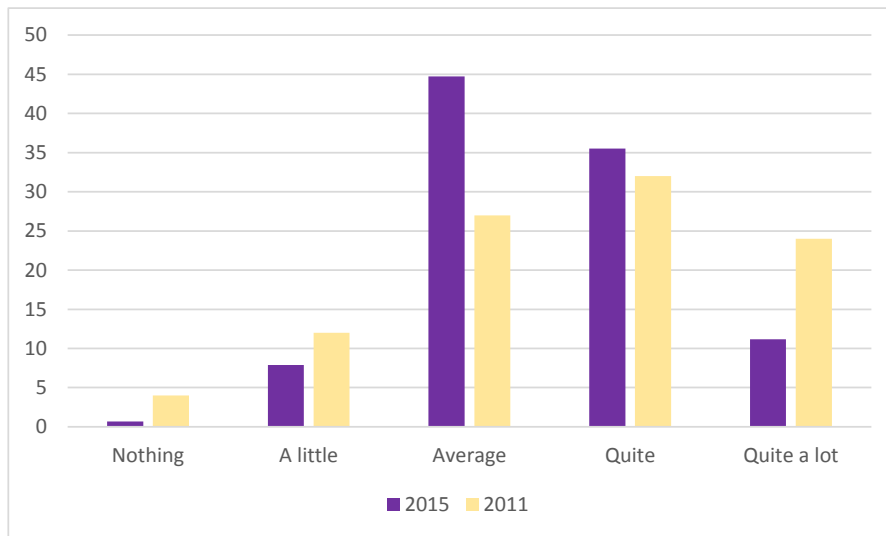
4.4.2 Gender Equality

Overall

Overall employees from the public sector consider themselves to be relatively aware of gender equality with the vast majority of respondents indicating to know 'average' or more about gender equality.

The below table indicates that since the previous research was conducted, the amount of individuals that know 'nothing' or 'a little' has decreased considerably and almost halved.

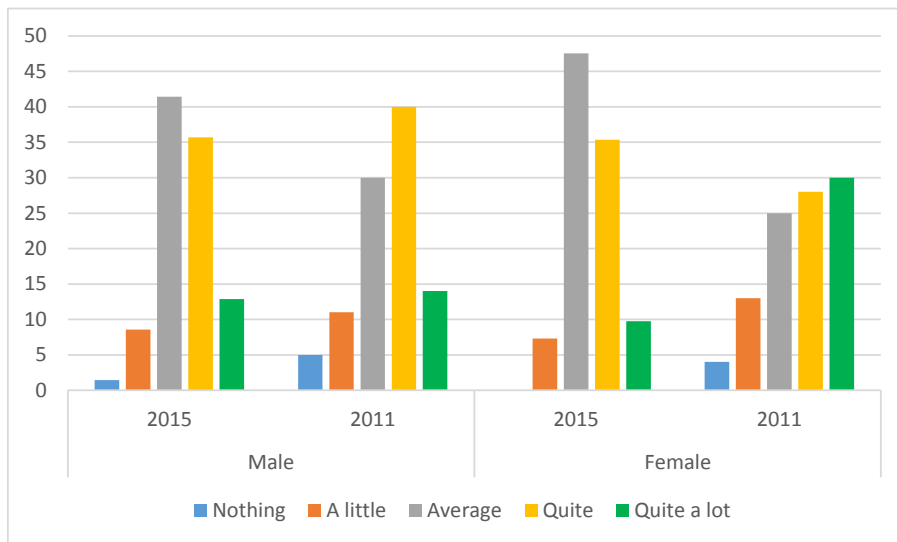
Graph 10 - Percentage distribution of knowledge on gender equality



By gender

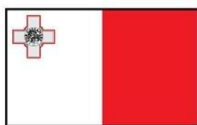
A review of employees in the public service’ knowledge with respect to equality on the basis of gender, split by sex, once again shows that those who indicated that they know ‘nothing’ about the subject decreased considerably, among both sexes, with no female respondents indicating to know ‘nothing’ this time round. Nonetheless, among this segment, there has been a decline in those that indicated to know ‘a lot’ when comparing results with the previous study.

Graph 11 - Percentage distribution of knowledge on gender equality by sex



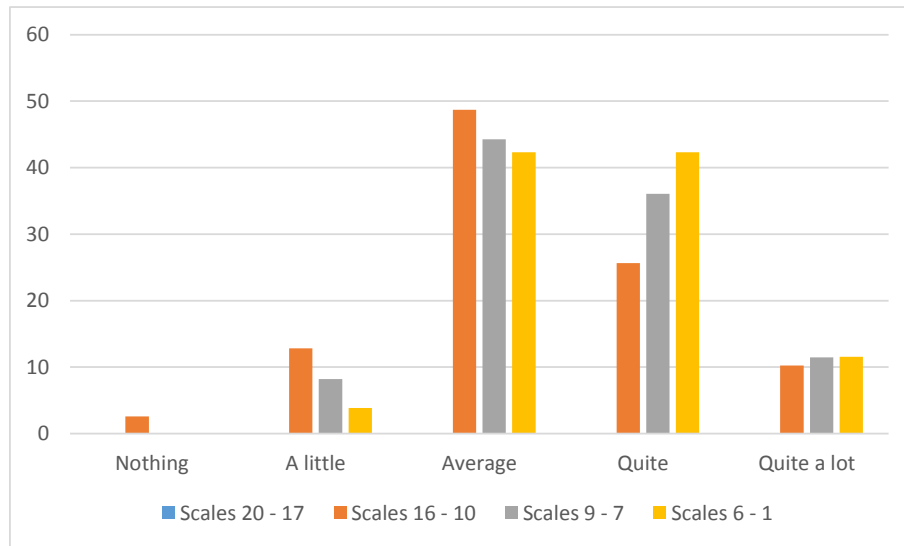
By Employment Scales

The vast majority of respondents indicated to have as a minimum, an ‘average’ awareness of equality based on gender. Those falling within the Scales 1 to 6 having a greater awareness on the topic than employees falling within the other scale brackets. Of those falling within Scales 10 to 16 16% indicated to know ‘little’ or ‘nothing’ about the topic.



This percentage decreases to 8% among those falling within scales 7 to 9, with the percentage decreasing further (to 4%) among those falling within scales 1 to 6.

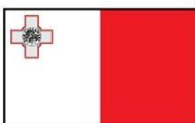
Graph 12 - Percentage distribution of knowledge on gender equality by employment scale



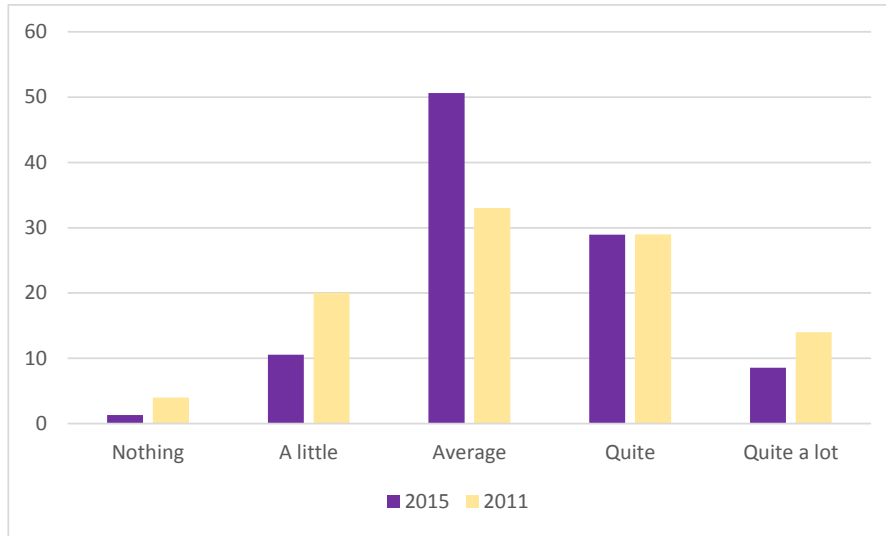
4.4.3 Equality on the basis of age

Overall

Just under 90% of individuals employed in the public service know ‘average’ or more about equality on the basis of age. The results indicate that there has been a considerable increase in knowledge, in so far as in the previous study one fourth of respondents indicated to know ‘little’ or ‘nothing’ on the topic as illustrated in the graph overleaf.

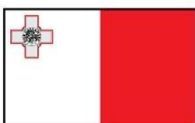


Graph 13 - Percentage distribution of knowledge on equality on the basis of age

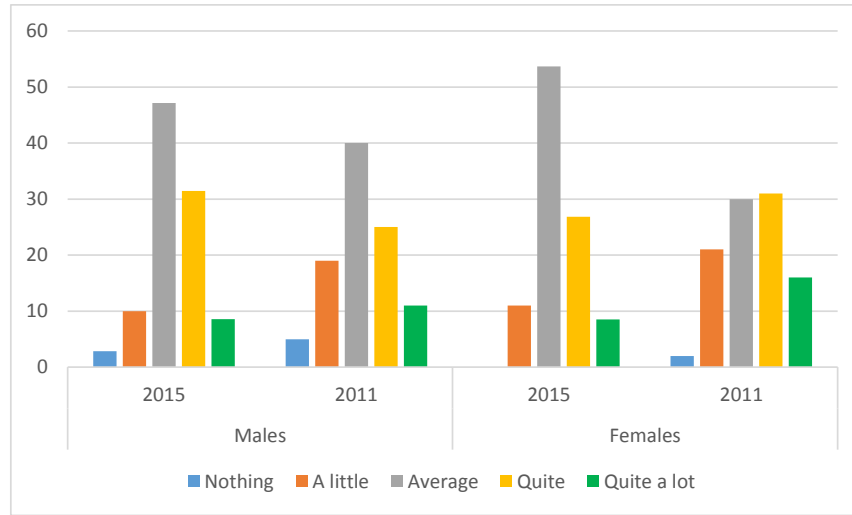


Equality on the basis of Age split by sex

The graph below illustrates equality on the basis of age split by sex, showing that across both sexes, there has been a decline of those that felt they knew ‘a little’ or ‘nothing’ about the subject, with none of the females participating in the survey indicating to know ‘nothing’ on the topic.

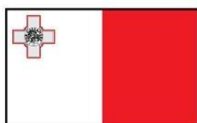


Graph 14 - Percentage distribution of knowledge on equality on the basis of age by sex

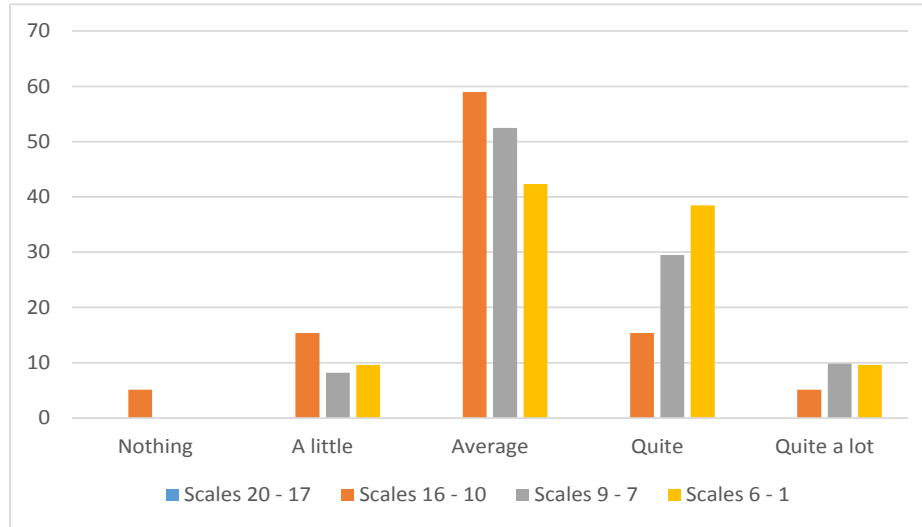


Equality on the basis of age by employment scale

By far and large employees across the various scales perceive themselves to have ‘an average’ awareness of the topic. Furthermore, there seems to be a similar trend across the various scale brackets albeit those falling within Scales 10 to 16 seem to be less aware than the other scales.



Graph 15 - Percentage distribution of knowledge on equality on the basis of age by employment scale

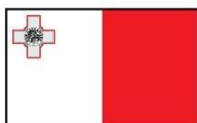


4.4.4 Equality on the basis of religious belief

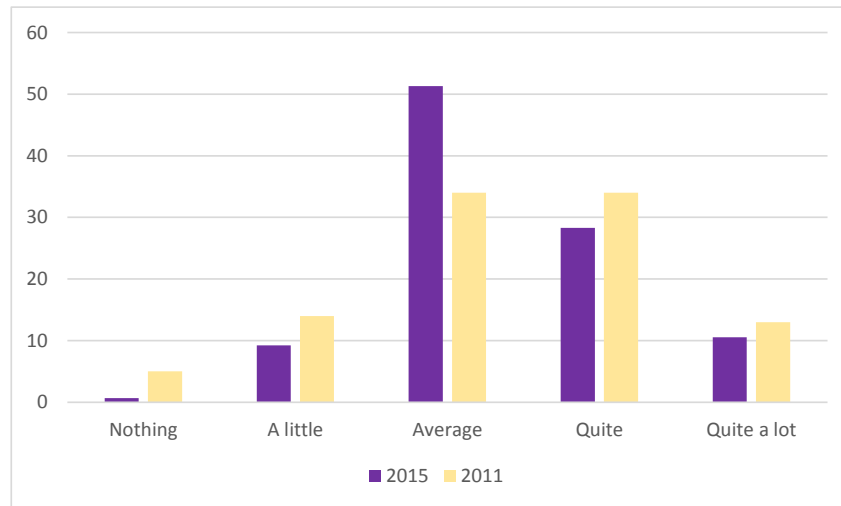
Overall

Public employees’ knowledge on equality on the basis of religious beliefs followed a similar trend as that for gender and age, with a total of 90% indicating to know ‘average’ or more about the topic.

Furthermore, a comparison of the results of the 2015 and 2011 studies indicates that those with ‘little’ or no knowledge on equality on the basis of religious belief halved.

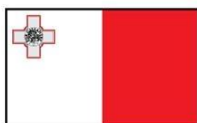


Graph 16 - Percentage distribution of knowledge on equality on the basis of religious belief

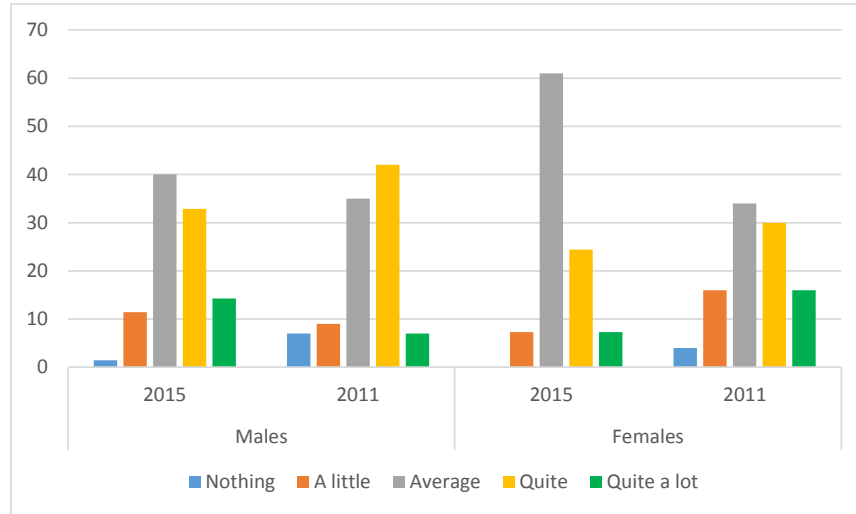


Equality on the basis of religious belief split by sex

Irrespective of their sex, the majority of respondents declared to have an ‘average’ to ‘quite’ a level of understanding of equality on the basis of religious belief. Furthermore, in line with the other grounds under review, no female respondent indicated to know ‘nothing’ about the subject in question.

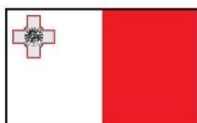


Graph 17- Percentage distribution of knowledge on equality on the basis of religious belief by sex

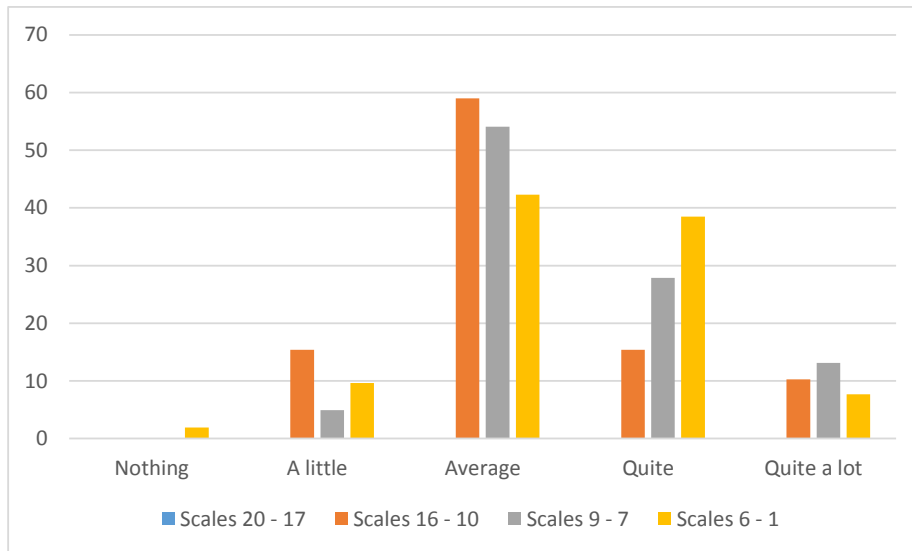


Equality on the basis of religious belief, split by employment scale

When it comes to equality on the basis of religious beliefs, employees in the public sector tend to have an ‘average’ or better understanding of the matter. Nonetheless, the fact that 12% on those within the scales 1 to 6 indicated to know ‘little’ or ‘nothing’ about the topic indicates that there is more that can still be done to increase awareness on the topic in question, all the more so since such individuals are likely to occupy top posts (managerial or similar) within their department/organisation/entity. That said, close to half of those falling within this category indicated having ‘quite’ to ‘quite a lot’ of knowledge on the subject.



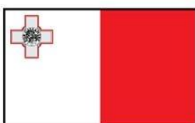
Graph 18- Percentage distribution of knowledge on equality on the basis of religious belief by employment scale



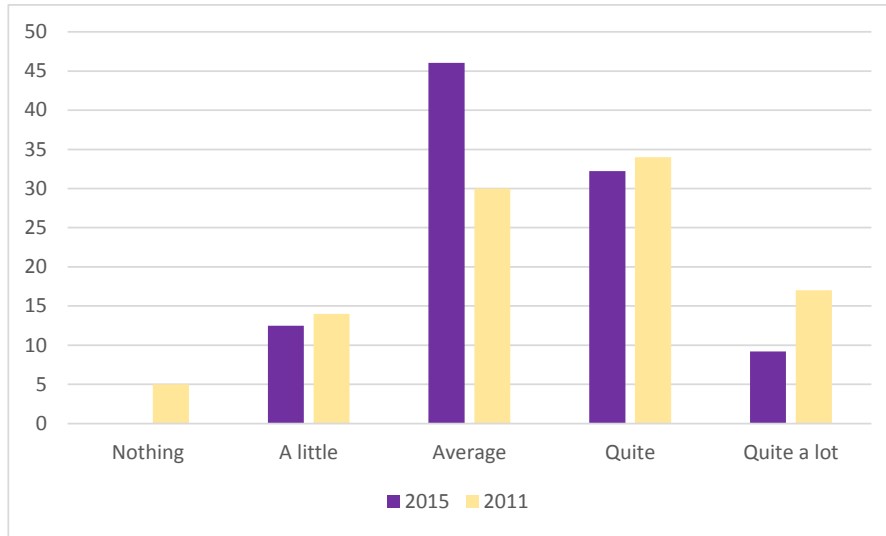
4.4.5 Equality on the basis of sexual orientation

Overall

The vast majority of individuals in the public sector have an average or better knowledge about equality on the basis of sexual orientation. Furthermore a comparison of the results of this study with that carried out in 2011 indicate similar trends, though there is increased awareness this time round with no one claiming to know ‘nothing’ on the subject (in 2011 this stood at 5%).



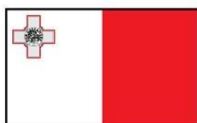
Graph 19- Percentage distribution of knowledge on equality on the basis of sexual orientation



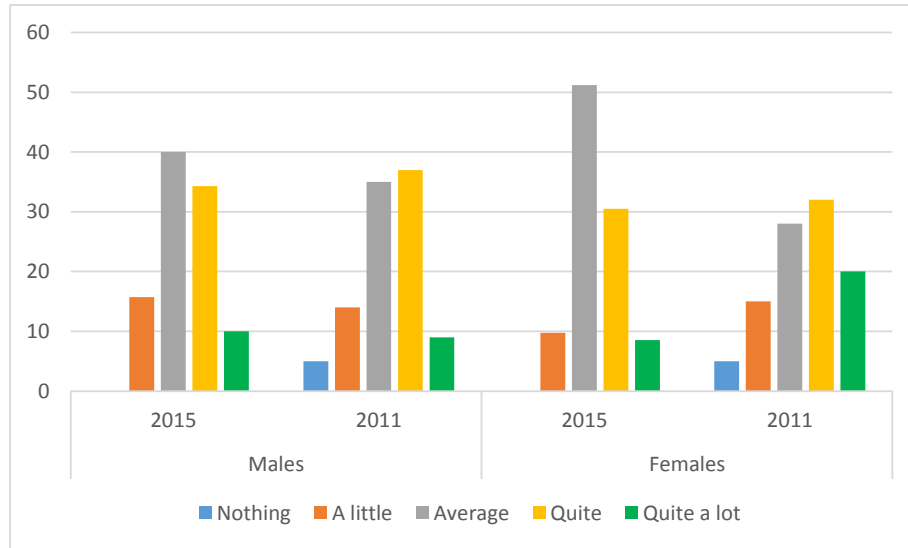
Equality on the basis of sexual orientation split by sex

As with the majority of grounds under review, this study shows that there are no employees in the public service that know ‘nothing’ on the topic, irrespective of their sex.

Furthermore, an analysis of this ground split by sex shows that males are just marginally more aware of the subject than their female counterparts, with a total of 45% indicating to know ‘quite’ or ‘quite a lot’ as opposed to 38% of females.



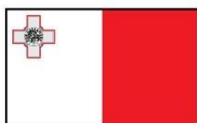
Graph 20- Percentage distribution of knowledge on equality on the basis of sexual orientation by sex



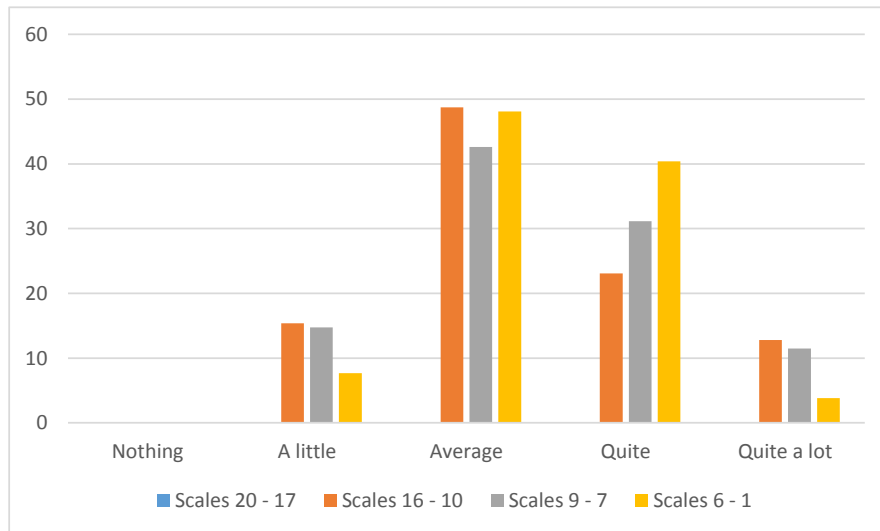
Equality on the basis of sexual orientation split by employment scale

Respondents across the various scale brackets seem to have similar views on their awareness on equality on the basis of sexual orientation, and no one indicated not to know anything about the topic.

Furthermore similar trends were expressed across the varying Employment Scales, though the amount of individuals falling within Scales 1 to 6 indicating to know ‘a little’ on the subject was half those for the other Scales brackets.



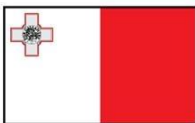
Graph 21- Percentage distribution of knowledge on equality on the basis of sexual orientation by employment scale



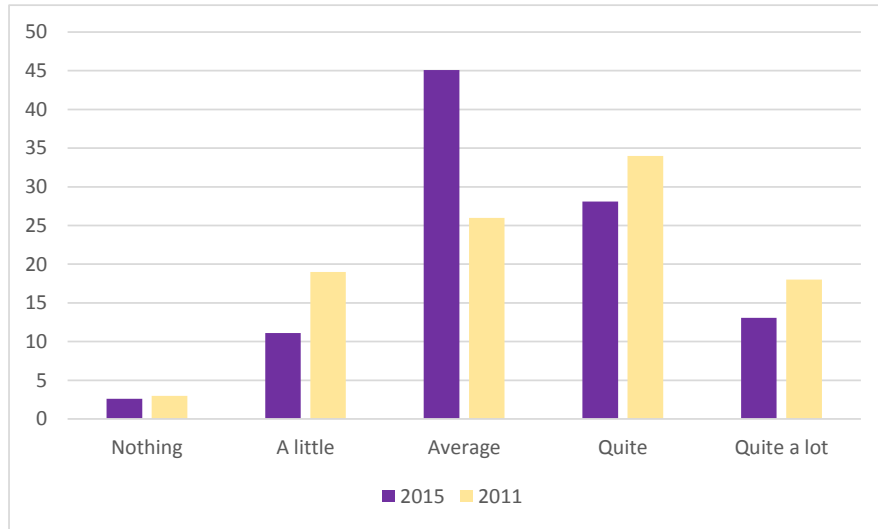
4.4.6 Equality on the basis of ethnic origin / skin colour

Overall

No notable variances were observed in the results of employees’ knowledge on equality on the basis of ethnic origin/skin colour when compared with other grounds of equality reviewed in this survey. Furthermore a comparison of these results with those attained in the previous research show similar trends indicating a decline in responses among those that indicated to know ‘a little’ or nothing’ on the subject.



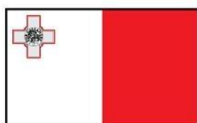
Graph 22- Percentage distribution of knowledge on equality on the basis of ethnic origin/skin colour



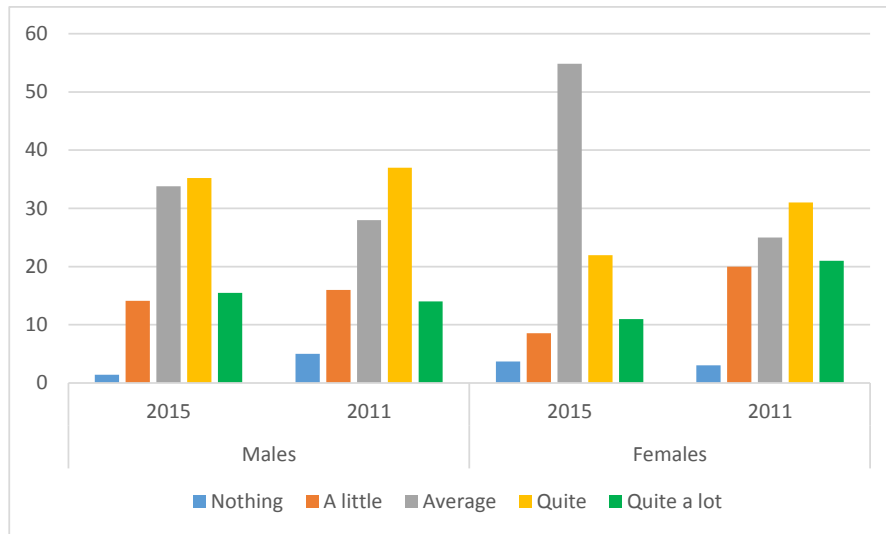
Equality on the basis of ethnic origin / skin colour split by sex

The majority of respondents declared to have an ‘average’ to ‘quite’ some knowledge on equality on the basis of ethnic origin. While the number of those indicating to ‘know nothing’ has decreased slightly, 5% of employees in the public service indicated not to know anything about this equality ground (in the 2011 survey this percentage stood at 8%). Furthermore, of these, the majority (4%) were females.

Half the male respondents indicated to know ‘quite’ to ‘quite a lot’ on the subject as opposed to one third of female respondents.

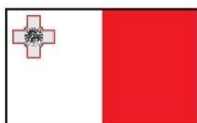


Graph 23- Percentage distribution of knowledge on equality on the basis of ethnic origin/skin colour by sex

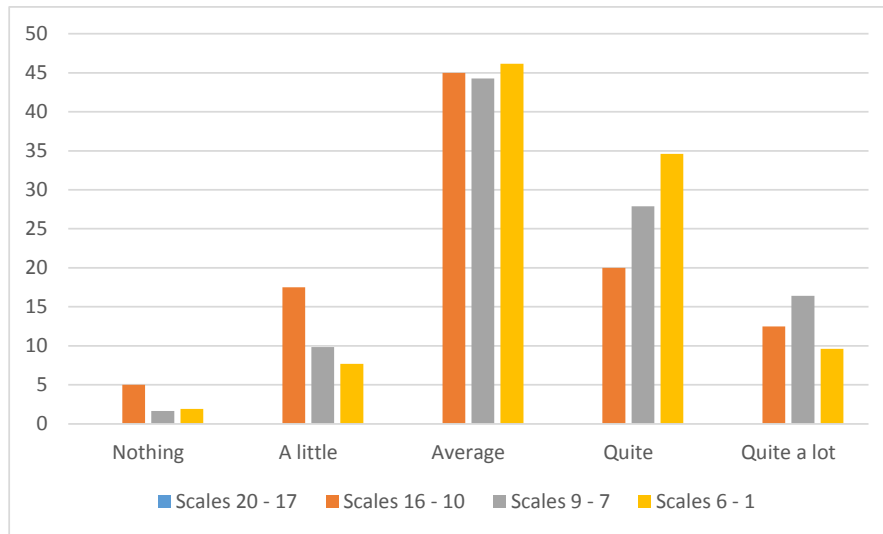


Equality on the basis of ethnicity split by employment scale

Irrespective of their scale, the vast majority (almost half the respondents) indicated to have an ‘average’ knowledge about equality on the basis of ethnicity. Nonetheless, close to one fourth of those falling within the scales of 10 to 16 indicated to know ‘a little’ or ‘nothing’ about the topic. The percentage decreases by almost half for the other Scales brackets under review.



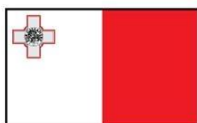
Graph 24- Percentage distribution of knowledge on equality on the basis of ethnic origin/skin colour by employment scale



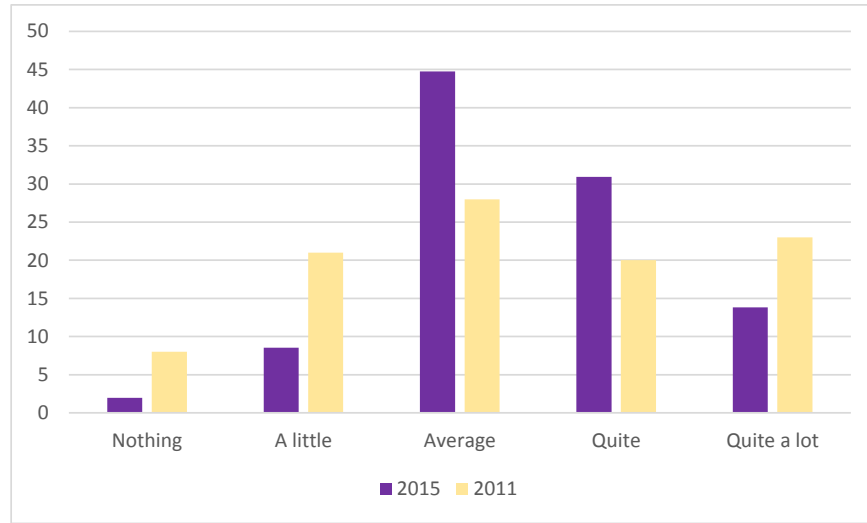
4.4.7 Equality on the basis of disability

Overall

The vast majority of individuals employed in the public sector know about equality on the basis of disability. Furthermore, as indicated in the graph below/overleaf, there has been an increase in awareness on this ground since the first research was conducted. Back then close to one-third knew little or nothing on this equality ground.

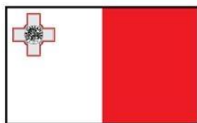


Graph 25- Percentage distribution of knowledge on equality on the basis of disability

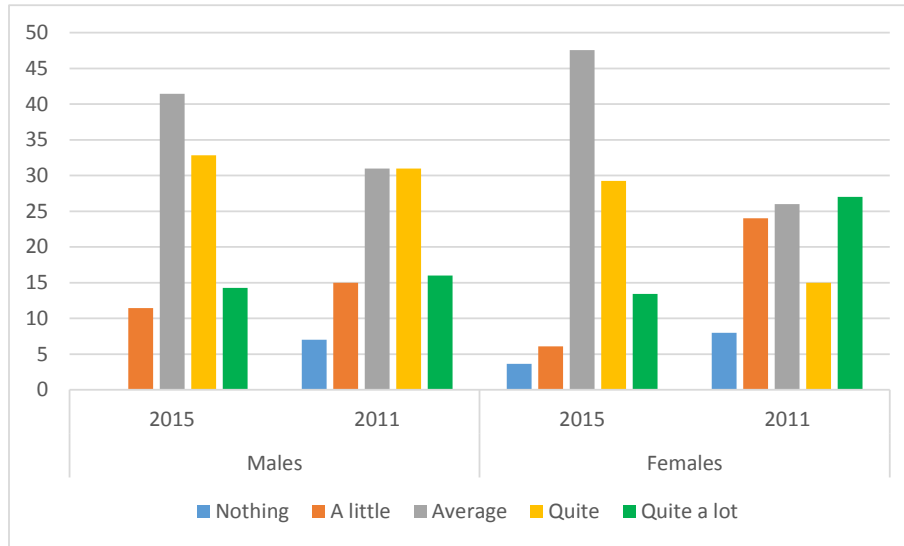


Equality on the basis of disability split by sex

Among both sexes, the majority of respondents declared to know ‘average’ to ‘quite’ about equality on the basis of disability. Furthermore, no male indicated to know ‘nothing’ on the topic as opposed to the previous study when a total of 8% declared not to know anything. When comparing the female results to this question on both 2 studies, those that declared to know nothing halved from 2011 to 2015 (4% as opposed to 8% in respectively). Also, no male indicated to know ‘nothing’ on the subject. In 2011 this percentage stood at 7%.



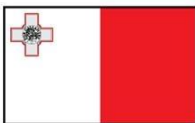
Graph 26- Percentage distribution of knowledge on equality on the basis of disability by sex



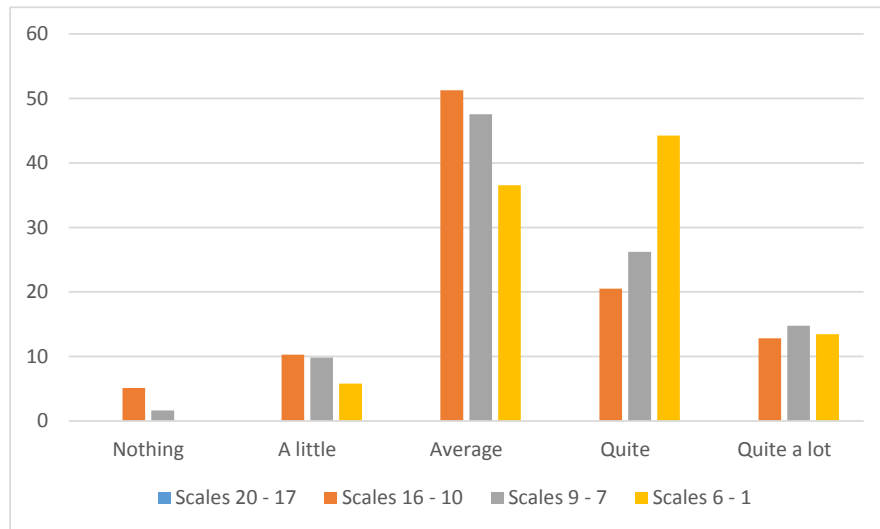
Equality on the basis of disability split by employment scale

The majority of respondents indicated to have an ‘average’ or better understanding of equality on the basis of disability. Of the various scales under review, ‘quite’ some knowledge’ was the highest response for those falling within Scales 1 to 6 (over 40%). Furthermore, across all categories, around 15% of the respondents indicated to know ‘quite a lot’ about the topic.

Conversely, around 5% of employees falling with Scales 1 to 6 indicated to know ‘a little’ on the subject, with none indicating to know ‘nothing’



Graph 27- Percentage distribution of knowledge on equality on the basis of disability by employment scale

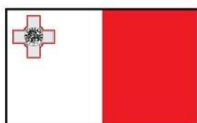


4.4.8 Equality on the basis of gender identity

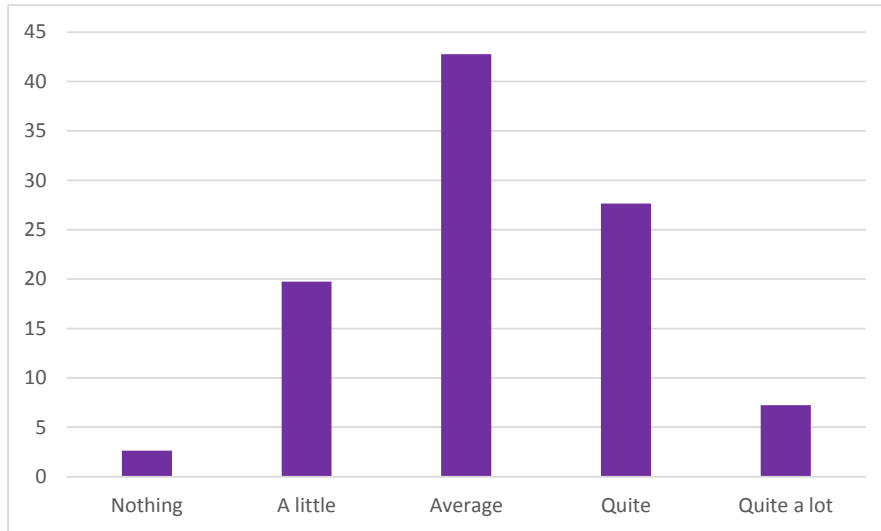
Overall

Of the various grounds under review, equality on the basis of gender identity is the ground employees from the public sector least know about with close to one-fourth of respondents indicating to know little or nothing on the topic. On the other hand close to one third of respondents indicated to have ‘quite’ to ‘quite a lot’ of knowledge on the subject.

This ground was not analysed in the previous study.



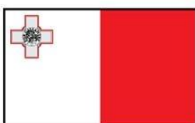
Graph 28- Percentage distribution of knowledge on equality on the basis of gender identity



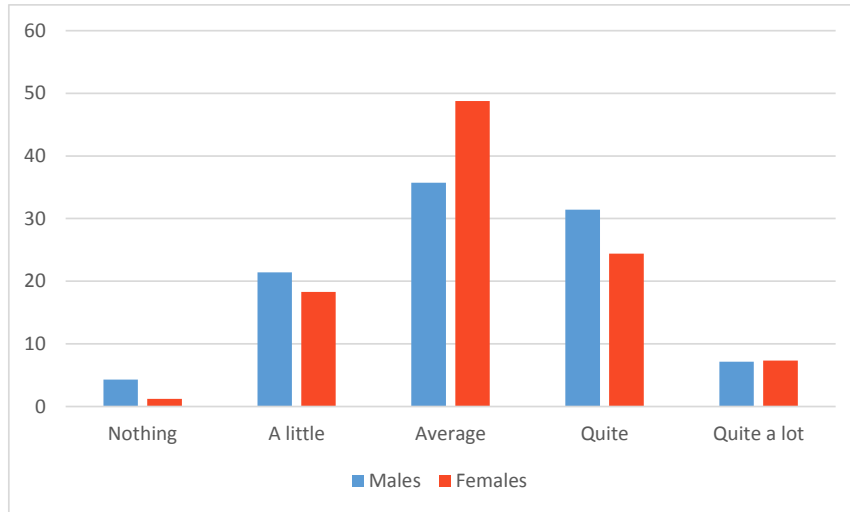
Equality on the basis of gender identity split by sex

Irrespective of the sex, and in line with most grounds under review, employees in the public sector perceive themselves to have an ‘average’ to ‘quite’ some knowledge on equality on the basis of gender identity.

Nonetheless, of all the grounds under review, respondents seem to be least aware of this ground, with one fourth of males, and close to one fifth of females indicating to know ‘little’ or ‘nothing’ on the topic. (The average score of those that declared to know ‘little’ or ‘nothing’ for most of the grounds under review stood at around 10%).

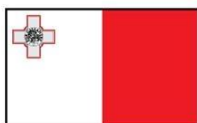


Graph 29- Percentage distribution of knowledge on equality on the basis of gender identity by sex

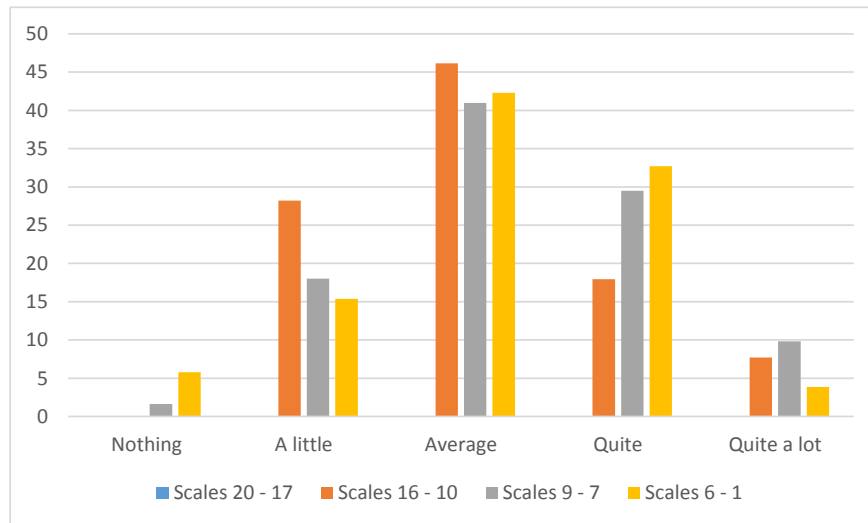


Equality on the basis of gender identity by employment scale

In line with the other grounds under review, around two-thirds of respondents indicated to have an ‘average’ or better knowledge about equality on the basis of gender identity. Conversely, just under 10% of respondents claimed to know ‘nothing’. Of these, 6% were individuals falling within the Scales 1 – 6.



Graph 30- Percentage distribution of knowledge on equality on the basis of gender identity by employment scale

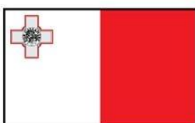


4.5 Knowledge about Discrimination

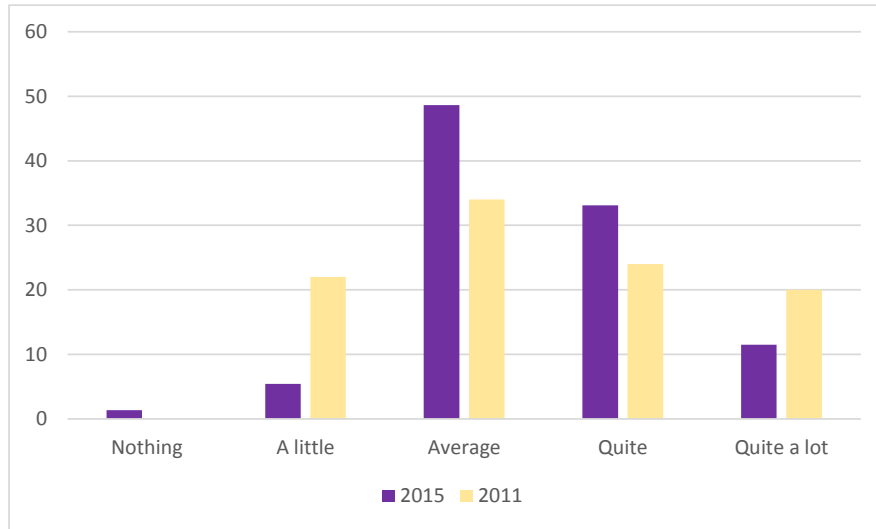
Respondents were asked to indicate their level of knowledge on discrimination. As with equality, the study sought to determine what respondents’ felt their knowledge to discrimination overall was, as well as with respect to the seven grounds under review.

4.5.1 Overall

Over 90% of respondents declared to have an ‘average’ or better knowledge about discrimination. The below table shows that level of knowledge on discrimination increased significantly since the first research was conducted. Then just over one fifth had indicated to know ‘a little’ or ‘nothing’ about the topic. This percentage has now decreased to just over 5%.



Graph 31- Percentage distribution of knowledge on discrimination

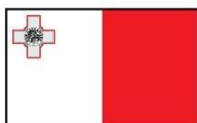


Discrimination split by sex

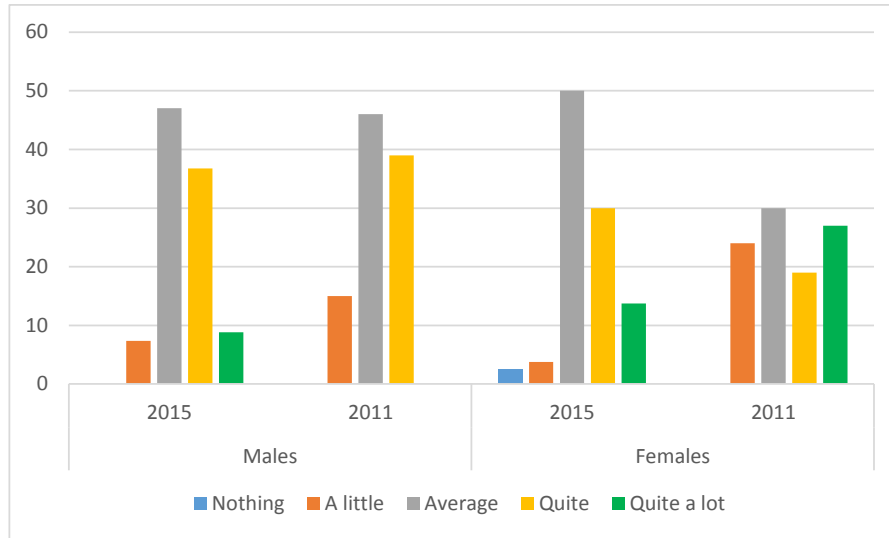
Trends across gender with respect to knowledge on discrimination overall follow the same patterns obtained for equality. Irrespective of gender, just over two-thirds of respondents indicated to know ‘average’ or ‘quite’ about discrimination overall.

Furthermore a comparison of results with the previous study shows that there has been a substantial decrease among employees that know ‘a little’ or ‘nothing’ on the topic, with the current percentage among both males and females standing at 7% (under the previous study the percentages stood at 15% for males and 24% for females).

Furthermore no males indicated to know ‘nothing’ about the topic.

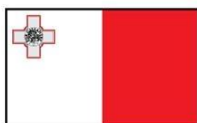


Graph 32- Percentage distribution of knowledge on discrimination by sex

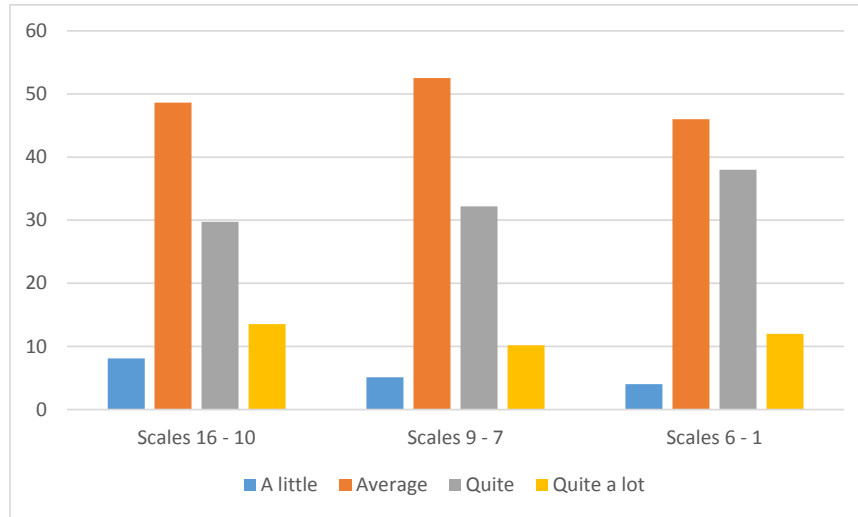


Discrimination Overall split by Employment Scale

The degree of knowledge on discrimination overall is similar in trend to that found with respect to equality where individuals falling within the Scales 1 to 6 declared to be marginally more knowledgeable than other segments.



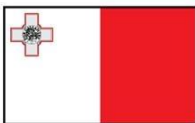
Graph 33- Percentage distribution of knowledge on discrimination by employment scale



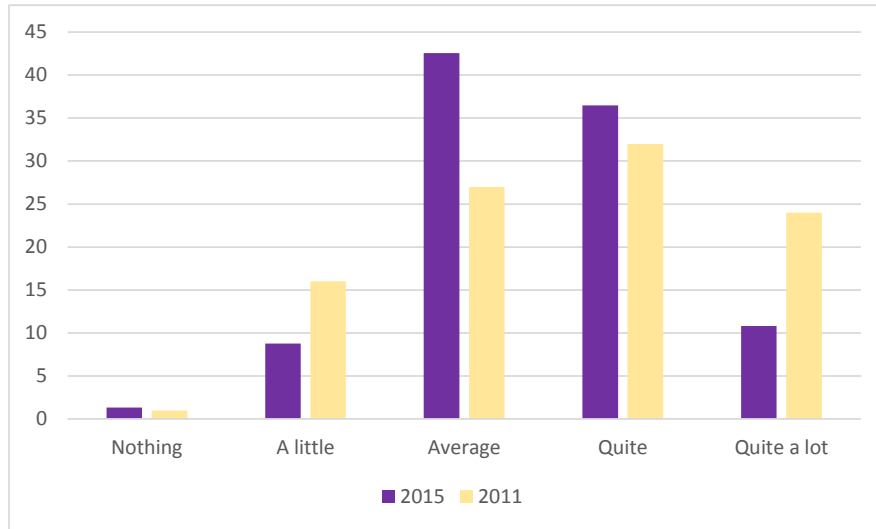
4.5.2 Discrimination on the basis of Gender

Overall

Respondents’ views on their knowledge on discrimination on the grounds of gender follows that of their knowledge about discrimination overall with the majority indicating to have an ‘average’ or better knowledge of the topic. Furthermore, as indicated in the below graph, the public service has improved its knowledge on the subject since the 2011 study was conducted, though there has been a decline among those that perceive themselves to know ‘quite a lot’.

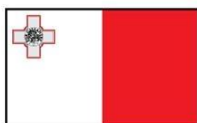


Graph 34- Percentage distribution of knowledge on discrimination on the basis of gender

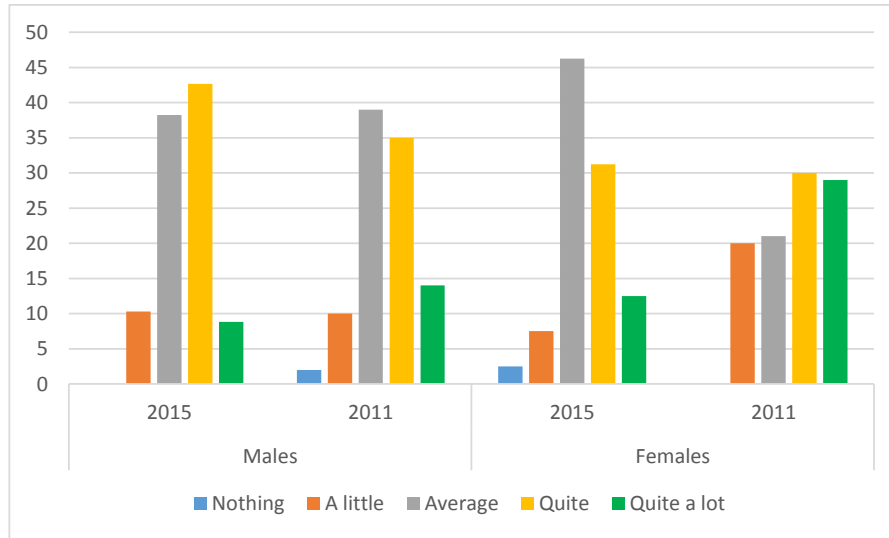


Discrimination on the basis of Gender split by Sex

On this topic, the male respondents feel they know more about the topic than their female counterparts. This is in contrast to the previous study, where females indicated to know more on the topic. On the other hand there has been no significant variance among the male segment when comparing the two studies in relation to those that knew ‘a little’ or ‘nothing’ (then 12% now 10%). Conversely, comparing results for the female segment shows that the total amount of females that knew ‘a little’ or ‘nothing’ about discrimination based on gender decreased by half (previously 20%, now 11%).

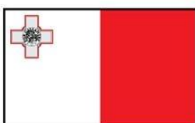


Graph 35- Percentage distribution of knowledge on discrimination on the basis of gender by sex

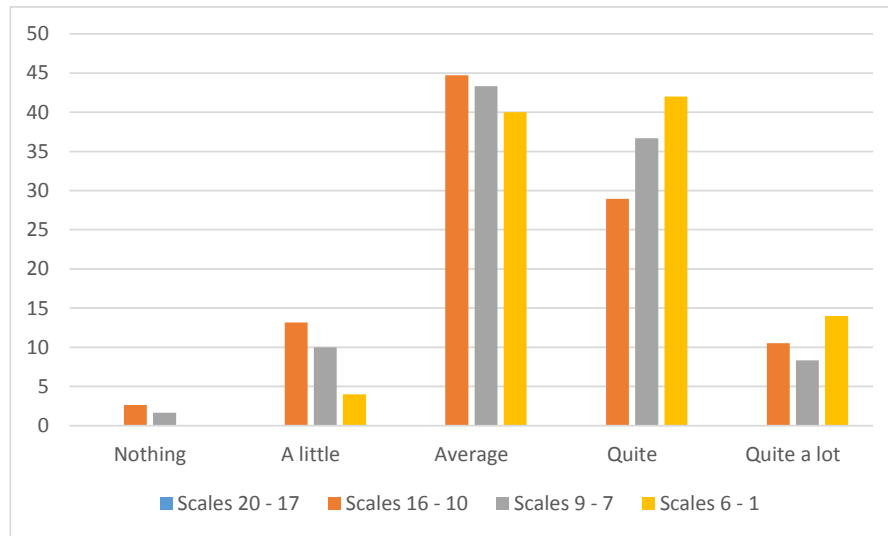


Discrimination on gender split by employment scale

Just over half of those falling within scales 1 to 6 indicated to know quite or quite a lot on the topic. Furthermore 4% indicated to know ‘a little’, with no individual indicating not to know anything. Conversely, 12% of those falling within scale 7 to 9 and 16% of those within scale 10 to 16 indicated to know a ‘little’ or ‘nothing’ about discrimination on gender.



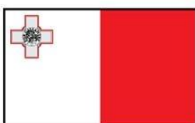
Graph 36- Percentage distribution of knowledge on discrimination on the basis of gender by employment scale



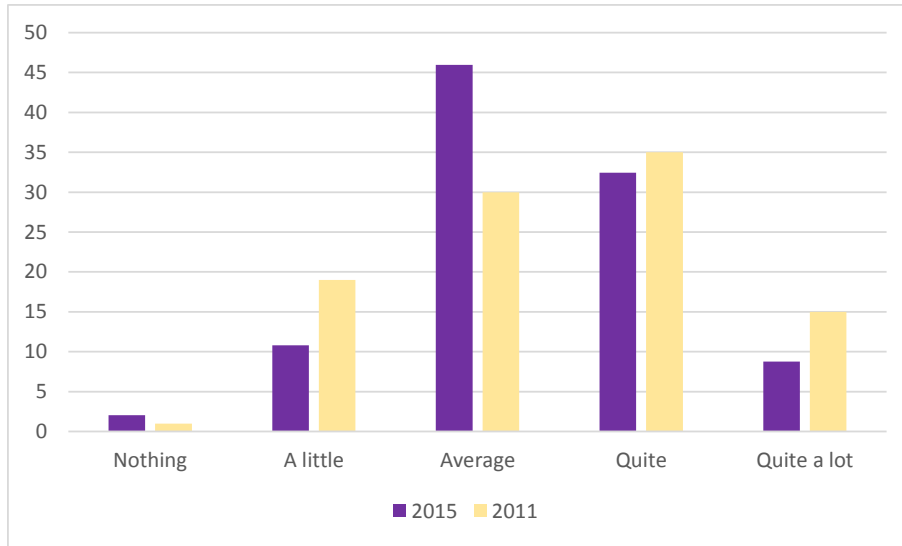
4.5.3 Discrimination on the basis of Age

Overall

Respondents’ knowhow about discrimination on the basis of age follows a similar trend as that pertaining to discrimination on the grounds of gender. A comparison of the two studies shows that overall employees’ knowledge on the topic has increased, albeit a slight decline among those that know ‘quite a lot’ on the subject.

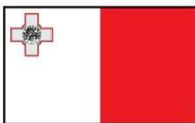


Graph 37- Percentage distribution of knowledge on discrimination on the basis of age

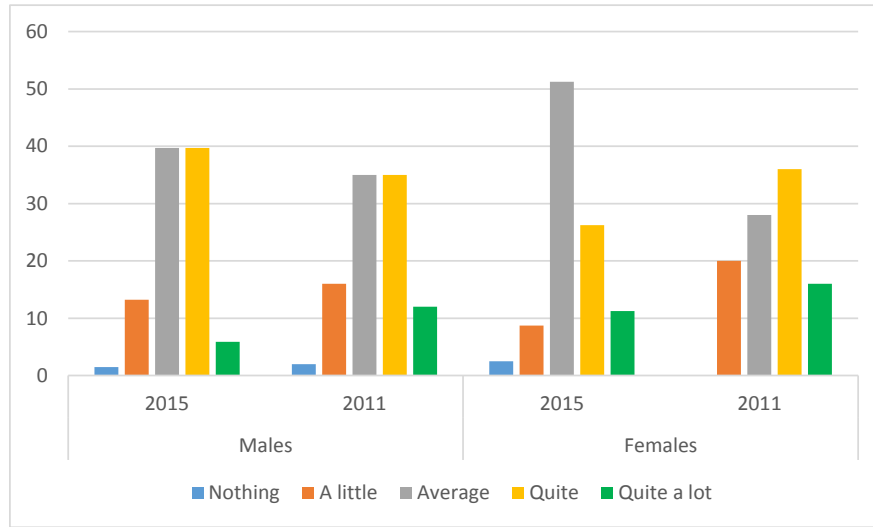


Discrimination on the basis of Age split by sex

Overall, males indicated to know more about discrimination on the grounds of age with just under half indicating to have ‘quite’ or ‘quite a lot’ of knowledge on the subject as opposed to 37% of females. There are no major variances between the sexes with regard to the amounts that know ‘a little’ or ‘nothing’ on the topic though females seem to be slightly more aware of the subject (14% males and 11% females indicated to know ‘a little’ or ‘nothing’ on the subject). In the previous study females had indicated to know more on the subject than their male counterparts.

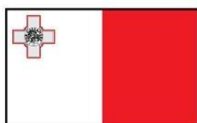


Graph 38 - Percentage distribution of knowledge on discrimination on the basis of age by sex

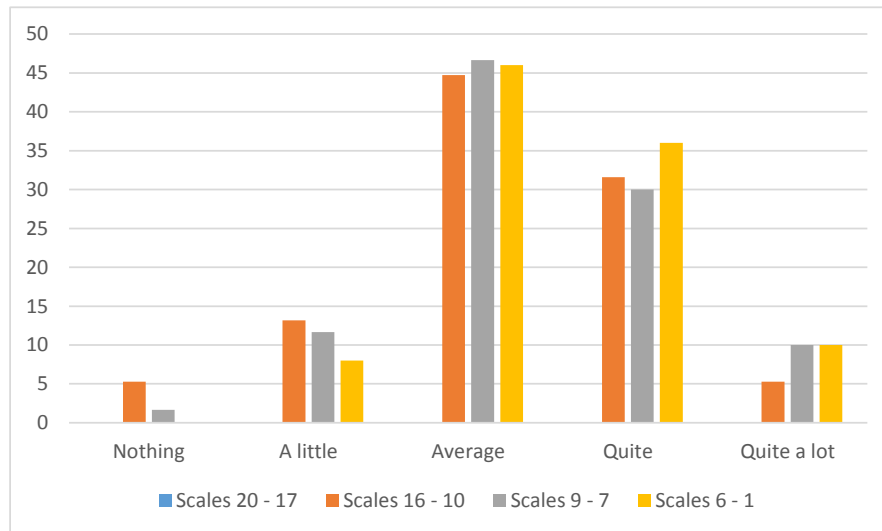


Discrimination on the basis of age, split by employment scale

There are similar trends for employees’ knowledge on discrimination on the basis of age as with those for discrimination on the basis of gender. Employees within scales 1 to 6 indicated to have a slightly better knowledge on the subject that employees within other scale brackets (close to 50% of those within scales 1 to 6 indicated to have ‘quite’ to ‘quite a lot’ of knowledge on the subject as opposed to around 40% of those falling within other scales brackets). Conversely, those within Scales 10 to 16 indicated to know least about the subject.

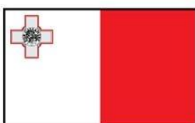


Graph 39 - Percentage distribution of knowledge on discrimination on the basis of age by employment scale

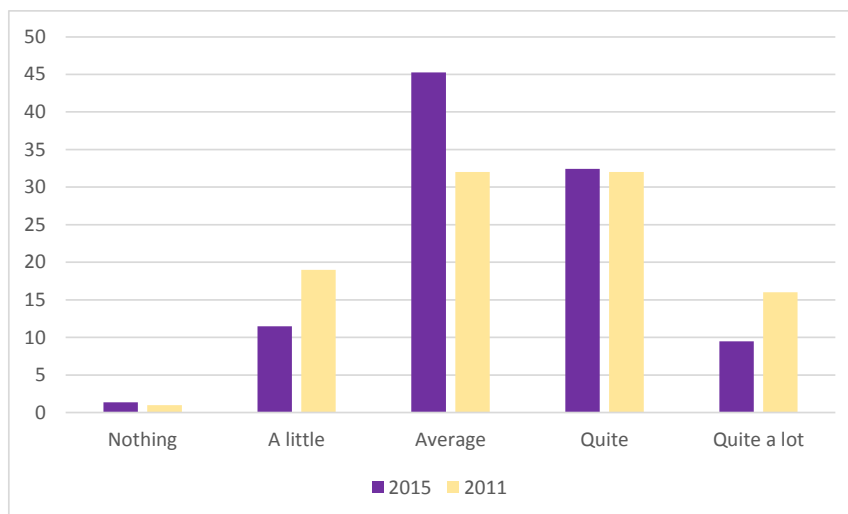


4.5.4 Discrimination on the basis of Religious belief

Respondents’ knowledge about equality on the basis of religious beliefs follow similar trends as for the other grounds under review. Similarly, comparing results of this study with the previous study once again highlight that as for the other grounds, the amount of employees indicating to know ‘little’ or ‘nothing’ decreased (from a total of 20% in the 2011 study to just over 10% this time round).



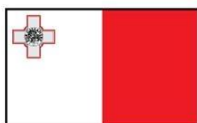
Graph 40 - Percentage distribution of knowledge on discrimination on the basis of religious belief



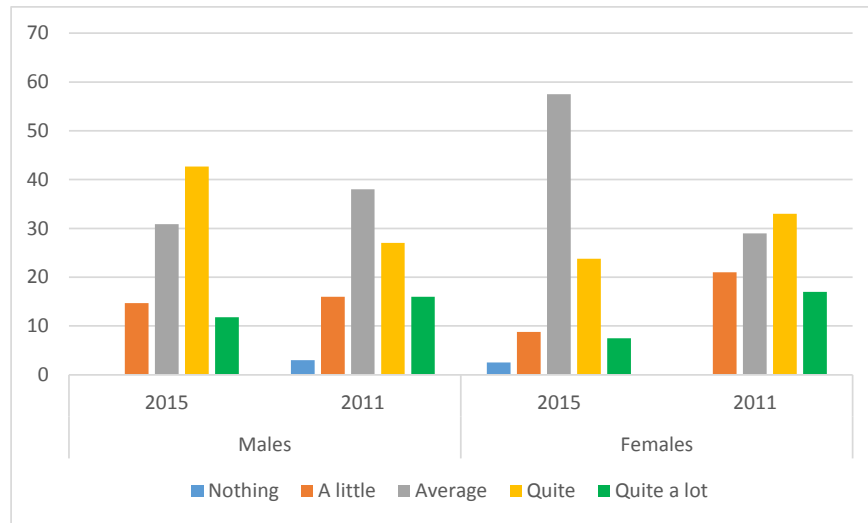
Discrimination on the basis of Religious belief split by age

There are only slight differences between sexes when analysing their perceived knowledge on discrimination on the basis of religious belief, both with respect to those that indicate to know ‘a little’ or ‘nothing’ (15% males as opposed to 11% females) and those at the other end that indicate to know ‘quite’ or ‘quite a lot’ on the topic (55% of males and 50% of females).

Comparing these results with the previous study shows that males awareness has improved only marginally (then 19% knew a little or nothing on the topic, now standing at 15%), as opposed to the female segment where this percentage almost halved (then 21% indicated to know a little or nothing as opposed to the 11% this time round).

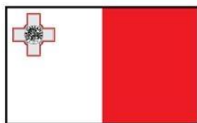


Graph 41 - Percentage distribution of knowledge on discrimination on the basis of religious belief by sex

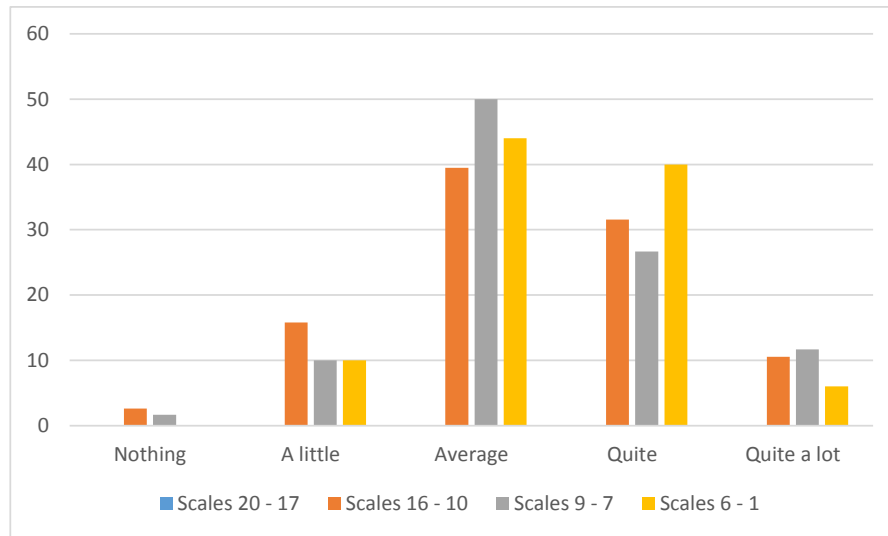


Discrimination on the basis of religious belief split by employment scale

No notable variances were observed with analysing discrimination on the basis of religious belief with the other grounds under review.

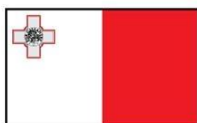


Graph 42 - Percentage distribution of knowledge on discrimination on the basis of religious belief by employment scale

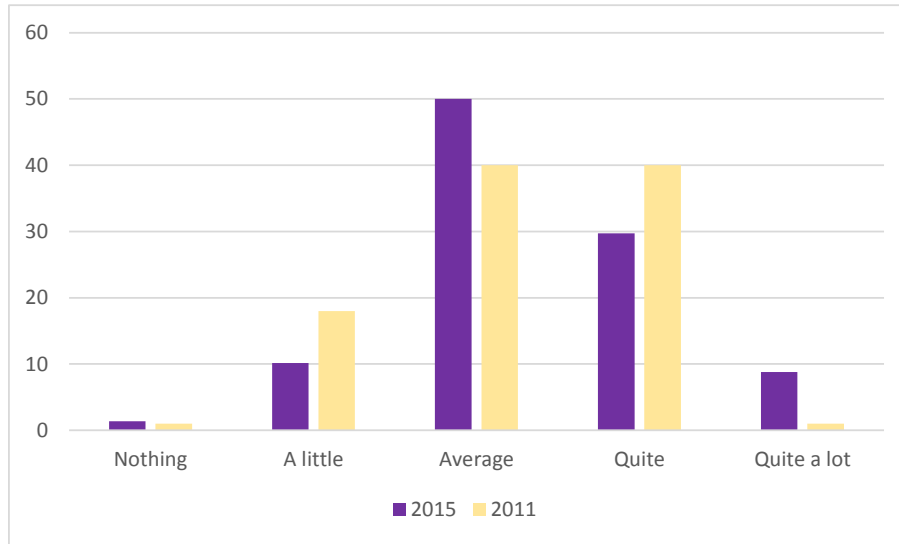


4.5.5 Discrimination on the basis of Sexual Orientation

There are no noticeable variances when analysing employees' in the public sector's knowledge about discrimination on the basis of sexual orientation with their knowledge about the other grounds. When comparing these results with the previous study one notices a decline (by almost 50%) among those that indicated to know 'a little' or 'nothing' thereby implying that they are much more aware of the topic than they were four years ago when the first study was conducted. Furthermore the amount of individuals claiming to know 'quite a lot' increased over the four year period .



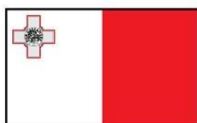
Graph 43 - Percentage distribution of knowledge on discrimination on the basis of sexual orientation



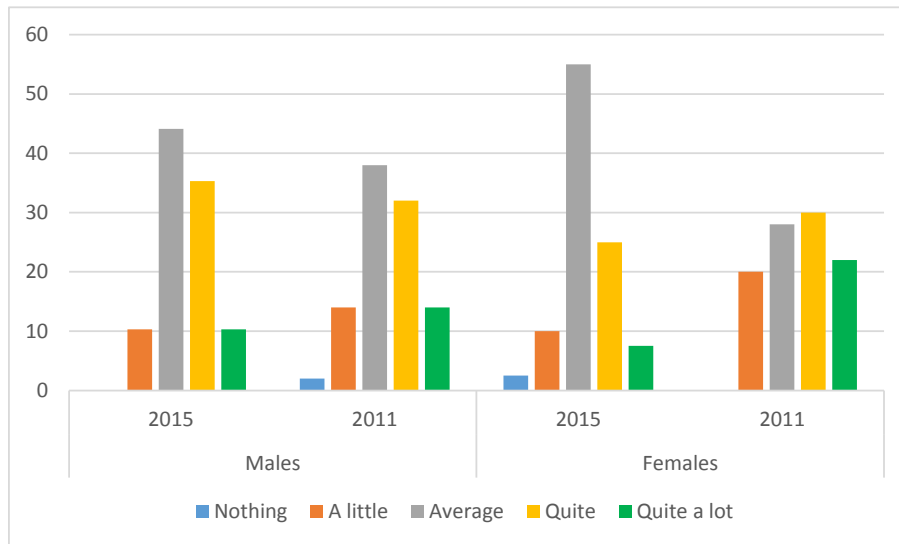
Discrimination on the basis of Sexual orientation split by sex

The amount of individuals that felt they knew ‘a little’ or ‘nothing’ follows similar analysis for the other grounds under review, with both sexes indicating an increased knowledge when compared with the previous study (males at 10%, previously 16% and the female segment standing at 13%, previously 20%).

As for those that felt they had ‘quite’ to ‘quite a lot’ of knowledge on the subject, a comparison of the results of the two studies indicates that the percentage has remained unaltered for males, though there has been a considerable decrease among females (percentage currently stands at 33% as opposed to the 2011 study when half the respondents indicated to have ‘quite’ or ‘quite a lot’ of knowledge on the topic under review).

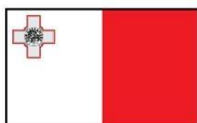


Graph 44 - Percentage distribution of knowledge on discrimination on the basis of sexual orientation by sex

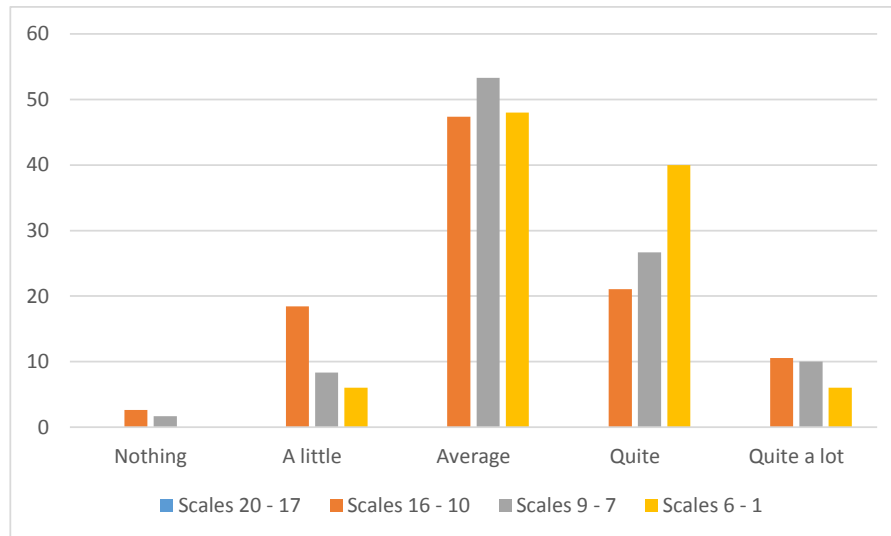


Discrimination on the basis of sexual orientation by employment scale

Around half of those participating in the survey, irrespective of their scale indicated to have an ‘average’ knowledge about discrimination on the basis of sexual orientation. Furthermore, in line with the analysis of discrimination on other grounds, those falling within Scales 10 to 16 indicated to know less than employees falling within other scale brackets.

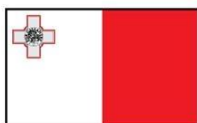


Graph 45 - Percentage distribution of knowledge on discrimination on the basis of sexual orientation by employment scale

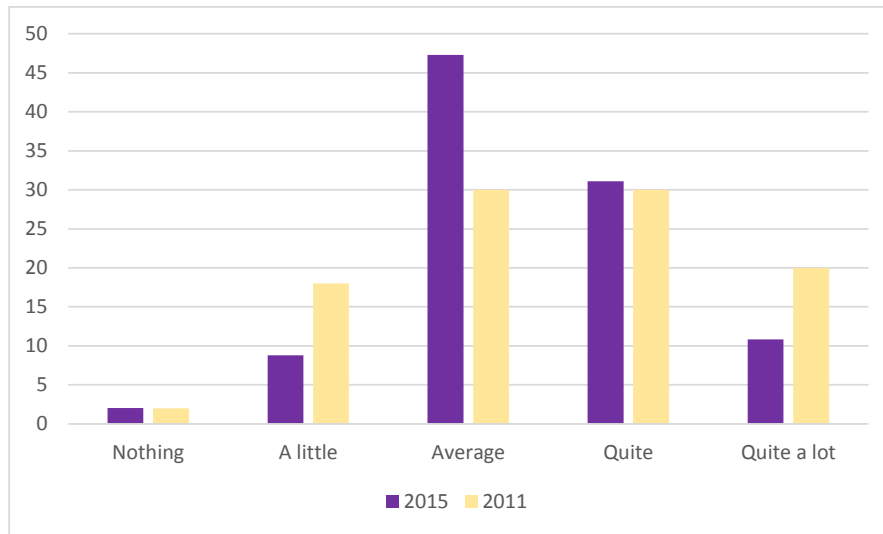


4.5.6 Discrimination on the basis of Ethnicity/skin colour

By far and large employees feel they have an ‘average’ to ‘quite’ some knowledge on discrimination based on ethnicity/skin colour. The increase in knowledge on this ground when compared with the 2011 study is similar to that of the other grounds under review.



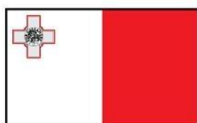
Graph 46 - Percentage distribution of knowledge on discrimination on the basis of ethnicity/ skin colour



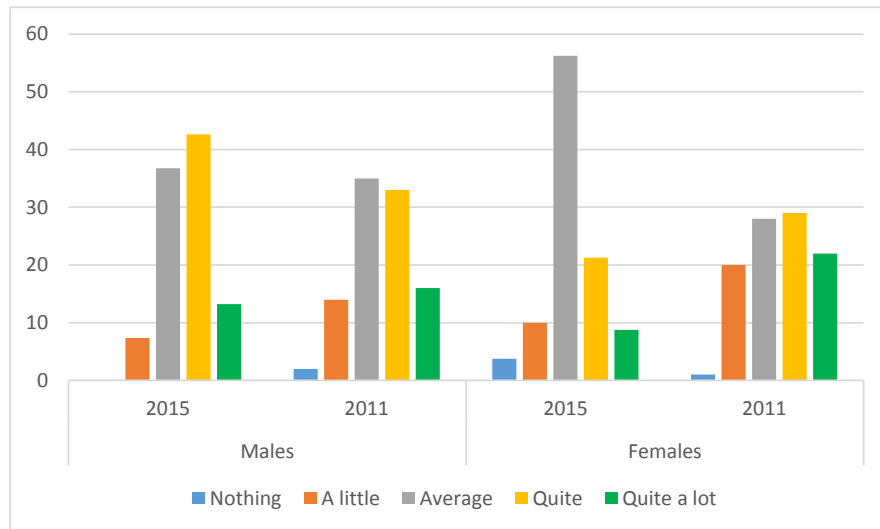
Discrimination on the basis of ethnicity/skin colour split by sex

Although low, twice as many females as do males feel they know ‘a little’ or ‘nothing’ about discrimination on the basis of ethnicity/skin colour (14% females and 7% males). On the other hand, there are no major variances among both sexes with respect to those that feel they know ‘quite’ or ‘quite a lot’ on the topic with just over half the respondents, irrespective of their sex) indicating so.

A review of this analysis with the previous study conducted shows that there has been a decline among those that felt they knew ‘a little’ or ‘nothing’ on the topic.

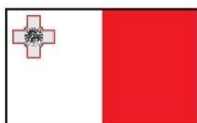


Graph 47 - Percentage distribution of knowledge on discrimination on the basis of ethnicity/ skin colour by sex

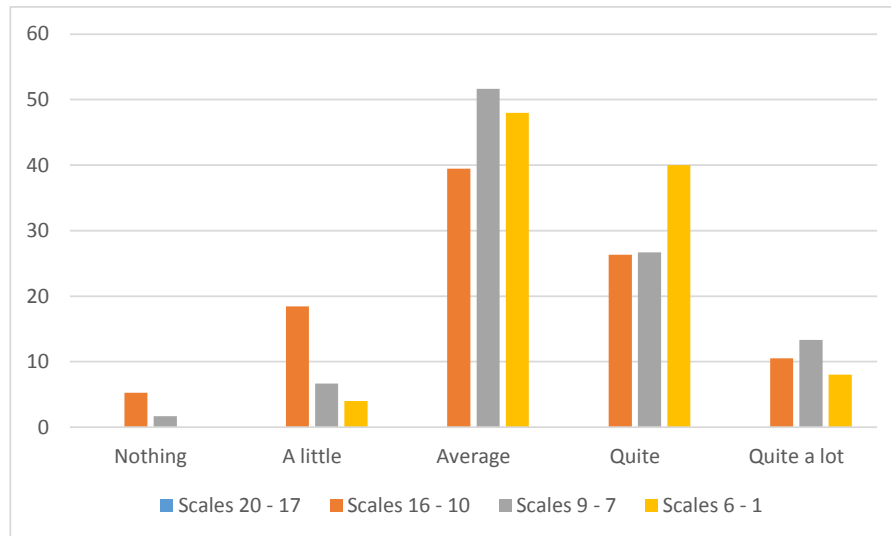


Discrimination on the basis of ethnic origin / skin colour by employment scale

Close to one fourth of the employees falling within Scales 10 to 16 indicated to know ‘a little’ or ‘nothing’ about the discrimination on the basis of ethnic origin/skin colour. Around 10% of respondents, irrespective of their scale indicated to know ‘quite a lot’ on the topic. None of those within Scales 1 to 6 indicated to know ‘nothing’ about the subject.

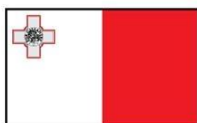


Graph 48 - Percentage distribution of knowledge on discrimination on the basis of ethnicity/ skin colour by employment scale

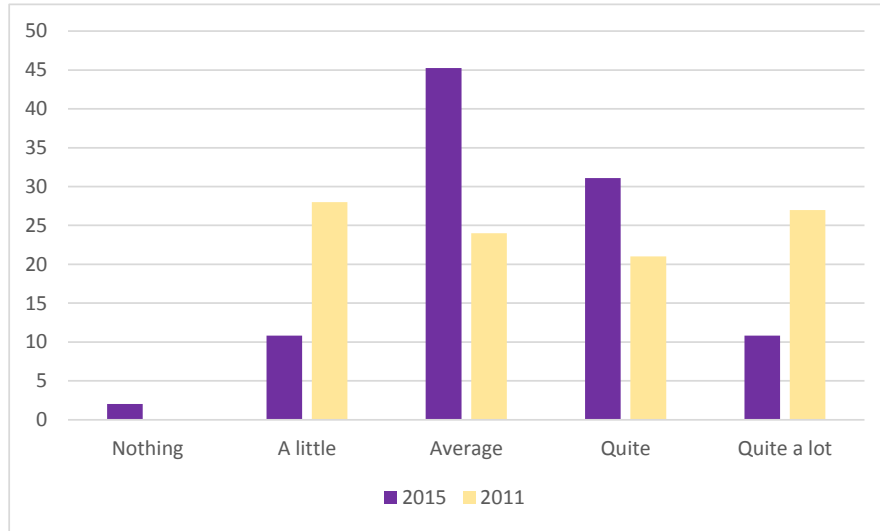


4.5.7 Discrimination on the basis of Disability

Almost half of the respondents indicated to have an ‘average’ knowledge of discrimination on the grounds of disability. Furthermore just over 10% indicated to have ‘little’ or no knowledge on the subject. This percentage indicates that the amount of employees with limited knowledge has decreased considerably since the previous study was conducted (in 2011 this percentage stood at just under 30%). On the other hand, there has been a decline among those that felt they knew ‘quite a lot’ on the topic.



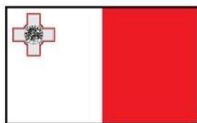
Graph 49 - Percentage distribution of knowledge on discrimination on the basis of disability



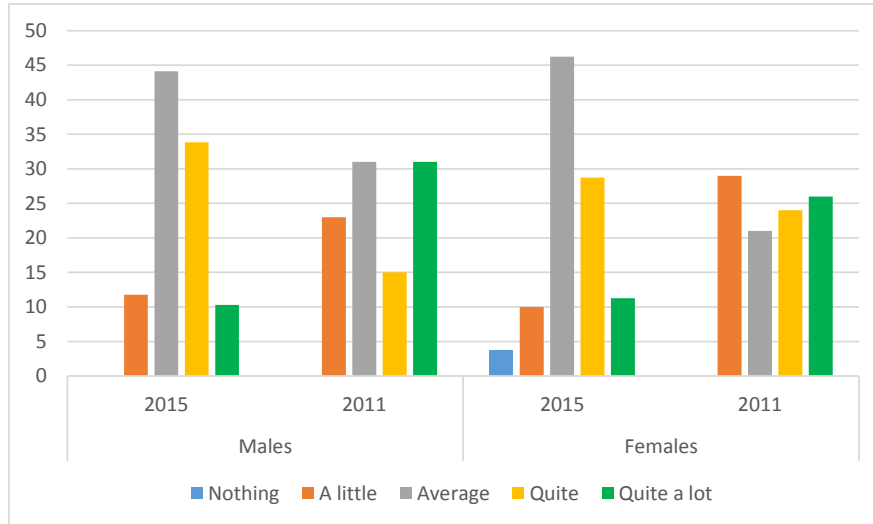
Discrimination on the basis of disability split by sex

The below graph shows that when it comes to discrimination on the grounds of disability, both sexes follow similar trends with almost half of the respondents indicating to have an ‘average’ knowledge on the subject.

A review of these findings with the previous study indicate that the amount of individuals that indicated to know ‘a little’ or ‘nothing’ on the topic halved (previously 29% of females, now standing at 14%; were as for the males, previously 23% indicated to know a little or nothing as opposed to 12% this time round).

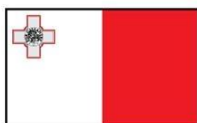


Graph 50 - Percentage distribution of knowledge on discrimination on the basis of disability by sex

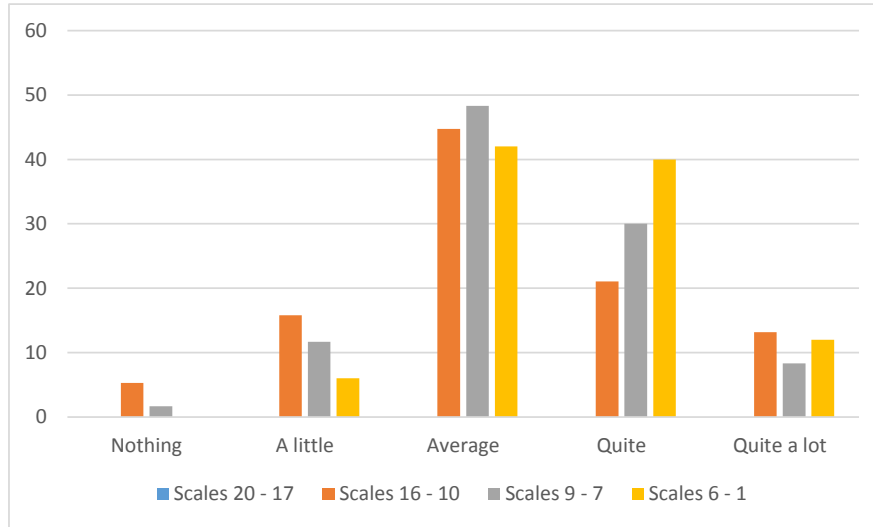


Discrimination on the basis of disability by employment scale

Once again, none of the respondents falling within Scales 1 to 6 indicated to know ‘nothing’ about discrimination on the basis of disability, with just over half those within this category indicating to know ‘quite’ or ‘quite a lot’ on the subject. Nonetheless, one fifth of those within Scales 10 to 16 indicated to know ‘a little’ or nothing on the subject.



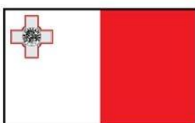
Graph 51- Percentage distribution of knowledge on discrimination on the basis of disability by employment scale



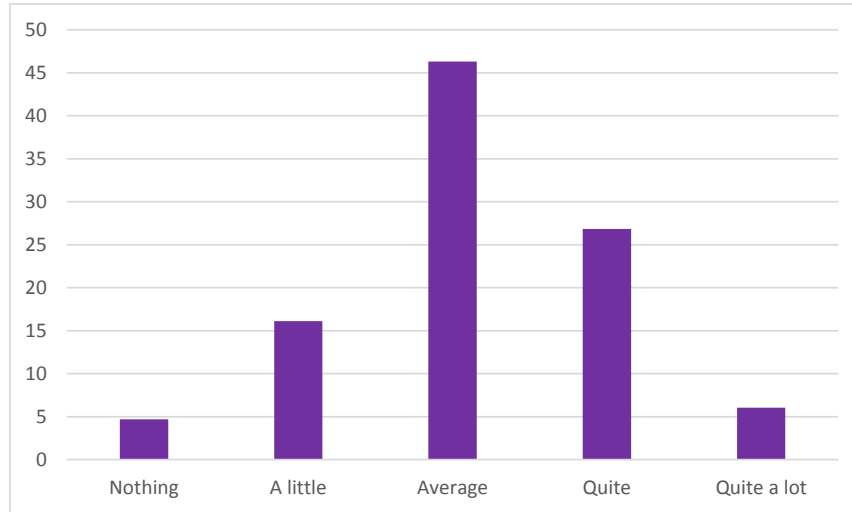
4.5.8 Discrimination on the basis of Gender identity

Overall

This is the first time the public employee perception survey is seeking to determine employees’ perceived knowledge on discrimination on the basis of gender identity. This ground follows similar trends as other grounds, with the majority claiming to have an ‘average’ knowledge on the subject. However, of all the grounds under review, respondents indicated to know least about discrimination on the basis of this ground with a total of one fifth indicating to know ‘a little’ or ‘nothing’ on the subject.

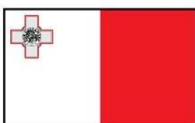


Graph 52- Percentage distribution of knowledge on discrimination on the basis of gender identity

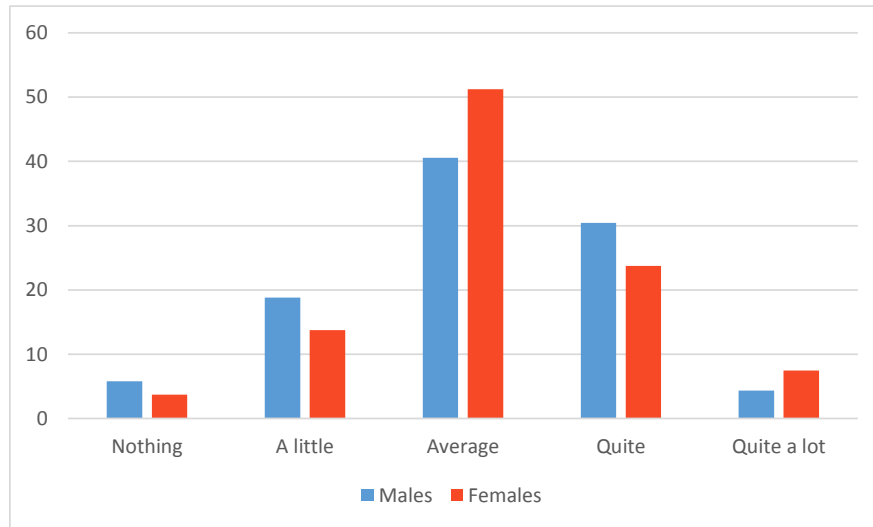


Discrimination on the basis of gender identity split by sex

The below graph shows that there are similar trends among both sexes when it comes to their perceived knowledge on discrimination based on gender identity, with slightly more males knowing ‘a little’ or ‘nothing’ on the topic than their female counterparts (one fourth of males respondents as opposed to almost one fifth of female respondents).

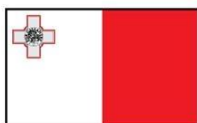


Graph 53- Percentage distribution of knowledge on discrimination on the basis of gender identity by sex

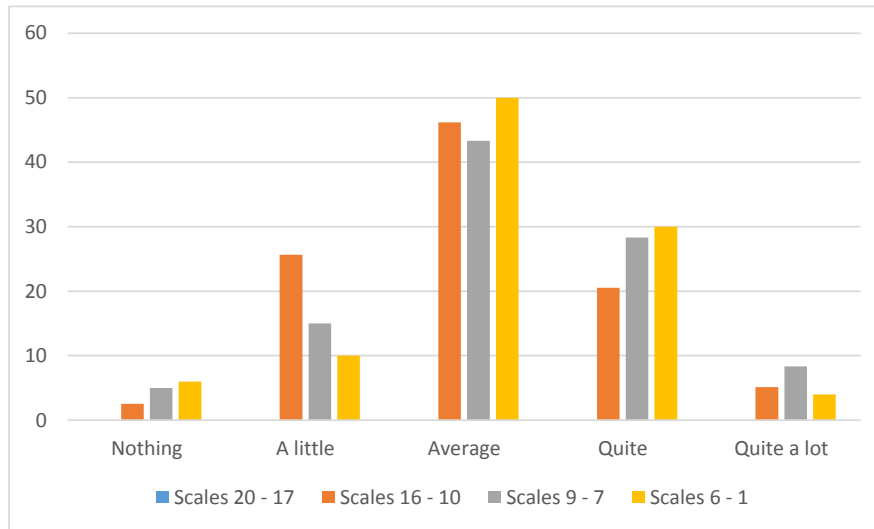


Discrimination on the basis of gender identity split by Employment Scales

Public sector employees’ knowledge about discrimination on the basis of gender identity is similar to the other grounds analysis with those within scales 10 to 16 indicating to be the least knowledgeable on the topic.

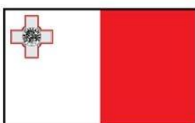


Graph 54- Percentage distribution of knowledge on discrimination on the basis of gender identity by employment scale



4.6 Knowledge of Maltese laws

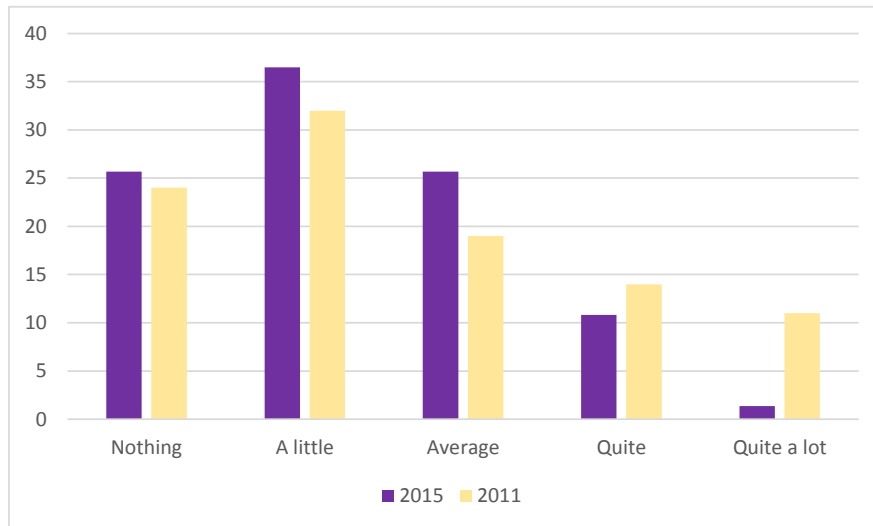
The study also sought to determine public sector employees' level of knowledge of Maltese legislation related to the different grounds of discrimination.



4.6.1 Knowledge of Maltese Law on gender discrimination

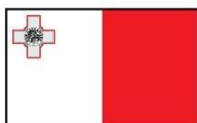
Two-thirds of respondents indicated to know ‘a little’ or ‘nothing’ about Maltese laws on gender discrimination. A comparison of these results with the previous study show that there has been a slight decline in knowledge on the topic this time round.

Graph 55- Percentage distribution of knowledge of Maltese Law on gender based discrimination

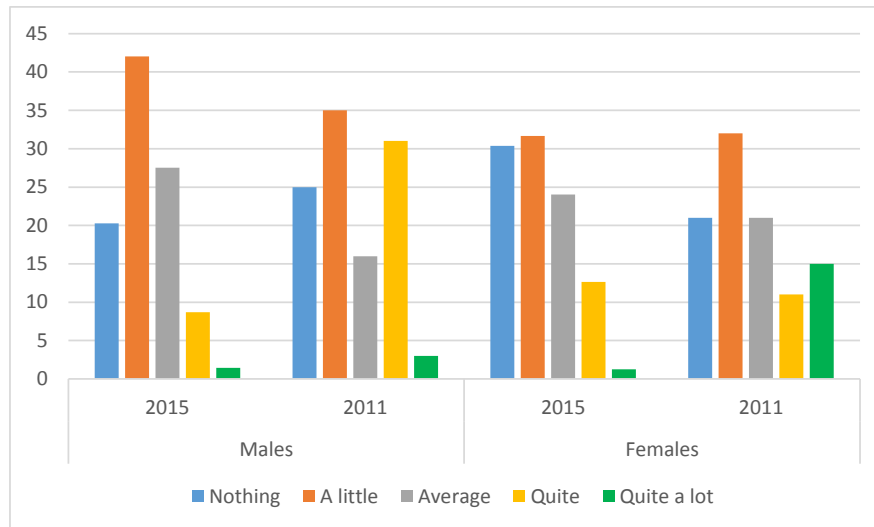


Knowledge of Maltese Law on gender based discrimination split by sex

Almost half of the males taking part in the 2015 study have indicated to know ‘a little’ about law on the basis of gender. Although not as high as the number of male respondents, the largest number of female respondents also indicated to know ‘a little’ about law on the basis of gender. Although the numbers for this category have gone higher for 2015, the study in 2011 yielded similar results. A very low number of male and female respondents indicated to know ‘quite a lot’. The number of respondents who indicated to know ‘quite a lot’ is significantly lower when compared to 2011, with 15% indicating they know ‘quite a lot’ in 2011 and less than 2% in 2015.

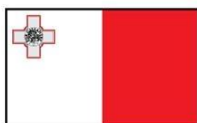


Graph 56- Percentage distribution of knowledge of Maltese Law on gender based discrimination by sex

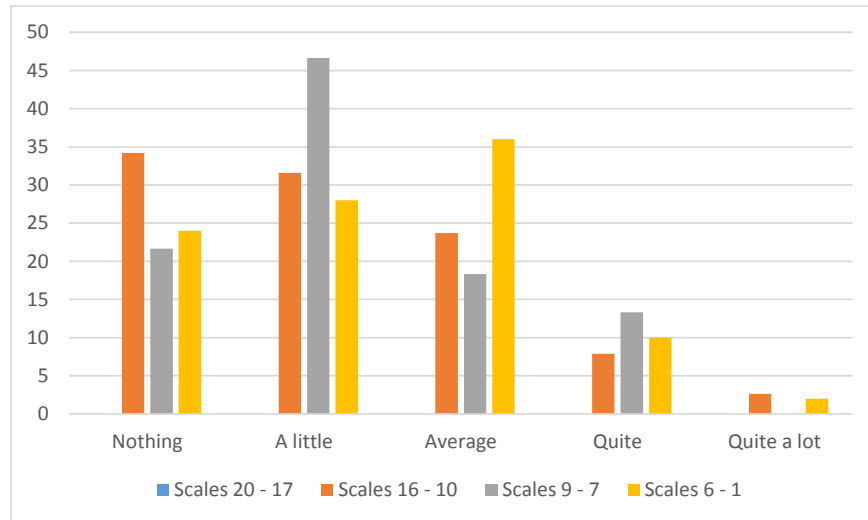


Knowledge of Maltese Law on gender based discrimination split by Employment Scales

The highest percentage of respondents (45%) who work at Scale 7-9 have indicated to know ‘a little’ about law on the basis of gender. This is followed by respondents who indicated to have an ‘average’ knowledge and who work at a Scale 1-6 (35%) and, respondents who indicated to know ‘nothing’ and who work at a Scale 17-20 (35%). There is no significant difference between those respondents who claimed to know ‘quite a lot’ at Scales 1-6 and Scales 10-16. Additionally, the number of respondents who indicated to know ‘quite a lot’ is very minimal. Similarly, there is no significant difference between those who indicated to know ‘quite’ and who work at scales 1-6, 7-9, and 10-16. There were no respondents from scales 17-20.

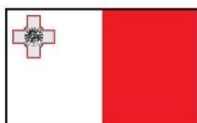


Graph 57- Percentage distribution of knowledge of Maltese Law on gender based discrimination by employment scale

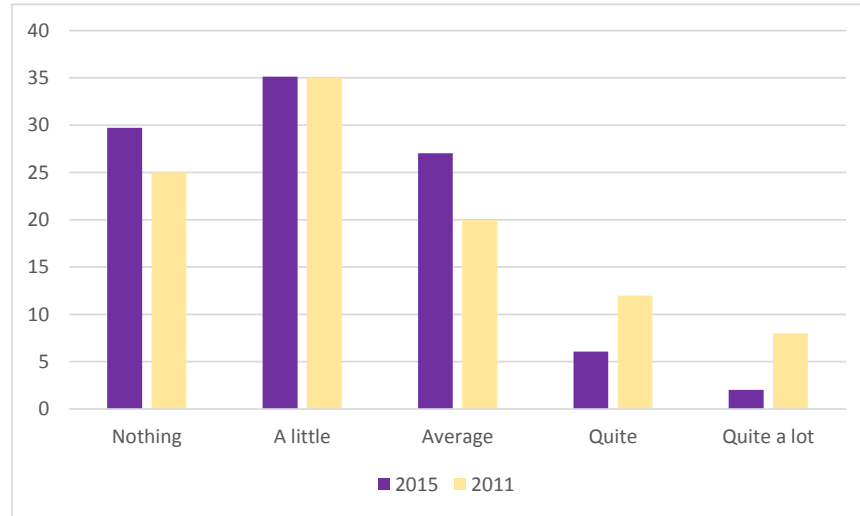


4.6.2 Knowledge of Maltese Law on age discrimination

Two-thirds of respondents indicated to know ‘a little’ or ‘nothing’ about Maltese laws on discrimination on the basis of age. Once again, such results indicate a slight decline in knowledge when compared with the previous study.

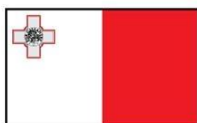


Graph 58- Percentage distribution of knowledge of Maltese Law on age discrimination

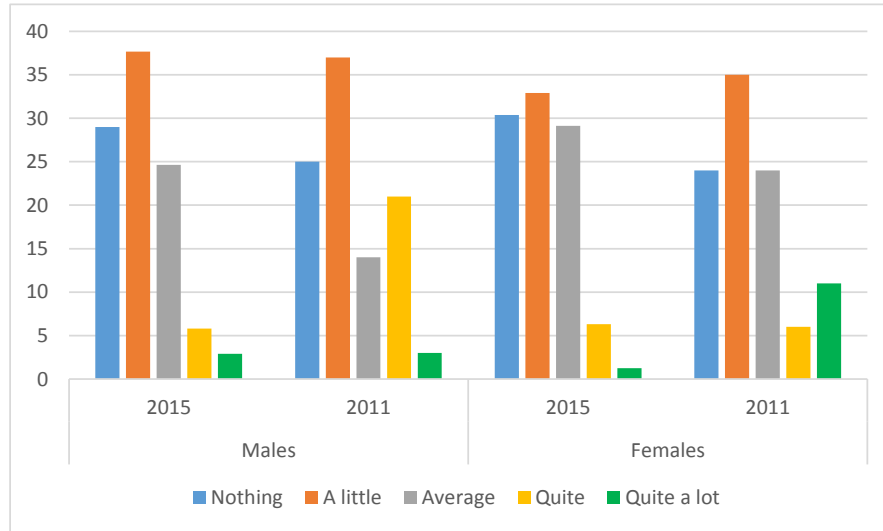


Knowledge on Maltese Law on age discrimination split by sex

The number of respondents who indicated to know ‘a little’ about law on the basis of age remains to be the highest amongst males and females, both in 2011 and 2015. The number of male and female respondents who indicated to know ‘nothing’ has increased from 2011 to 2015. The number of females who indicated to know ‘quite a lot’ has decreased significantly from slightly more than 10% in 2011 to about 2% in 2015. The number of males who indicated to know ‘quite’ has also decreased significantly from around 20% in 2011 to about 5% in 2015.

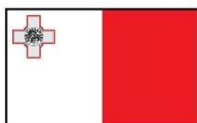


Graph 59- Percentage distribution of knowledge of Maltese Law on age discrimination by sex

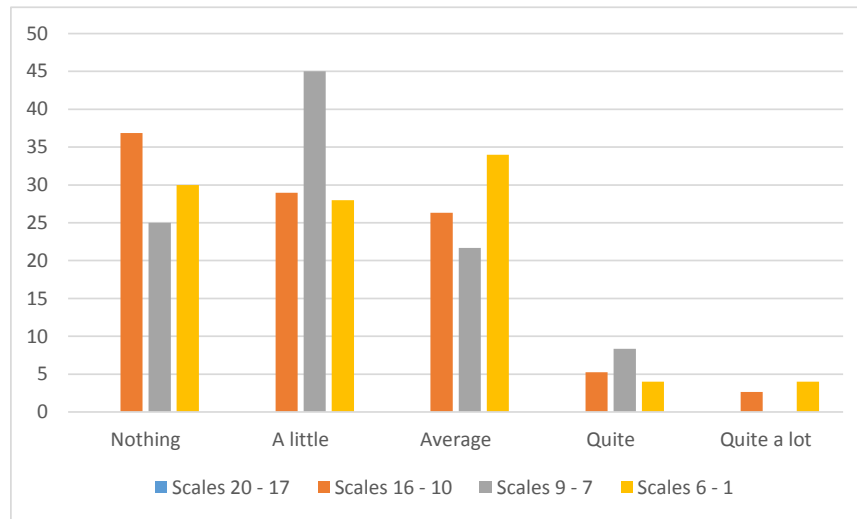


Knowledge on Maltese Law on age discrimination split by Employment Scales

There is significant difference between those respondents who indicated to know ‘a little’ about law on the basis of age who work at Scales 7-9 (45%) when compared to those who work at Scales 1-6 (30%) and those who work at Scales 10-16 (30%). There is no significant difference between those respondents who indicated to know ‘quite a lot’ and work at Scales 1-6 and 10-16; although the percentage for this category is significantly low. Similarly, there is no significant difference between those respondents who indicated to know ‘quite’ and who work at Scales 1-6, 7-9 and 10-16; although percentages are only slightly higher than those who indicated to know ‘quite a lot’.

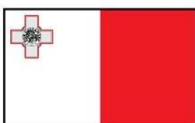


Graph 60- Percentage distribution of knowledge of Maltese Law on age discrimination by employment scale

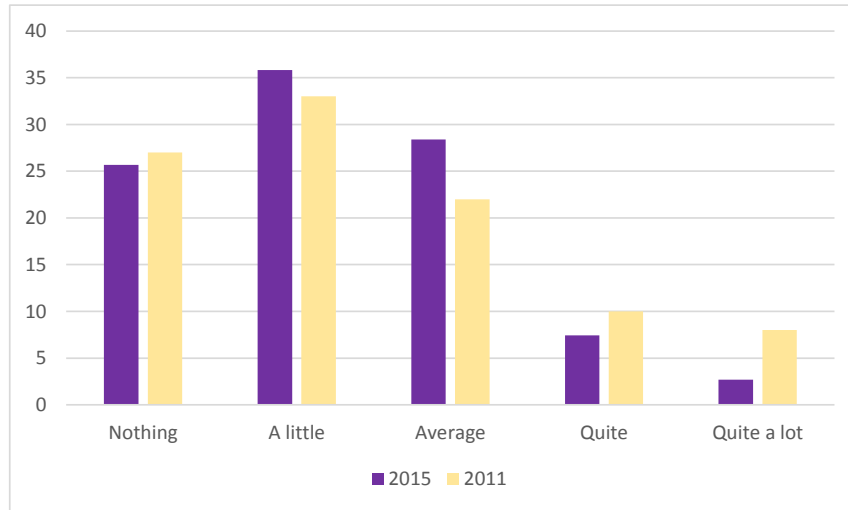


4.6.3 Knowledge of Maltese law on religious belief discrimination

More than two-thirds of respondents indicated to know ‘a little’ about Maltese laws on discrimination on the basis of religious belief. There has been a slight decline in knowledge when compared with the previous study, though those that indicated to know ‘nothing’ decreased marginally.

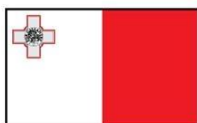


Graph 61- Percentage distribution of knowledge of Maltese Law on religious belief discrimination

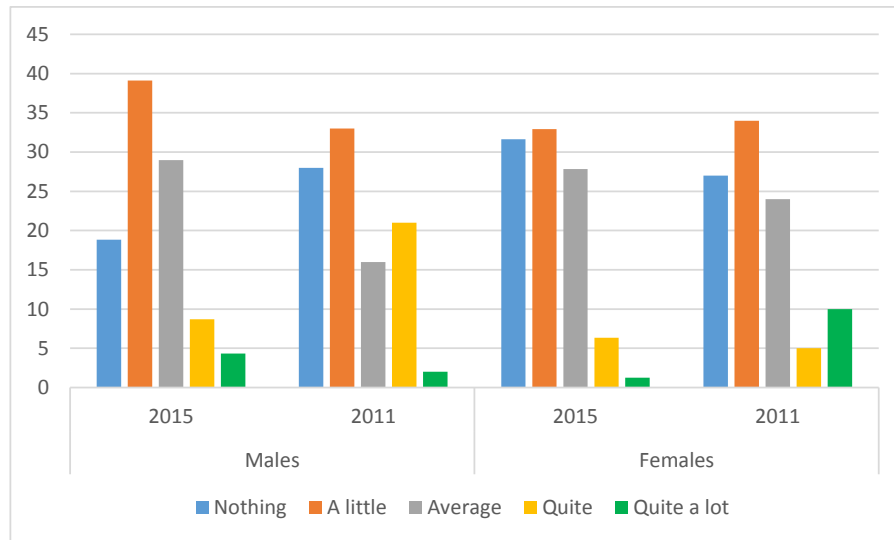


Knowledge of Maltese Law on religious belief discrimination split by sex

The number of male respondents who indicated to know ‘a little’ about law on the basis of religious belief remained unchanged between 2011 and 2015. The same could be said for the number of female respondents. The number of male respondents who indicated to know ‘quite’ has significantly decreased from 20% in 2011 to 5% in 2015. The number of females who indicated to know ‘quite a lot’ has also declined from 10% in 2011 to about 2% in 2015. However, the number of male respondents who indicated to know ‘average’ has increased from about 15% in 2011 to 25% in 2015.

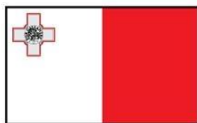


Graph 62- Percentage distribution of knowledge of Maltese Law on religious belief discrimination by sex

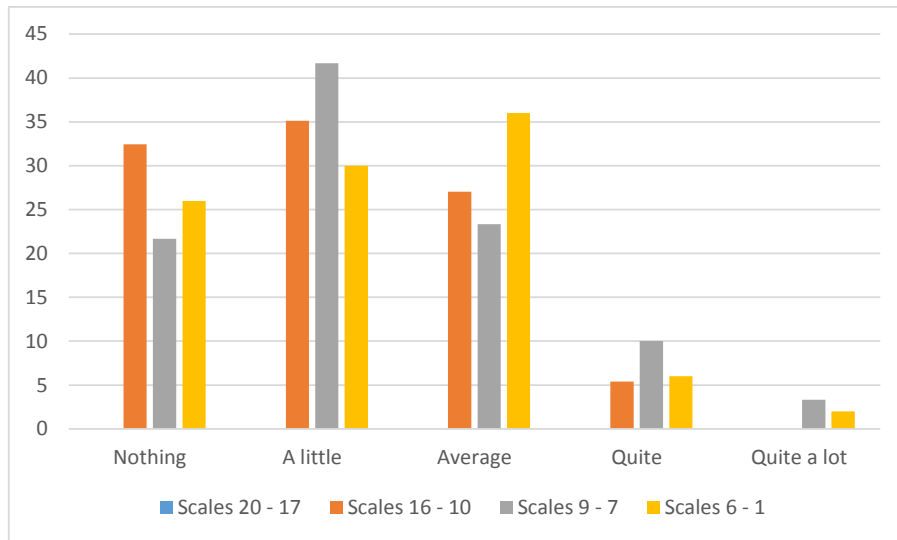


Knowledge of Maltese Law on religious belief discrimination split by Employment Scales

A large number of respondents having different employment scales, that is, scales 1-6, 7-9 and 10-16 have indicated to know ‘average’, ‘a little’ and ‘nothing’ about law prohibiting discrimination on the basis of religious belief, with no significant differences between the scales. The number of respondents who indicated to know ‘average’ and who work at scales 1-6 (35%) had a higher percentage when compared to scales 7-9 (23%) and 10-16 (25%). The amount of respondents who indicated to know ‘quite a lot’ and ‘quite’ is minimal when compared to the other categories, with no significant differences between the different scales.

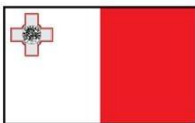


Graph 63- Percentage distribution of knowledge of Maltese Law on religious belief discrimination by employment scale

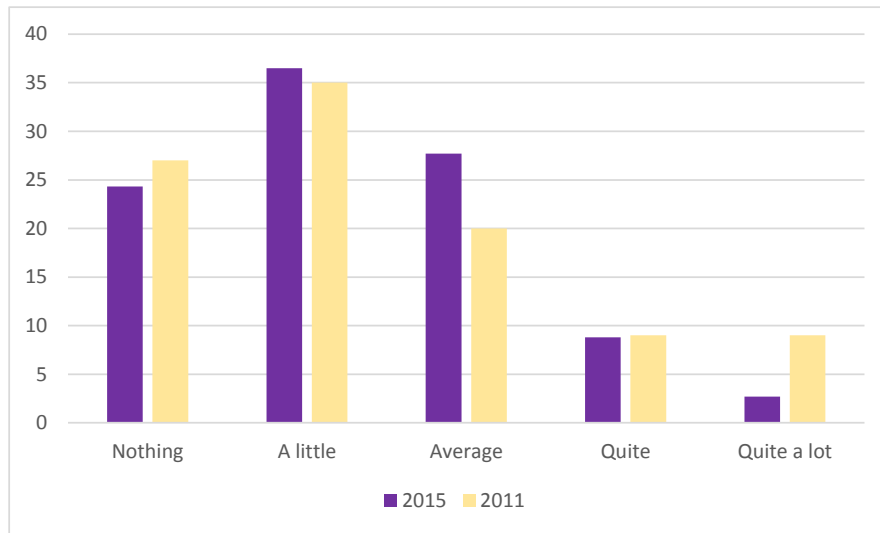


4.6.4 Knowledge of Maltese law on discrimination related to sexual orientation

More than two-thirds of respondents indicated to know ‘a little’ about Maltese laws prohibiting discrimination on the basis of sexual orientation. There has been a slight decline in knowledge when compared with the previous study. However, the number of respondents who indicated to know ‘quite’ about Maltese law on discrimination related to sexual orientation has remained unchanged when compared to the previous study. The number of respondents who indicated to know ‘quite a lot’ has gone down significantly from slightly lower than 10% in 2011 to about 2.5% in 2015. Notwithstanding this significant difference, the amount of respondents who replied ‘average’ has gone up from 20% in 2011 to about 27.5% in 2015.

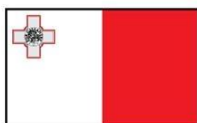


Graph 64- Percentage distribution of knowledge of Maltese Law on sexual orientation discrimination

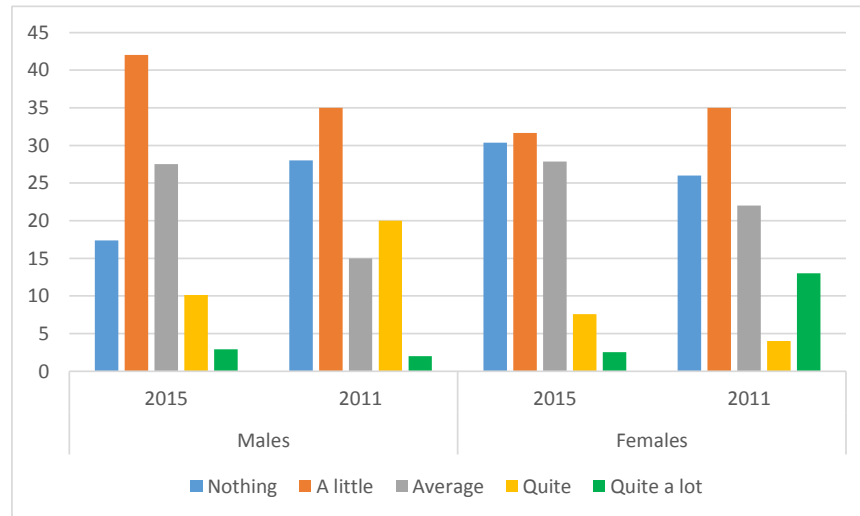


Knowledge of Maltese Law on discrimination related to sexual orientation split by sex

The number of respondents who indicated to know ‘average’ about law on the basis of sexual orientation has increased in 2015 for both males and females with a more significant increase for male respondents. The number of female respondents who indicated to know ‘quite’ is slightly higher in 2015 when compared to 2011 whereas the number of male respondents who indicated ‘quite’ has gone significantly lower (by half) in 2015 when compared to 2011.

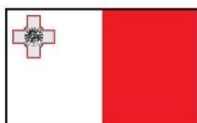


Graph 65- Percentage distribution of knowledge of Maltese Law on sexual orientation discrimination by sex

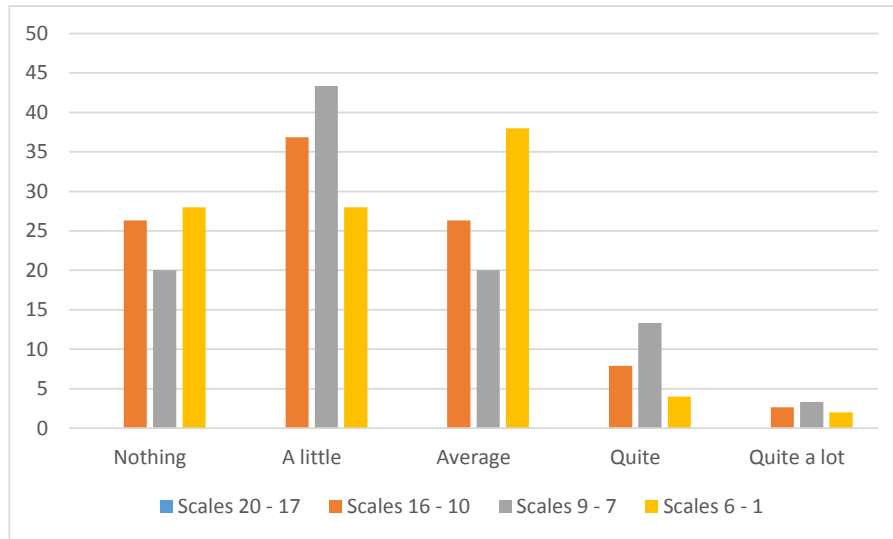


Knowledge of Maltese Law on discrimination related to sexual orientation split by Employment Scales

Similarly to knowledge of law on other grounds, the highest percentage of respondents who claim to know ‘a little’ work at scales 7-9 (45%). The most significant difference can be seen between those respondents who indicated to know ‘average’ and work at scales 1-6 (40%) when compared to those who work at scales 7-9 (20%) and 10-16 (25%). When compared to the other grounds the number of respondents who indicated to know ‘quite’ is higher for those at scales 7-9. The number of respondents who indicated to know ‘quite a lot’, although very low, remains unchanged across the different scales.

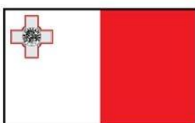


Graph 66- Percentage distribution of knowledge of Maltese Law on sexual orientation discrimination by employment scale

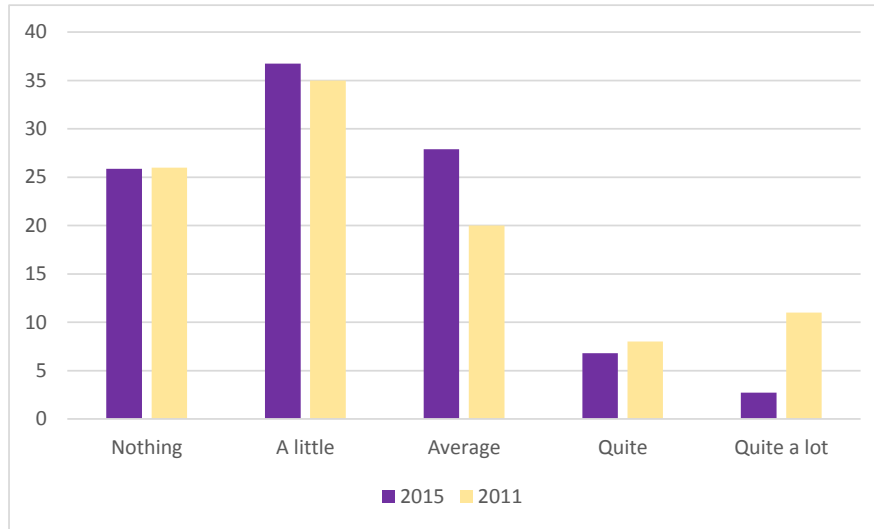


4.6.5 Knowledge of Maltese Law on ethnic origin / skin colour based discrimination

The largest number of respondents have indicated to know ‘a little’ about Maltese laws prohibiting discrimination on the basis of ethnic origin/skin colour. The number of respondents who indicated to know ‘quite a lot’ has drastically decreased since the previous study in 2011. The number of respondents who indicated to know ‘quite’ has almost remained the same. However, the number of respondents who claimed to know ‘average’ has significantly increased from 20% in 2011 to about 28% in 2015. The amount of respondents who claimed to know ‘nothing’ has remained unchanged.

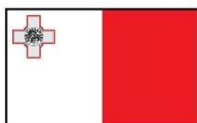


Graph 67- Percentage distribution of knowledge of Maltese Law on ethnic origin discrimination

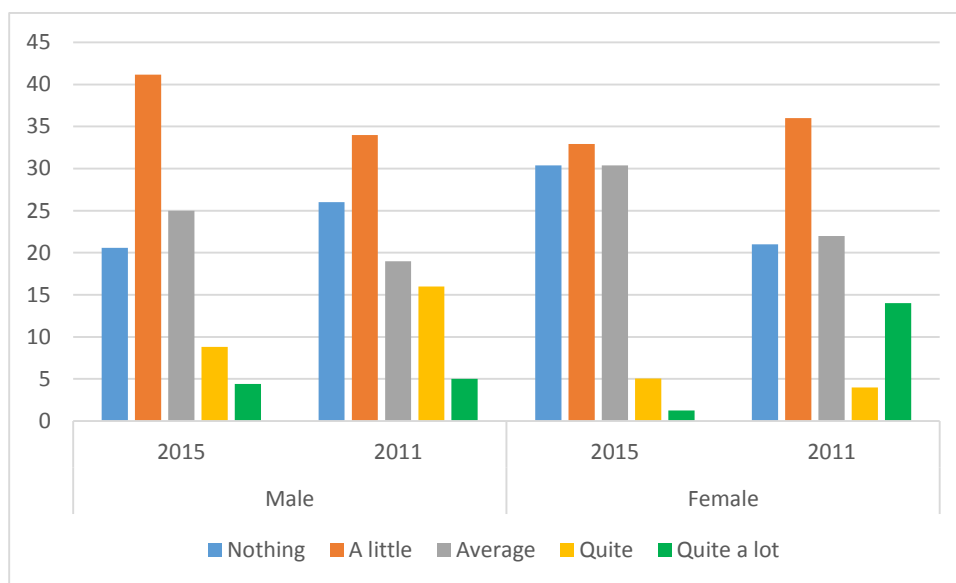


Knowledge of Maltese Law on ethnic origin / skin colour based discrimination split by sex

The number of male and female respondents who indicated to know ‘average’ about law prohibiting discrimination on the basis of ethnic origin/skin colour has increased in 2015 when compared to 2011. The number of female respondents who indicated to know ‘quite’ has almost remained unchanged between 2011 and 2015, whereas the number of males who indicated to know ‘quite’ is lower in 2015 when compared to 2011. The number of male respondents who claimed to know ‘quite a lot’ has remained unchanged whereas the number of female respondents who indicated to know ‘quite a lot’ has significantly decreased in 2015 when compared to 2011.

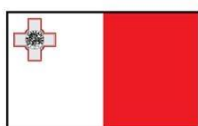


Graph 68- Percentage distribution of knowledge of Maltese Law on ethnic origin discrimination by sex



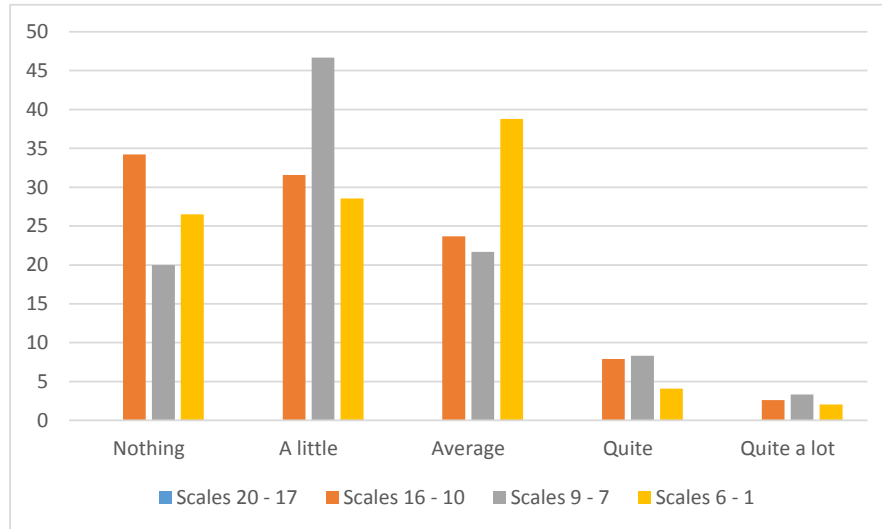
Knowledge of Maltese Law on ethnic origin / skin colour based discrimination split by Employment Scales

The highest numbers of respondents have indicated to know ‘a little’ about law prohibiting discrimination on the basis of ethnic origin/skin colour work at scales 7-9 (45%), and those who claimed to know ‘average’ work at scales 1-6 (40%). The most significant differences across the scales can be found across the category of ‘average’ and ‘a little’. The number of respondents who indicated to know ‘average’ and who work at scales 1-6 (40%) is significantly higher than those who work at scales 7-9 (20%) and 10-16 (25%). Similarly, the number of respondents who indicated to know ‘a little’ and work at scales 7-9 (45%) is significantly higher than those respondents who work at scales 1-6 (30%) and 10-16 (30%). The number of respondents who indicated to know ‘quite’ about law on ethnic origin/skin colour based discrimination is higher when compared to the



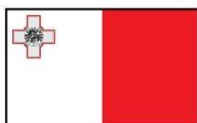
other grounds although there is no significant difference between the different scales. The number of respondents who indicated to know ‘quite a lot’ remains quite low and there is no significant difference across the scales.

Graph 69- Percentage distribution of knowledge of Maltese Law on ethnic origin discrimination by employment scales

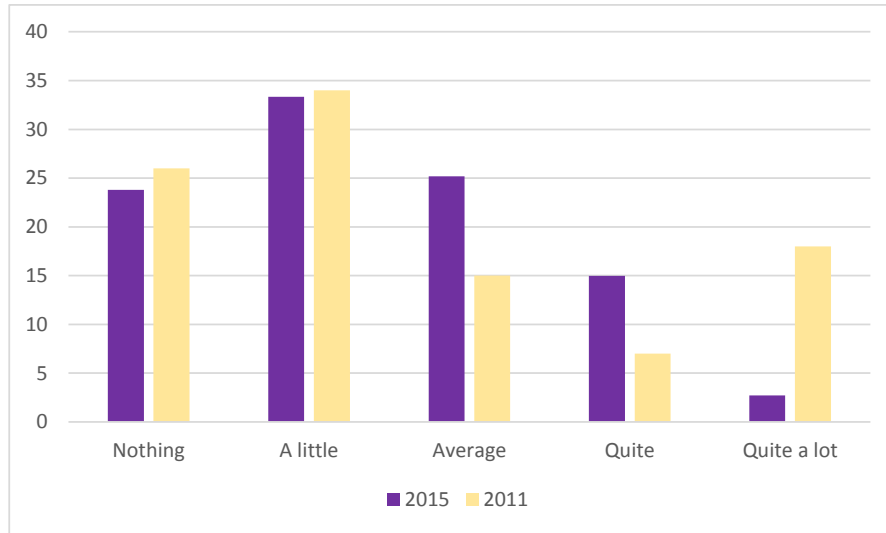


4.6.6 Knowledge of Maltese Law on disability based discrimination

The highest percentage of respondents, that is, two-thirds have indicated to know ‘a little’ about Maltese legislation prohibiting discrimination on the basis of disability; with the amount of respondents between 2011 and 2015 almost remained unchanged. The amount of respondents who indicated to know ‘quite a lot’ has significantly decreased with about 18% of respondents in 2011 and about 3% in 2015. However, the amount of respondents who indicated to know ‘quite’ and ‘average’ has increased from the previous study.

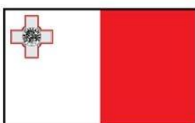


Graph 70- Percentage distribution of knowledge of Maltese Law on disability discrimination

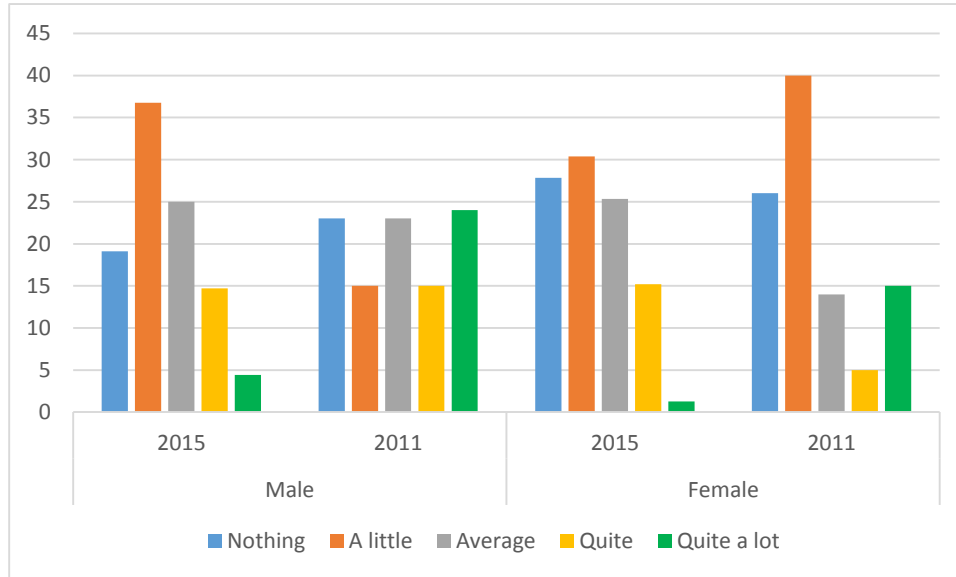


Knowledge of Maltese Law on disability based discrimination split by sex

The number of male respondents who indicated to know ‘average’ about law prohibiting discrimination on the basis of disability has remained unchanged between 2011 and 2015 as did the number of male respondents who indicated to know ‘quite’. The number of female respondents who indicated to know ‘a little’ has decreased in 2015 when compared to 2011 as did the number of female respondents who indicated to know ‘quite a lot’.

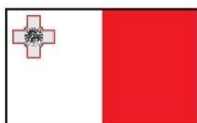


Graph 71- Percentage distribution of knowledge of Maltese Law on disability discrimination by sex



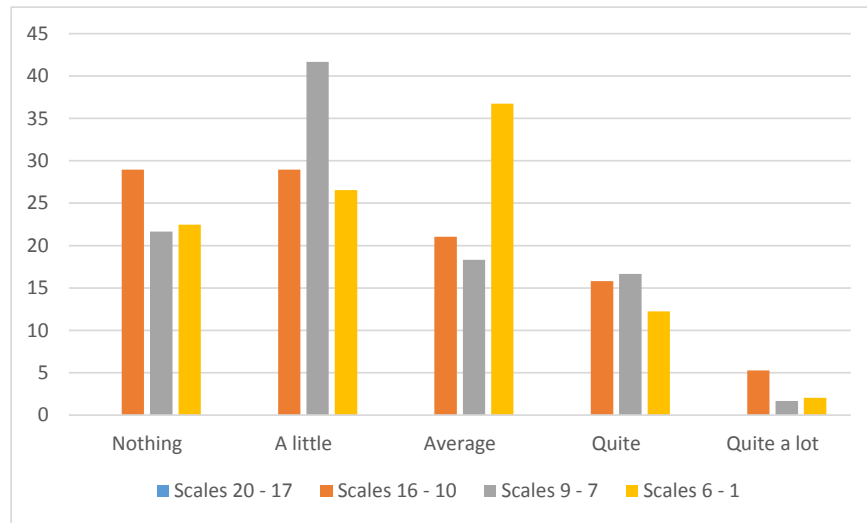
Knowledge of Maltese Law on disability based discrimination split by Employment Scales

There is a significant difference across the scales amongst those respondents who indicated to know ‘average’ about law prohibiting discrimination on the basis of disability, with the highest amount of respondents working at scales 1-6 (35%) when compared to scales 7-9 (20%) and 10-16 (20%). Similarly, there is a significant difference across the scales amongst those respondents who indicated to know ‘a little’ with the highest number of respondents working at scales 7-9 (40%) when compared to scales 1-6 (25%) and 10-16 (30%). Compared to the other grounds, there are more respondents who indicated to know ‘quite a lot’ about law on disability across all the scales with an average of 15%. The number of respondents who indicated to know ‘quite



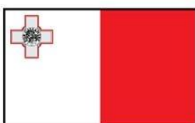
a lot' is also slightly higher than the other grounds, with the highest percentage (5%) being amongst those who work at scales 10-16.

Graph 72 - Percentage distribution of knowledge of Maltese Law on disability discrimination by employment scale

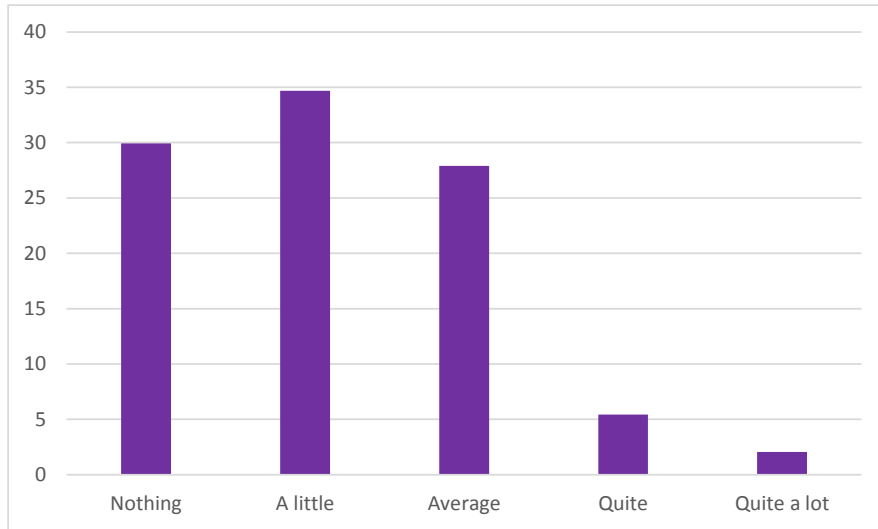


4.6.7 Knowledge of Maltese Law on gender identity discrimination

More than two-thirds of the respondents indicated to know 'a little' on Maltese legislation prohibiting discrimination on the basis of gender identity. The number of respondents who indicated to know 'nothing' and 'average' is relatively close. Results could not be compared to the previous study held in 2011 since this question was not part of the said study.

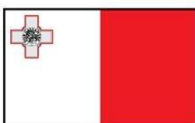


Graph 73 - Percentage distribution of knowledge of Maltese Law on gender identity discrimination

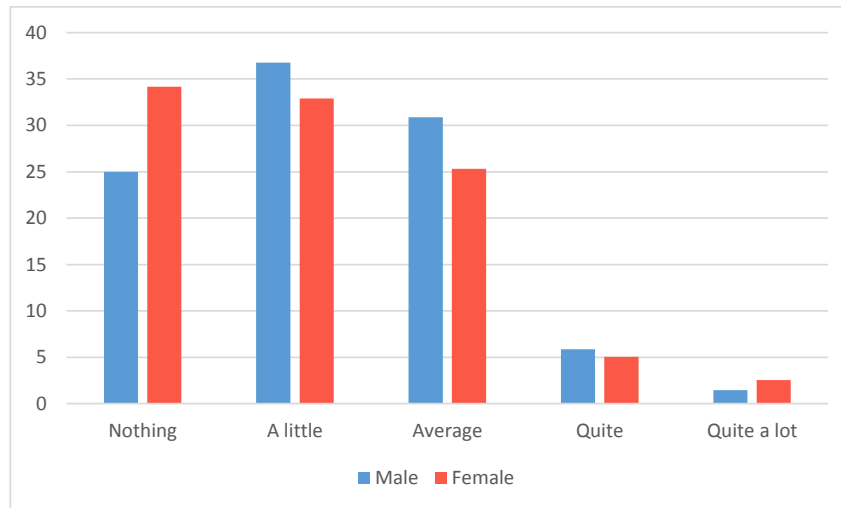


Knowledge of Maltese Law on gender identity discrimination split by sex

The number of male respondents who indicated to know ‘a little’ and ‘average’ about law on the basis of gender identity is higher than the number of female respondents. The number of female and male respondents who indicated to know ‘quite’ and ‘quite a lot’ is relatively similar. Results could not be compared with previous findings since this question was not asked in the study carried out in 2011.

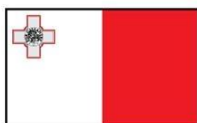


Graph 74 - Percentage distribution of knowledge of Maltese Law on gender identity discrimination by sex

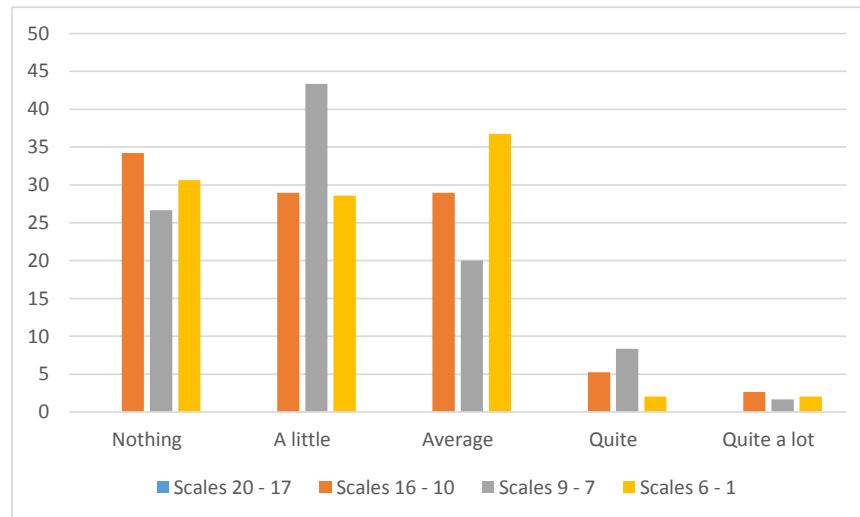


Knowledge of Maltese Law on gender identity discrimination split by Employment Scales

The highest number of respondents have indicated to know ‘a little’ about law prohibiting discrimination on the basis of gender identity and working at scales 7-9 (45%), followed by those respondents who indicated to know ‘average’ working at scales 1-6 (35%), and those who indicated to know ‘nothing’ and working at scales 10-16 (35%). There is a significant difference between those who indicated to know ‘a little’ and work at scales 7-9 (45%) when compared to scales 1-6 (30%) and 10-16 (30%). Amongst the respondents who indicated to know ‘quite’ the highest percentage work at scales 7-9 (10%) when compared to scales 1-6 (2%) and scales 10-16 (5%). The number of respondents who indicated to know ‘quite a lot’ is significantly low (lower than 5%) and there is no significant difference amongst the employment scales.



Graph 75 - Percentage distribution of knowledge of Maltese Law on gender identity discrimination by employment scale



4.7 Meanings of equality and discrimination

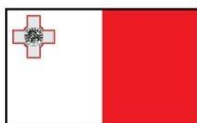
This section sought to determine the target audience's views and opinions with regards to the concepts of equality and discrimination, with respondents asked to write one sentence to describe what the two words (equality, discrimination) mean.

In line with the previous study, the different definitions obtained were identified with this report providing an indication of their frequency.

4.7.1 Equality

A total of 185 respondents gave a definition of equality.

The various replies could be broadly categorised as follows:



- Those that gave a simplistic answer in that everybody ought to be treated the same;
- Those that mentioned some characteristics despite which people should still be treated in the same way;
- Those that made reference to rights;
- Those that made reference to opportunities
- And other

Treating everyone the same.

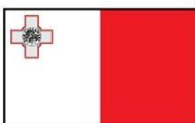
A total of just under one-third of responses fell within this category of responses. Here in this case, definitions of equality were simplistic in approach ranging from a one word “equal” to “all are equal” and “all living people are treated the same”. This simplistic approach indicates a lack of awareness on the true value of equality, in that, treating everybody in the same way may itself lead to inequality.

Such The results obtained in this study imply an increase in awareness since the previous study was conducted, with thence half the respondents in 2011 defining equality in such simplistic terms.

Mention of some characteristics

While Even though within this category of responses provides a simplistic definition of equality was provided, it provides a mention of at least some of the characteristics of the grounds that often lead to inequality were also mentioned. In this respect common definitions comprised: “equality between genders”; “everyone is equal irrespective of

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age, gender etc”; “treating people fairly and equally irrespective of their gender, age, race, religion, political affiliation and sexual orientation”. Just under 20% of respondents gave a definition that fell within this classification response category. Such This percentage is similar to the results of the previous study.

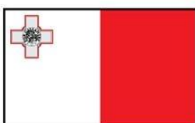
Reference to rights

Of the responses given, around 20% focused on rights that particular groups should have. Such a stand focuses on what an individual is entitled to, and should get rather than on the behaviour of others towards such individual. Within this category statements included: “everyone should have the same rights”; “giving rights independently of any particular characteristics”; “All persons, despite age, sex, sexual orientation, religious creed, nationality, and different abilities including any other differences have the same rights and are to be seen as equal by the Maltese laws and community”.

A review of such responses with the previous study indicates a slight increase in reference to rights this time round 2015 (previously 15%).

Reference to opportunities

Around 15% of respondents gave definitions that fell within this category (such percentage being similar to that of the previous study). Within this category The definitions focused on the opportunities aspect for all irrespective of their specific characteristics or belonging to a particular group in society. In some instances the definitions were very simplistic “equal opportunities”, “same opportunities for everyone”, “Everybody should have the same chance at something eg getting a job” while others also highlighted specific characteristics or belonging to a particular group in society “equal treatment and opportunities irrespective of sex, sexual orientation, religious belief or



race”, “equal access to opportunities and services to all individuals irrespective of creed, gender, race and sexual orientation”.

Other

Around 5% of respondents provided statements with reference to both ‘rights’ and ‘opportunities: “Fairness, equal rights and equal opportunities”; “equal in status, rights and opportunities”; “Having equal opportunities, equal rights, equal treatment irrespective of age, race, ethnic origin, gender, or sexual orientation”.

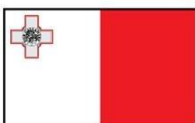
There were other statements (under 5% of the total responses) that made reference to the fact that equality does not necessarily mean treating people in the same way, “equality is not sameness” and that in fact action needs to be given to ensure that disadvantaged individuals/groups are given extra support to succeed and participate in society “Treating individuals fairly, according to their specific needs”, “all lives are equal however some might need reasonable accommodation to achieve equality”; “Everyone is able to fulfil his potential and is being assessed according to their capabilities, not other factors which are irrelevant for the work s/he does”.

4.7.2 Discrimination

A total of 184 individuals provided a definition for discrimination. While more varied in their responses (than the equality definitions), these were broadly categorised as follows; Statements that focused on:

- Being treated differently;
- Treating people differently and specifying some characteristic/s;

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- Using the word less or implying less/unequal;
- Indicating decreased rights;
- Using the word ‘unfair’;
- The provision of work examples; and
- Other

Being treated differently

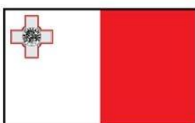
Just over 10% of respondents gave a simplistic definition of discrimination with the main focus being on “individual treated differently”, with no mention of the grounds on which individuals are often discriminated upon. Common statements revolved around: “Exclusion/different treatment to an individual”, “Treating people differently because they are different”, “making a distinction between individuals/groups”.

Comparing these results with the previous study shows that overall individuals employed within the public sector have a better understanding on the topic of discrimination than they did four years ago. In fact, in 2011 then half the respondents gave a simplistic definition that focused on being treated differently.

Treating people differently and specifying some characteristic/s

Close to one-third of respondents (in the previous study this stood close to 40%) defined discrimination as being treated differently and also incorporated in their definition one or more of the grounds of discrimination. Such definitions tended to be more elaborate than those that merely focused on being treated differently. Among the definitions that fell within this category were: “When an individual is treated differently from another

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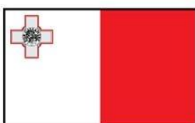
because of his/her age, gender orientation etc.”; “treating people differently based on a variety of factors, e.g. gender, age, sexuality, race, beliefs etc.”, “To distinguish between persons on the basis of race, creed, gender, health, etc.”.

Using the word less or implying less/unequal

In line with the previous study, close to 10% of respondents’ definition either had the word ‘less’ or ‘unequal’, or implied that individual/s/group/s were not treated equally and/or offered equal opportunities. Common statements included: “Not to be treated in a less favourable manner”, “when persons are not given equal opportunities”, “When a person due to having different beliefs or sexual orientation, or any difference, does not get treated equally to others”, “Withholding an opportunity, or holding back a person, solely on the basis of some presumed pejorative characteristic that is to be found in that particular demographic”.

Indicating decreased rights

Around 5% of the respondents referred to people having less rights as a result of being part of a particular group or due to having particular characteristics. Such statements imply, that in the minds of the respondents, the respondents understanding of discrimination is when some people are denied something that they are entitled to. Statements that fell within this category included: “when a persons’ basic human rights are compromised”, “rights are not equally granted but are biased on age, race, gender, sexual orientation, religious or political belief”, “The treatment of a person in a different way that diminishes his/her rights based on a particular criteria or way of life”, “different treatment and consideration towards certain groups or individual which results in limiting or denying rights and benefits which should be recognised”, “When a person is not allowed to or limited from accessing rights, goods and services on the basis of the various



grounds of discrimination, i.e. his/her gender, age, religious belief, sexual orientation, ethnic origin/skin colour, disability, and gender identity”.

‘Unfair’ treatment

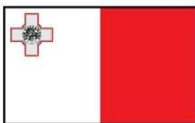
Just over 10% indicated the word ‘unfair’ or ‘unjust’ in their definition of the word discrimination. In line with the previous category, such statements indicate that to the respondent, people/groups are denied something that they should be entitled to. In this respect there were statements that were simple in their format “unfair biased different treatment”, “unfair differentiated treatment”, to more elaborate replies such as: “Treating unfairly (also by omission) individuals on the basis of their gender, age, race, religion, political affiliation and sexual orientation”, “The unfair and unjust treatment of an individual because of his/her political views, religious beliefs, race, age or sex”, “It is an act both verbally and physically on anybody with unfair justice be it at work, in class and everywhere”.

The provision of work examples

Some respondents either gave examples relating to the work place or referred specifically to discrimination related to employment issues. “when preference is given, not based on skills but based on other attributes”, “being judged, ridiculed and ignored in employment because of ignorance”, “or Example: Everyone needs to be paid a day's pay if he worked for a day's pay. If this employee is not given what he worked for he is being discriminated”.

Other

There were a number of other definitions that do not fall within the above classifications. These ranged from simple statements such as “bigotry”, “To be singled out”, to more



elaborate replies such as: “No persons are left out from accessing opportunities and resources due to social background”, “is the most unfair judgement of society in general no matter what we hear and say, it's what we do that counts!”, “When there is direct action to limit opportunities for a particular group in society and when there is an indirect general attitude or culture that emarginated certain groups within the society”.

4.8 Attitudes towards aspects of equality and discrimination

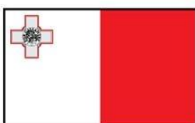
Part of the questionnaire comprised a number of statements relating to situations of equality and discrimination. Public employees had to indicate if they agreed or disagreed to such statements on a 5-point scale, where a score of 1 indicated that they strongly disagreed while a score of 5 indicated that they strongly agreed.

In line with the previous study, responses were then analysed to determine the average rating overall as well as responses cross tabulated against gender and employment scale.

4.8.1 Overall

Respondents were presented with a total of 21 statements⁷. As per table 1 below, it can be noted that for half the statements public employees expressed very strong and positive attitudes to aspects related to equality and non-discrimination within the public service provision. Highest positive attitudes were shown for statements including: ‘access to all government buildings for people with disability, that family friendly measures ought to be promoted among male workers; promoting competent individuals irrespective of their

⁷ In the previous study there were a total of 20 statements. this study included the statement ‘Women are better heads than men’ that was not in the previous study.



age; that Government should invest in offering Braille for blind people; lifelong learning for people over forty; as well as sensitivity to same sex partners in healthcare services.

On the other hand, statements that received less positive attitudes and tended to be more neutral overall related to: civil servants being allowed to work beyond 65 years; schools taking steps to respect a wide range of different religions; that government health care services should respect the requirements of different religions; that welfare services ought to be more proactive in meeting the needs of migrants and the need for positive action in civil service employment to have more women at senior management level.

Furthermore a total of 6 statements received a score below '3' indicating that public employees tended to disagree with the following statements:

- Out of 5 applicants (4 men and 1 woman), all equality qualified, the promotion was offered to the woman for the purpose of gender-balanced representation at decision-making levels
- Men are better heads than women
- Women are better heads than men
- Government organisations should respect and implement practices which respect other religious feasts;
- People with disability should be encouraged to apply for promotion
- A job should be first offered to a Maltese person, and not somebody who is not Maltese

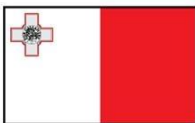
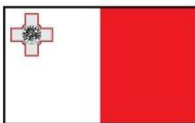


Table 1 - Average rating to statements relating to equality and discrimination

Statements	Average 2015	Average 2011
A civil servant is allowed to work beyond 65 years	3.36	3.17
Out of 5 applicants (4 men and 1 woman), all equality qualified, the promotion was offered to the woman for the purpose of gender-balanced representation at decision-making levels	2.62	4.4
There should be access to all government buildings for people with disability	4.73	4.86
Family friendly measures should be promoted among male workers	4.51	4.67
There should be language translation provision for immigrants asking for services	3.76	4.23
Schools need to take steps to respect a wide range of different religions	3.33	4.56
A person who is good at his / her work should be promoted even if still quite young	4.19	4.60
Transgender persons should be allowed to wear clothes of their preferred gender for work	3.78	3.79
Men are better heads than women	1.83	1.59
Women are better heads than men	1.87	
Government organisations should respect and implement practices which respect other religious feasts	2.63	3.06
People with disability should be encouraged to apply for promotion	1.71	4.54
Government health care services should respect the requirements of different religions	3.34	4.02
Welfare services need to be more proactive in meeting the needs of migrants	3.38	3.29
Public services should be made available to Trans people on the basis of the gender with which they identify	3.79	3.67
Government should invest in offering in Braille for blind people	4.51	4.64
The police need to develop positive relationship with immigrant communities	3.93	3.73
A job should first be offered to a Maltese person, and not to somebody who is not Maltese	2.92	2.66
Workers should continue with their studies even if they are over 40 years old	4.32	4.62
Health services need to take steps to be sensitive to the needs of same sex partners	4.14	4.00
Positive action is needed in civil service employment to have more	3.58	4.07



women at senior management level		
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When looking at those statements relating to accepting diversity, overall public employees do accept diversity, though in varying degrees, depending on the grounds or specific cases presented.

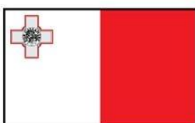
A comparison of results of the two studies shows that in both instances employees were of the opinion that Maltese people should not be preferred over foreign nationals simply on the basis of their nationality. Likewise employees did not feel that an individual's capabilities in top posts (as a head) depended on their gender, with both statements (Men are better heads than women and women are better heads than men) attaining similar negative scores.

An aspect where public employees do not seem to accept diversity relates to different religions. Employees' responses indicate that the sector is not convinced that Government organisations ought to respect and implement practices which respect other religious feasts. Likewise, with a mean score of 3.3 public employees are not convinced that schools ought to take steps to respect a wide range of different religions.

Overall employees showed a positive level of acceptance with respect to statements which reflect positive actions taken to accept and cater for diversity. Nonetheless, public employees indicated not to be too convinced that persons with disability ought to be encouraged to apply for a promotion. This is in sharp contrast to the previous study when the vast majority indicated to be in agreement with such statement.

4.7.2 Gender differences in attitudes towards diversification

The equality and discriminatory statements were also analysed by sex, to determine whether there exists any variances in attitudes between sexes. While in 2011 females



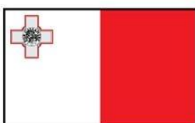
expressed positive attitudes than males, such variance is not distinct this time round. Such alteration could be due to a more even amount of males and females responding to this survey (in 2011 twice as many females as males participated in the survey study).

In 3 instances, the variance in response to a statement between male and female was in excess of 0.5. Two of these statements related to females at the work place. For the statement ‘Out of 5 applicants (4 men and 1 woman), all equality qualified, the promotion was offered to the woman for the purpose of gender-balanced representation at decision-making levels’, females indicated a neutral point of view (with an average of 2.96) while males were more sceptical (with an overall mean score of 2.36). With respect to ‘positive action in civil service employment to have more women at senior management level’ males expressed a neutral point of view (with a mean score of 3.16) as opposed to their female counterparts that tended to agree with such statement (with an overall mean score of 3.96).

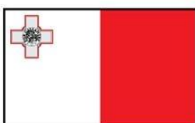
Males indicated to have a stronger positive attitude than females with respect to ‘schools need to take steps to respect a wide range of different religions’ (with a mean score of 3.57 as opposed to females’ score of 3.12).

Table 2 - Average rating to statements relating to equality and discrimination by sex

	2015		2011	
	Male	Female	Male	Female
A civil servant is allowed to work beyond 65 years	3.35	3.36	3.10	3.21
Out of 5 applicants (4 men and 1 woman), all equality qualified, the promotion was offered to the woman for the purpose of gender-balanced representation at decision-making levels	2.36	2.96	4.17	4.51
There should be access to all government buildings for people with disability	4.84	4.64	4.78	4.89
Family friendly measures should be promoted among male	4.52	4.51	4.47	4.77



workers				
There should be language translation provision for immigrants asking for services	3.75	3.78	4.10	4.30
Schools need to take steps to respect a wide range of different religions	3.57	3.12	4.60	4.53
A person who is good at his / her work should be promoted even if still quite young	4.18	4.21	4.39	4.70
Transgender persons should be allowed to wear clothes of their preferred gender for work	3.72	3.83	3.44	3.97
Men are better heads than women	1.99	1.70	2.15	1.33
Women are better heads than men	1.96	1.79		
Government organisations should respect and implement practices which respect other religious feasts	2.69	2.57	3.12	3.04
People with disability should be encouraged to apply for promotion	1.66	1.75	4.34	4.63
Government health care services should respect the requirements of different religions	3.39	3.30	3.93	4.07
Welfare services need to be more proactive in meeting the needs of migrants	3.40	3.36	3.28	3.35
Public services should be made available to Trans people on the basis of the gender with which they identify	3.76	3.82	2.68	3.51
Government should invest in offering in Braille for blind people	4.54	4.49	4.55	4.68
The police need to develop positive relationship with immigrant communities	4.10	3.79	2.08	2.38
A job should first be offered to a Maltese person, and not to somebody who is not Maltese	2.91	2.94	2.95	2.51
Workers should continue with their studies even if they are over 40 years old	4.46	4.20	4.34	4.74
Health services need to take steps to be sensitive to the needs of same sex partners	4.11	4.17	3.95	4.22
Positive action is needed in civil service employment to have more women at senior management level	3.16	3.94	3.85	4.14



4.7.3 Differences in attitudes towards diversification by Employment Scales

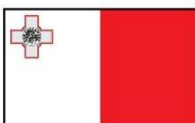
The responses were also analysed by employment scales to determine whether there exists any variance in attitude towards equality and discrimination depending on the employee's scale.

Overall, employees within Scales 1 to 6 tend to have a stronger positive attitude than other cohorts. Such a stance is congruent with the previous study that indicated “an increase in positive attitudes expressed by managerial staff”⁸, with employees in a managerial role generally falling within the Employment Scales 1 to 6. The results invariably imply that those individuals that are likely to be in a position to ensure equality and reduce the presence of discriminatory practices within the public entities and services that they offer are more sensitive to such issues.

A closer look at the trends in attitudes obtained show an increased and stronger attitude from those falling within Scales 10 to 16 to those falling within Scales 7 to 9 and Scales 1 to 6. This trend was highlighted in five of the statements under review and have been highlighted in the graph below for ease of reference.

The increase in positive attitudes between one scale bracket and another relate to civil servants working beyond 65 years. Furthermore those within scales 1 to 6 showed more positive attitudes towards individuals with different religions. In this regard they attained the highest positive scores for both ‘Government organisations should respect and implement practices which respect other religious feasts’ and ‘Government health care services should respect the requirements of different religions’. The other two statements relate to people with different sexuality (Public services should be made available to

⁸ In the previous study individuals were asked to indicate their post: managerial professional or administrative, however this time round NCPE indicated that it would be more opportune to ask individuals their Employment Scale as this was less ambiguous and not subjective.



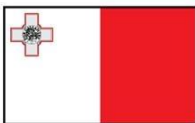
Trans people on the basis of the gender with which they identify) and people with disability (Government should invest in offering in Braille for blind people).

Employees falling within scales 1 to 6 indicated to disagree that ‘a job should first be offered to a Maltese person, and not to somebody who is not Maltese’ with a mean score of 2.62. Conversely employees within other scale brackets expressed neutral feelings (with scales 7 to 9 attaining a mean score of 2.93 and those falling within scales 10 to 16 attaining a mean score of 3.3).

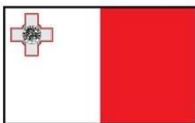
There were two statements that resulted in varying views between the different scale brackets under review. With both statements relating to individuals’ attitudes towards migrants, the research shows that those employees falling within scales 10 to 16 do not show strong positive attitudes towards immigrants. For the statement ‘the police need to develop positive relationship with immigrant communities’, such employees tended to have neutral feelings on the topic as opposed to other scales brackets that showed a positive attitude on the issue (with those falling within scales 7 to 9 having a mean score of 4.1 and those within scales 1 to 6 having a mean score of 3.94). Similarly, those within scales 10 to 16 tended to have less positive attitudes with respect to the need for welfare services to be more proactive in meeting the needs of migrants (with a mean score of 3.08 as opposed to 3.52 for those falling with scales 7 to 9 and a mean score of 3.45 for those within Scales 1 to 6).

Table 3 - Average rating to statements relating to equality and discrimination by employment scales

	Scales 10 - 16	Scales 7 - 9	Scales 1-6	Combined
A civil servant is allowed to work beyond 65 years	3.03	3.42	3.54	3.36
Out of 5 applicants (4 men and 1 woman), all equality qualified, the promotion was offered to the woman for the	2.62	2.58	2.67	2.62



purpose of gender-balanced representation at decision-making levels				
There should be access to all government buildings for people with disability	4.65	4.82	4.68	4.73
Family friendly measures should be promoted among male workers	4.35	4.6	4.53	4.51
There should be language translation provision for immigrants asking for services	3.62	3.87	3.75	3.76
Schools need to take steps to respect a wide range of different religions	3.00	3.48	3.38	3.33
A person who is good at his / her work should be promoted even if still quite young	4.22	4.13	4.26	4.19
Transgender persons should be allowed to wear clothes of their preferred gender for work	3.78	3.77	3.79	3.78
Men are better heads than women	2.11	1.85	1.60	1.83
Women are better heads than men	1.84	1.93	1.81	1.87
Government organisations should respect and implement practices which respect other religious feasts	2.35	2.67	2.79	2.63
People with disability should be encouraged to apply for promotion	1.76	1.75	1.62	1.71
Government health care services should respect the requirements of different religions	3.24	3.35	3.40	3.34
Welfare services need to be more proactive in meeting the needs of migrants	3.08	3.52	3.45	3.38
Public services should be made available to Trans people on the basis of the gender with which they identify	3.68	3.77	3.91	3.79
Government should invest in offering in Braille for blind people	4.30	4.53	4.66	4.51
The police need to develop positive relationship with immigrant communities	3.30	4.10	3.94	3.93
A job should first be offered to a Maltese person, and not to somebody who is not Maltese	3.30	2.93	2.62	2.92
Workers should continue with their studies even if they are over 40 years old	4.13	4.40	4.36	4.32
Health services need to take steps to be sensitive to the needs of same sex partners	4.05	4.27	4.04	4.14



Positive action is needed in civil service employment to have more women at senior management level	3.43	3.68	3.55	3.58
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4.8 Public employees’ experience of equality and discrimination

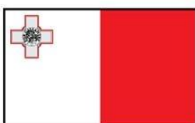
This section probes the respondents’ experience of discrimination thereby enabling a better understanding to whether/to what extent discrimination exists among the public workforce. Furthermore, the study sought to provide insight to how much discrimination public employees experience themselves. In this regard, respondents were first asked to state whether they have experienced instances of discrimination directed at themselves, and then on whether they have witnessed instances of discrimination towards others within their institution. In both instances respondents were also asked to indicate whether they took any action.

4.8.1 Personal experience of gender discrimination at work

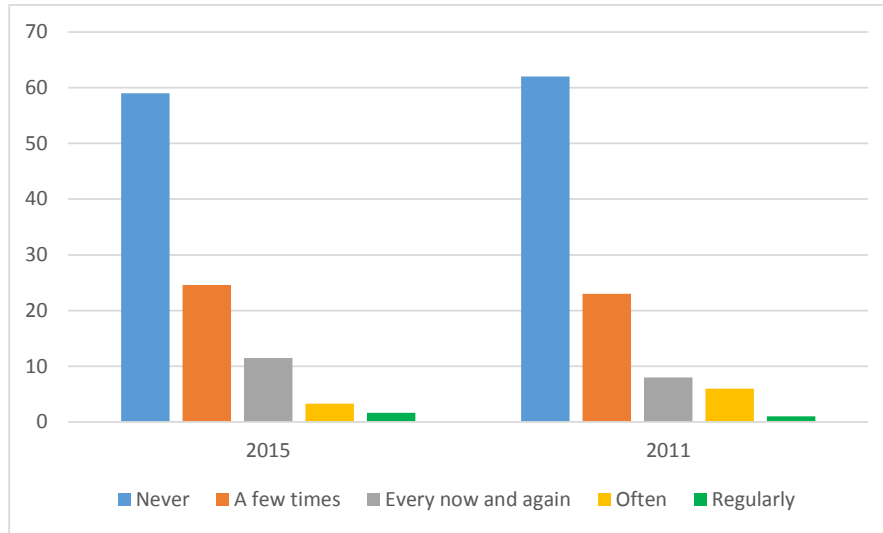
Overall

The below table shows that just over one third of respondents indicated to have experienced gender discrimination. Of these, close to one-fourth indicated to experience such discrimination ‘a few times’.

A review of these results with the previous study indicates that the trend remained unaltered though there has been a slight decline among those that indicated to ‘often’ experience gender discrimination.



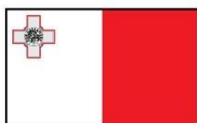
Graph 76 - Percentage distribution of personal experience of gender discrimination at work



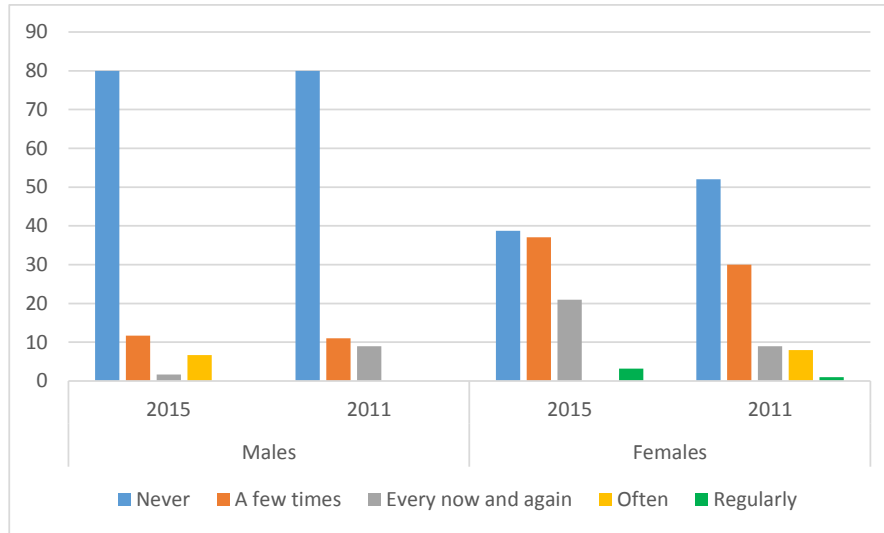
Personally discriminated due to gender split by sex

Males within the public service are less likely to be discriminated against because of their sex than their female counterparts. The table below shows that 80% of males indicated to never have been discriminated on the basis of gender, as opposed to just under 40% of female respondents.

A review of these results with the previous study highlight similar trends, though there seems to be a deterioration of the situation among females (in 2011 just over half of the female respondents indicated to have never experienced such discrimination, implying a decline of just over 10% this time round).

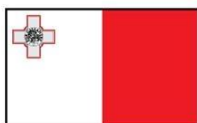


Graph 77 - Percentage distribution of personal experience of gender discrimination at work by sex

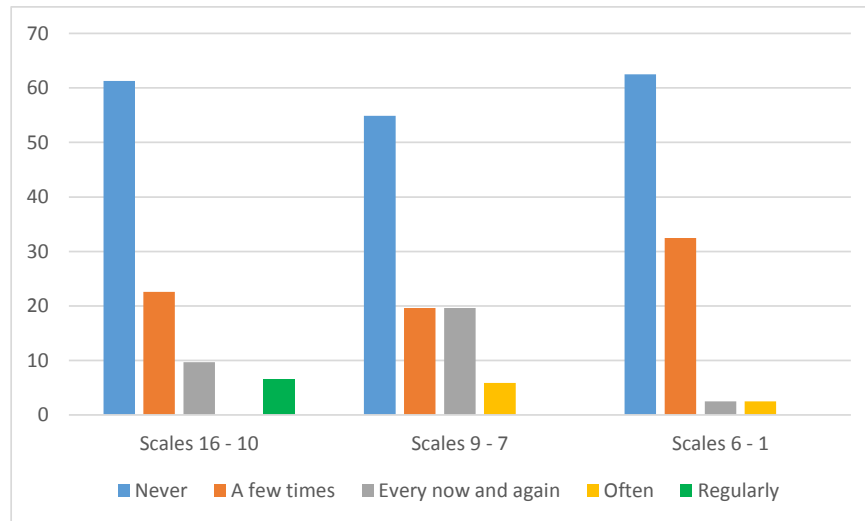


Personally discriminated due to gender split by Employment Scales

Discrimination due to gender follows similar trends irrespective of the employment scale, though seems to be slightly more pronounced among those falling within Scales 7 to 9. Furthermore, among those that indicated to have experienced gender discrimination, this seems to occur/have occurred least frequently among those employees falling within Scales 1 to 6 with around 5% indicating to experience such discrimination ‘every now and then’ or more often. This percentage stood at 25% for those within scales 7 to 9 and around 15% for those within scales 10 to 16.



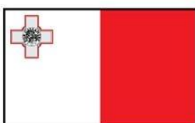
Graph 78 - Percentage distribution of personal experience of gender discrimination at work by employment scales



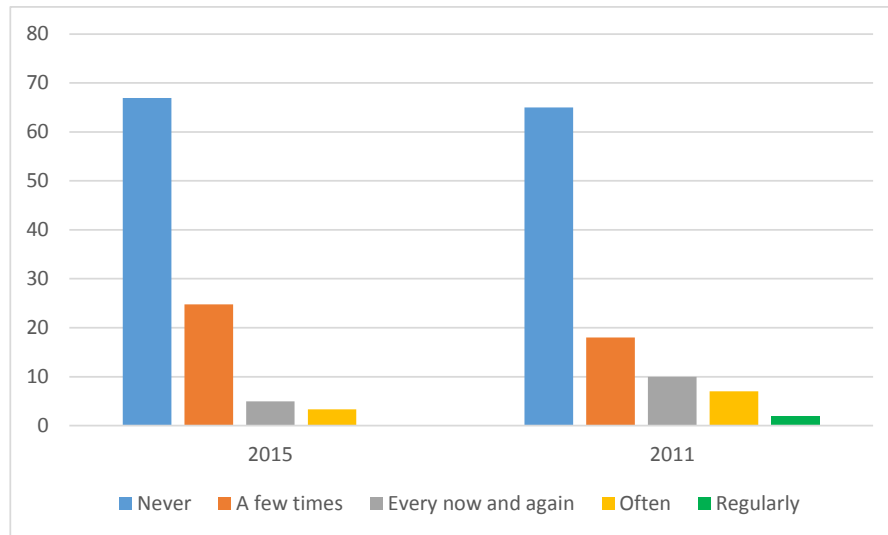
4.8.2 Personally discriminated due to age

Overall

Just under 70% of respondents indicated to have never been discriminated against due to their age. Conversely, one-fourth of respondents indicated to have been discriminated on at the workplace because of their age ‘a few times’. These results are similar to the results attained from the previous study, though there is a marginal improvement, particularly with respect to the frequency of discrimination among those that indicated to have been discriminated upon due to their age. The amount of public employees who have been discriminated against ‘every now and again’ or more often has halved since the previous study (the amount is currently just under 10% as opposed to just under 20% four years ago).

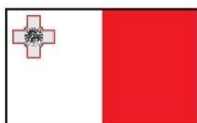


Graph 79 - Percentage distribution of personal experience of age discrimination at work

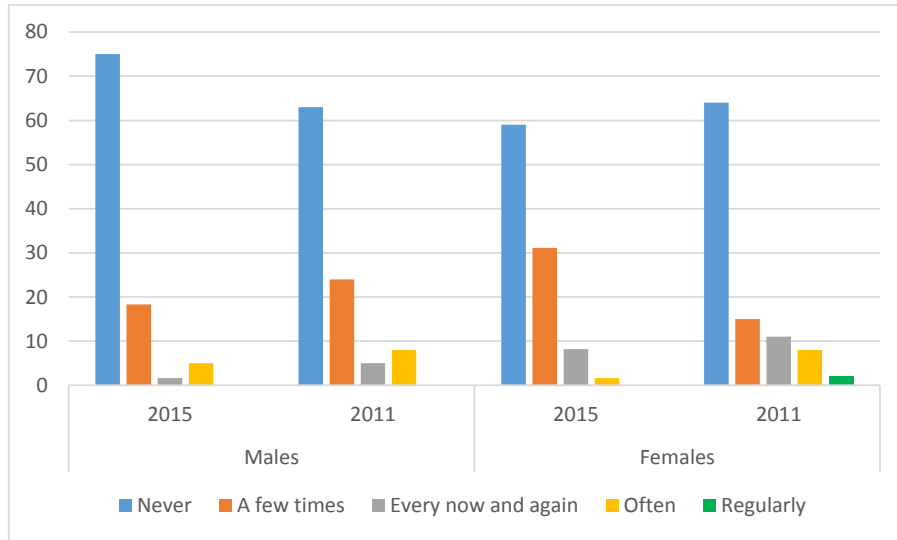


Personally discriminated due to age split by Sex

Close to two-thirds of males indicated to have never been discriminated against on the ground of their age. This is an improvement of almost 10% from the previous study. Conversely this percentage has decreased marginally among the female segment (previously 65% now just under 60%). That said, among females that indicated to have been discriminated on this ground, such discrimination among those that indicated the frequency to be ‘every now and again’ or more often has nonetheless almost halved (now standing at just under 10%).

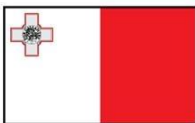


Graph 80 - Percentage distribution of personal experience of age discrimination at work by sex

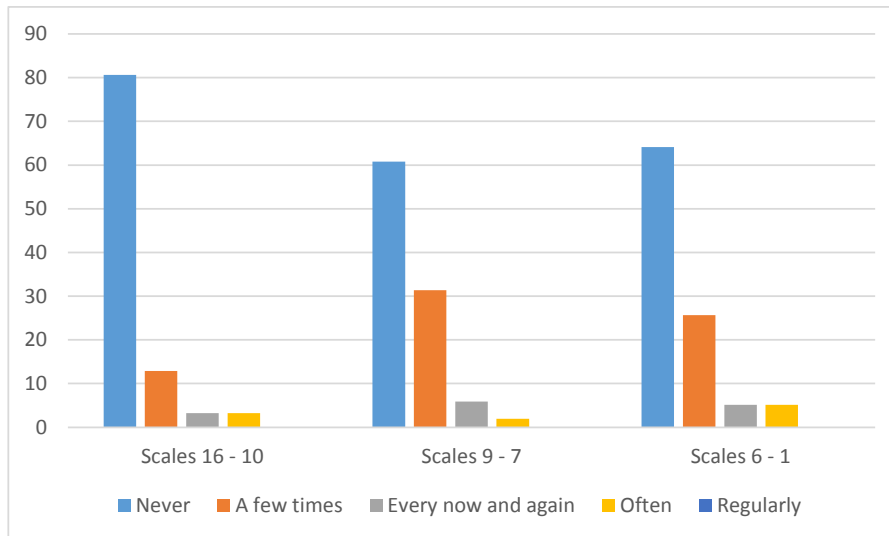


Personally discriminated due to age split by Employment Scales

With a score of 80%, the vast majority of those within employment scales 10 to 16 indicated to have never been discriminated against due to their age. This percentage decreases to around 60% among the other scale brackets, with those falling within Scales 1 to 6 and Scales 7 to 9 experiencing similar trends as indicated in the below graph.



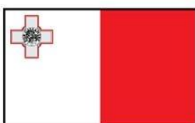
Graph 81 - Percentage distribution of personal experience of age discrimination at work by employment scale



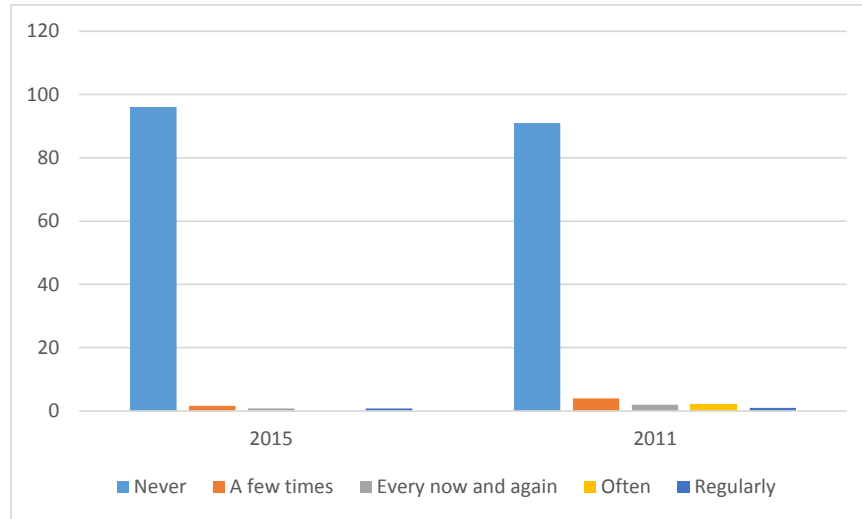
4.8.3 Personally discriminated due to religious belief

Overall

By far and large employees within the public sector do not feel that they have been discriminated against due to their religious beliefs. This result is congruent with the previous study.

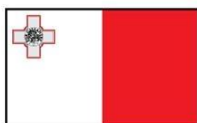


Graph 82 - Percentage distribution of personal experience of religious belief discrimination at work

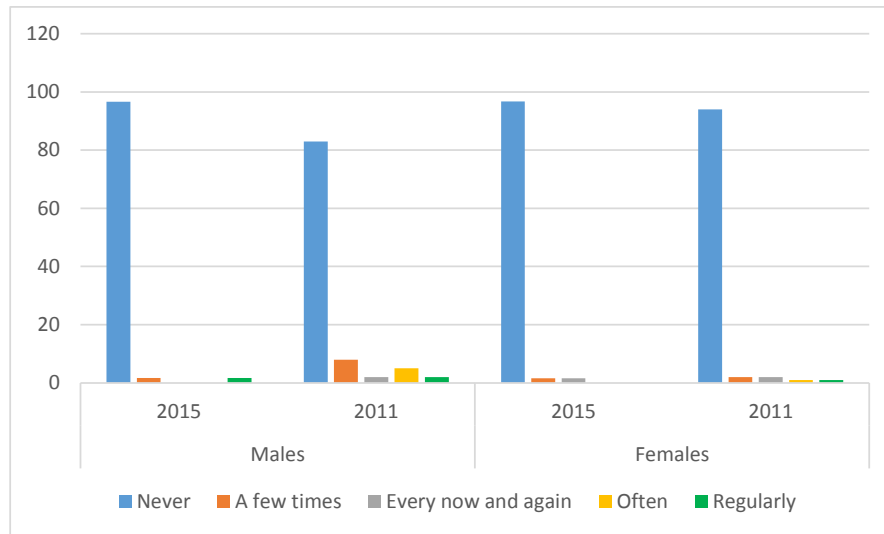


Personally discriminated due to religious belief split by Sex

The below graph indicates that there are no variances between sexes, though there has been a marginal improvement over the previous study among males (just under 100% of male employees indicated to have never been discriminated upon due to their religious belief. During the previous study this stood at just over 80%).

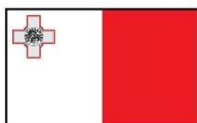


Graph 82 - Percentage distribution of personal experience of religious belief discrimination at work by sex

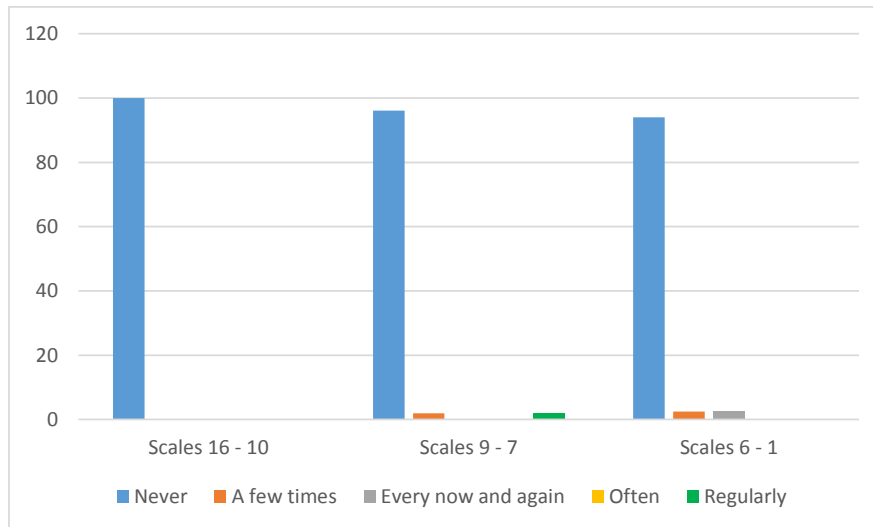


Personally discriminated due to religious belief by Employment Scales

The below graph indicates that, though minimal, discrimination on this ground is more pronounced among those falling within scales 1 to 6 than those falling within the other scale brackets.



Graph 84 - Percentage distribution of personal experience on religious belief discrimination at work by employment scales

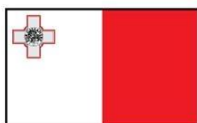


4.8.4 Personally discriminated due to sexual orientation

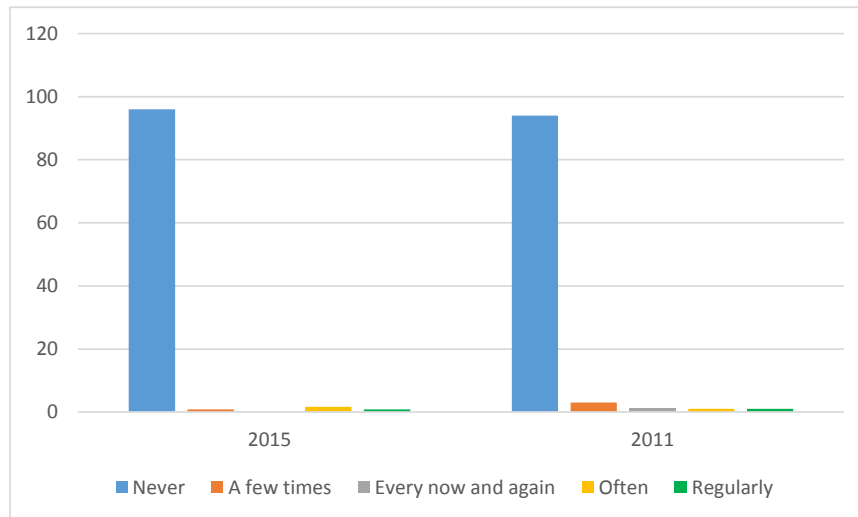
Overall

By far and large, employees from the public sector do not feel that they have ever been discriminated against due to their sexual orientation. As indicated in the below graph, such instances are one-offs, though still condemnable.

Such findings are in line with the study carried out in 2011, with this study indicating a marginal improvement over the previous study.

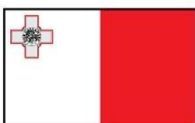


Graph 85 - Percentage distribution of personal experience of sexual orientation discrimination at work

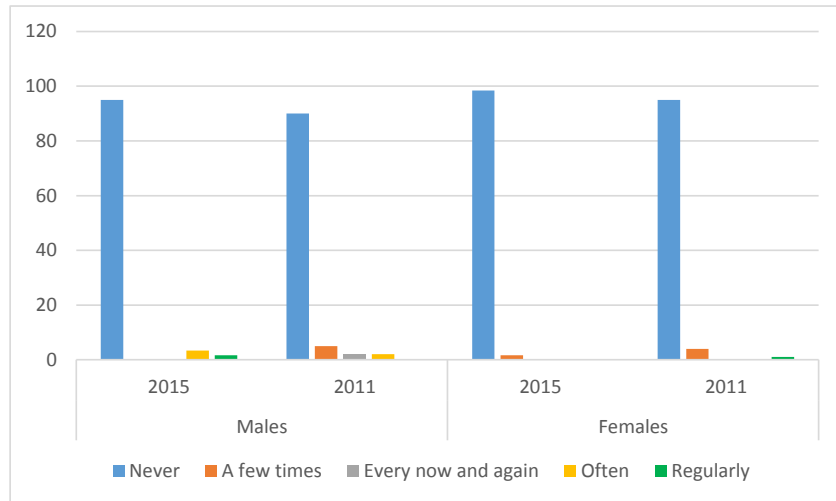


Personally discriminated due to sexual orientation split by Sex

Though minimal, males within the public sector have experienced discrimination due to their sexual orientation to a larger extent than their female counterparts. Such trend follows the previous study, where even then, the percentage of males indicating to have never been discriminated on this ground was slightly lower than that of females (though still considerably high).

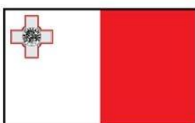


Graph 86 - Percentage distribution of personal experience of sexual orientation discrimination at work by sex

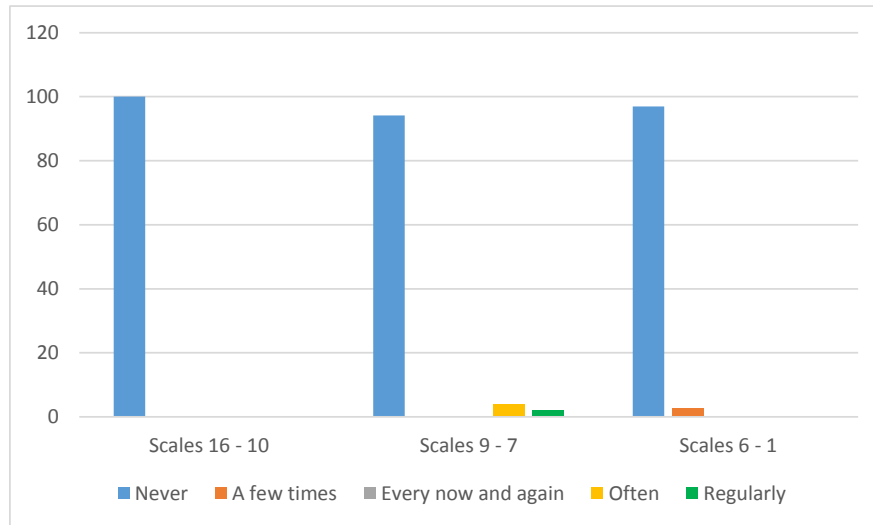


Personally discriminated due to sexual orientation split by Employment Scales

The graph below indicates that those that indicated to have been discriminated against, due to their sexual orientation fell within Scales 7 to 9 and Scales 1 to 6. Worth noting is that among those falling within Scales 7 to 9, discrimination tends to occur ‘often’ or ‘regularly’.



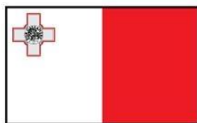
Graph 87 - Percentage distribution of personal experience of sexual orientation discrimination at work by employment scales



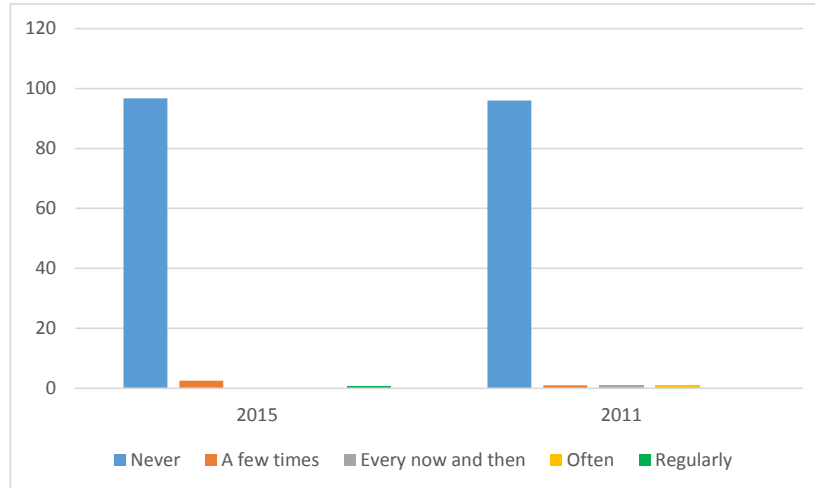
4.8.5 Personally discriminated due to ethnic origin / skin colour

Overall

By far and large employees in the public sector do not feel that they have ever been discriminated against due to their ethnic origin/skin colour. This is in line with the previous study, when even then, the amount of cases where individuals indicated to be discriminated against on these grounds was minimal.

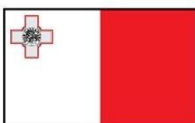


Graph 88 - Percentage distribution of personal experience of ethnicity discrimination at work

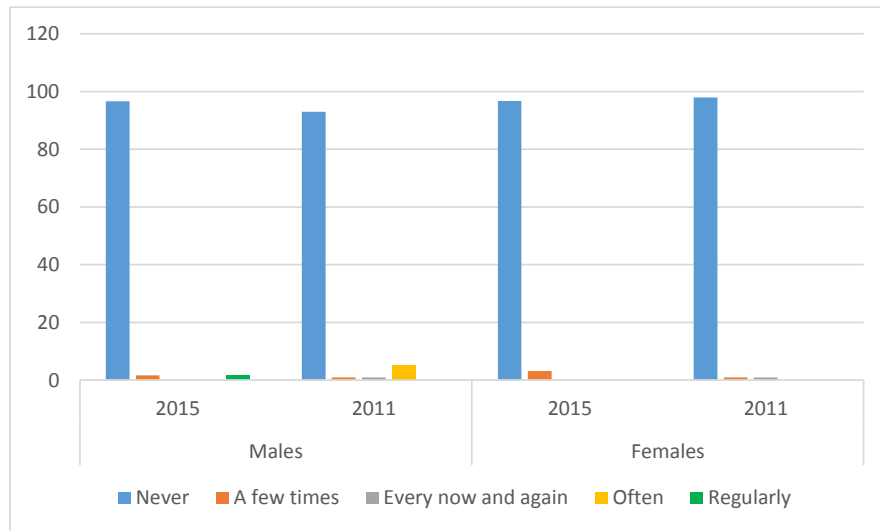


Personally discriminated due to ethnic origin / skin colour split by Sex

No noticeable variances were observed when analysing discrimination due to ethnic origin/skin colour by sex.

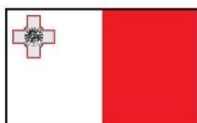


Graph 89 - Percentage distribution of personal experience of ethnicity discrimination at work by sex

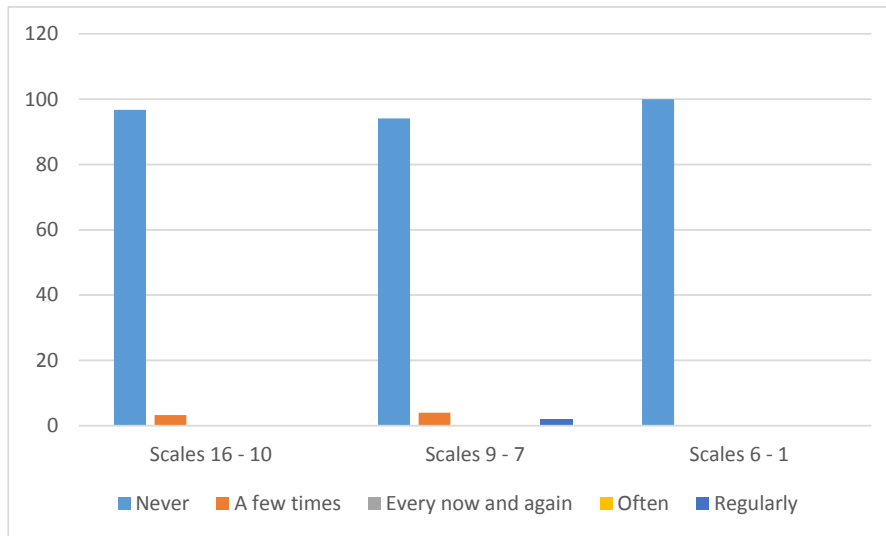


Personally discriminated due to ethnic origin / skin colour split by Employment Scales

As indicated in the graph below, though minimal, employees that indicated to have been discriminated against fell within the Scales 7 upwards, with no respondent falling within Scales 1 to 6 indicating to have been discriminated against due to his/her ethnic origin/skin colour.



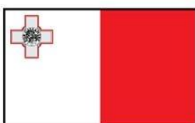
Graph 90 - Percentage distribution of personal experience of ethnicity discrimination at work by employment scales



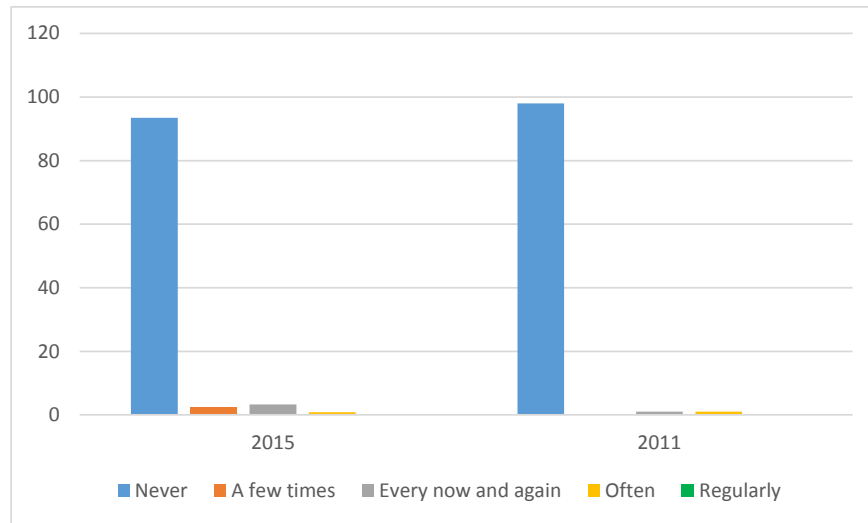
4.8.6 Personally discriminated due to disability

Overall

The vast majority of employees did not experience discrimination due to disability. The graph below indicates a decline among those that indicated to have never been discriminated upon on this ground over the previous study, though minimal.

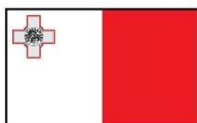


Graph 91 - Percentage distribution of personal experience of disability discrimination at work

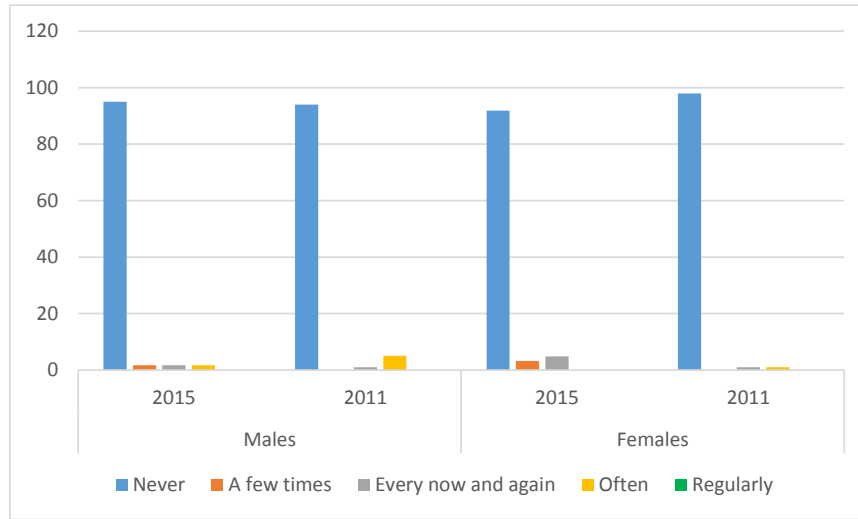


Personally discriminated due to disability split by Sex

Though minimal, a larger percentage of females indicated to have been discriminated against on this ground than males. This is in contrast to the study conducted in 2011, when then, the results indicated that by far and large females did not feel discriminated against (2% indicated to have been discriminated against as opposed to 8% this time round).

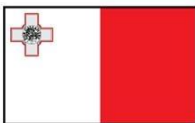


Graph 92 - Percentage distribution of personal experience of disability discrimination at work by sex

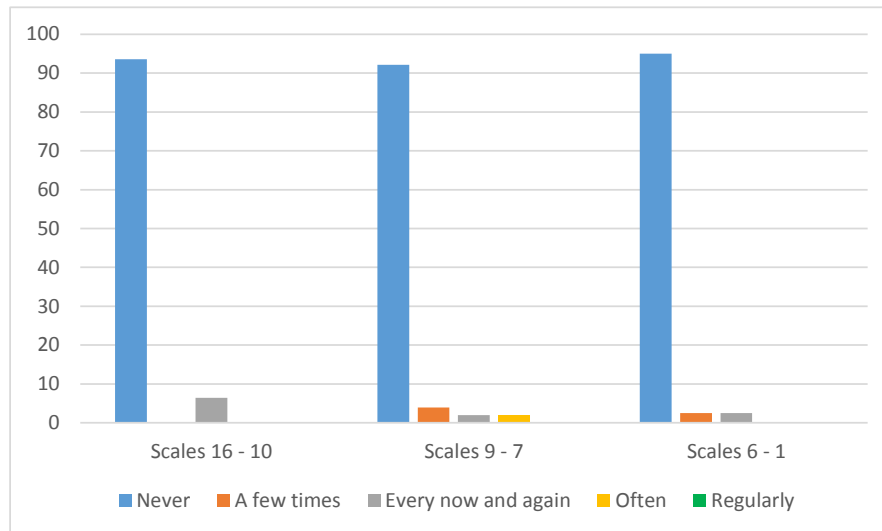


Personally discriminated due to disability split by Employment Scales

No major variances were observed when analysing employees that indicated to have been discriminated due to disability by Employment Scale.



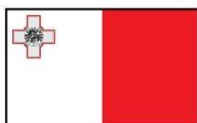
Graph 93 - Percentage distribution of personal experience of disability discrimination at work by employment scales



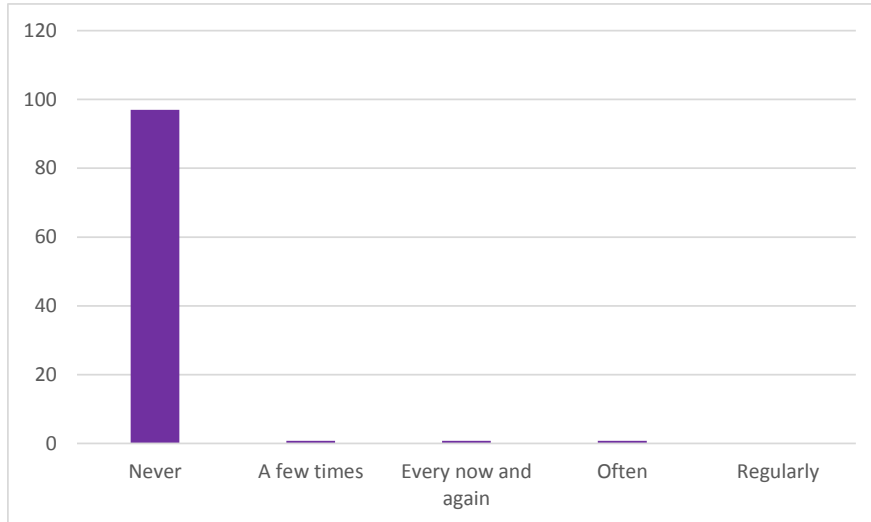
4.8.7 Personally discriminated due to gender identity

Overview

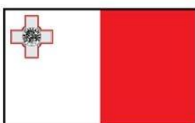
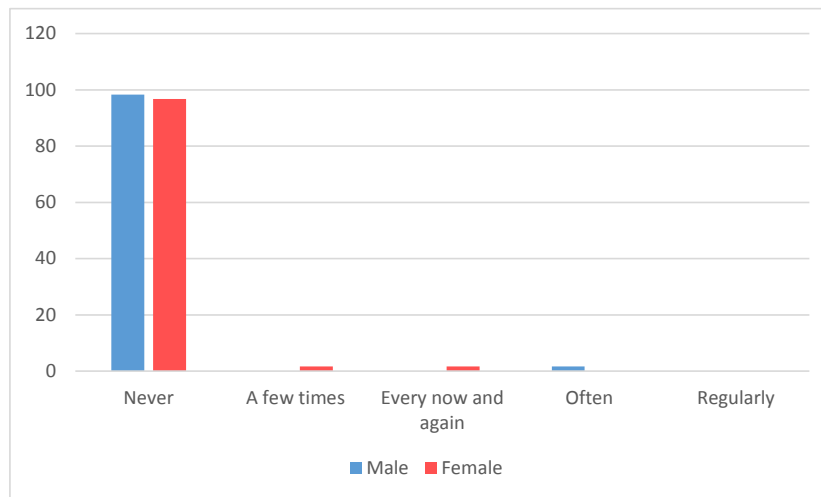
By far and large, no particular issues were noticed with respect to employees in the public sector with respect to being personally discriminated against due to gender identity. Furthermore no noticeable variances were observed when analysing such responses split by sex.



Graph 94 - Percentage distribution of personal experience of gender identity discrimination at work



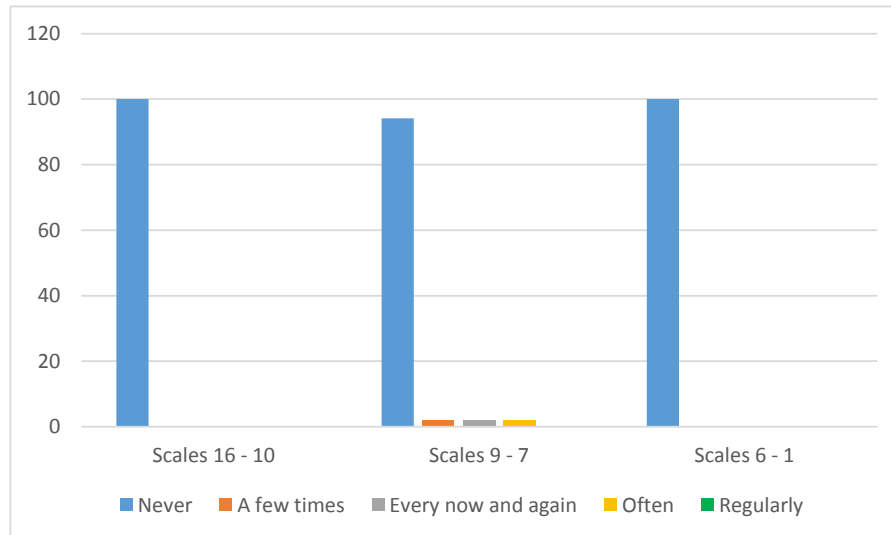
Graph 95 - Percentage distribution of personal experience of gender identity discrimination at work by sex



Personally discriminated due to gender identity split by Employment Scales

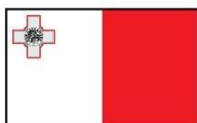
Though minimal, only those falling within Scales 7 to 9 indicated to have been discriminated against due to gender identity, as illustrated in the graph below.

Graph 96 - Percentage distribution of personal experience gender identity discrimination at work by employment scales

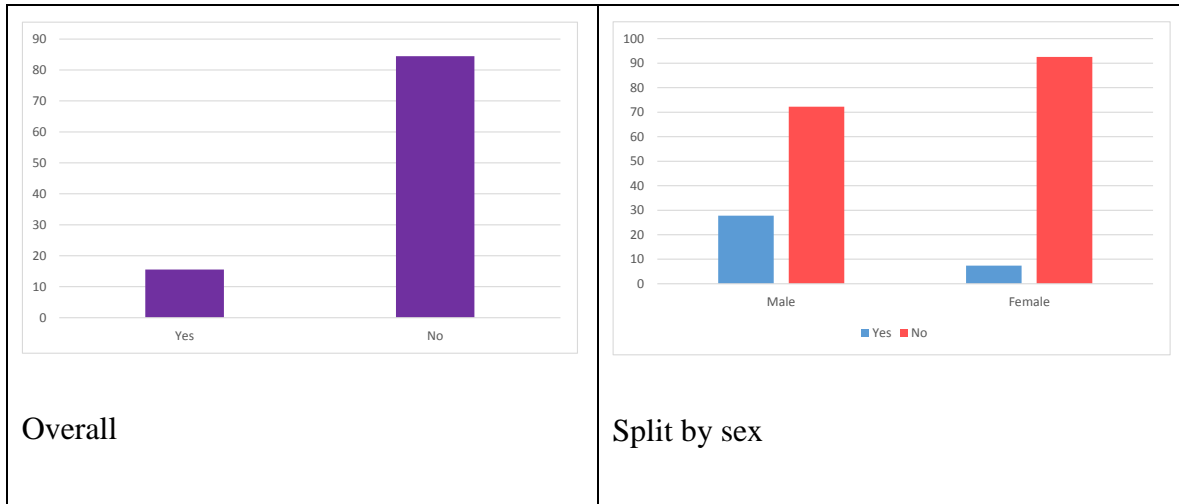


4.9 Reported to have been personally discriminated

Around 15% of respondents indicated to have reported the fact that they have been personally discriminated against. Of these almost three times as many males to females indicated to have reported such discrimination.



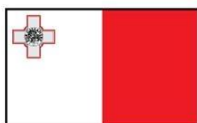
Graph 97 - Percentage distribution of reported discrimination overall and split by sex



Most of the respondents that indicated to have been discriminated against indicated to have shared this incidence with others. The analysis indicates that there were no noticeable variances when analysing such responses by age and Employment Scales.

4.10 Witnessed discrimination

The following graphs relate to whether employees in the public sector witnessed discrimination. Once again such study focused on discrimination overall on each of the seven grounds of discrimination under review. Furthermore, in each instance a cross analysis was carried out to determine whether there are any noteworthy differences in responses based on sex and Employment Scale.

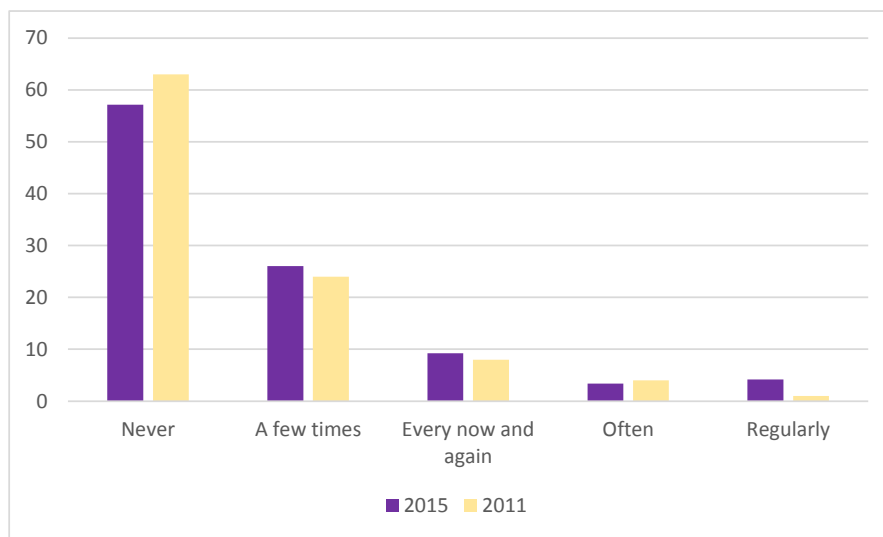


4.10.1 Witnessed discrimination on the basis of gender

Overall

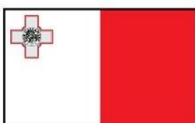
Just under 60% of respondents indicated to have never witnessed gender based discrimination. This percentage is slightly lower than the study conducted in 2011 (then 63%), though follows similar trends as highlighted in the below graph.

Graph 98 - Percentage distribution of witnessed gender discrimination



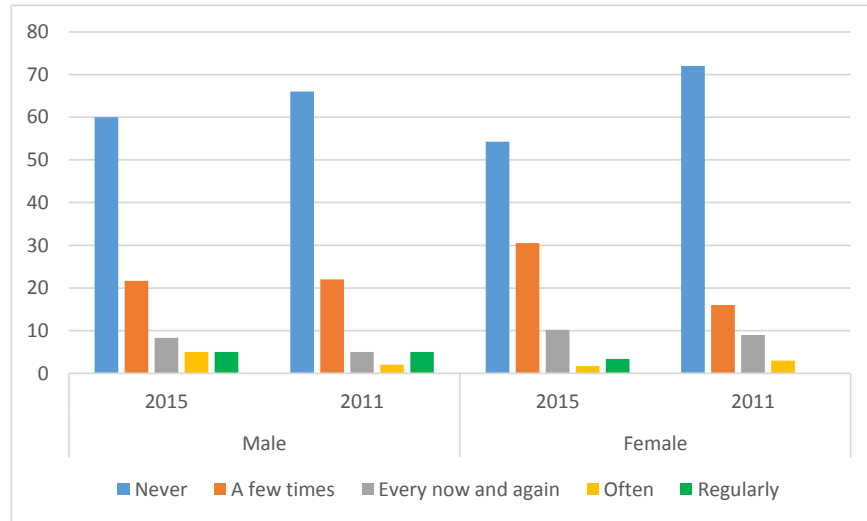
Witnessed discrimination on the basis of gender split by Sex

A marginally higher percentage of females to males from the public sector indicated to have witnessed discrimination (45% as opposed to 40%). This is in contrast to the previous study when then more males indicated to have witnessed discrimination. Furthermore, in 2011 70% of females indicated to not have witnessed discrimination. This percentage has now decreased to just over 50%.



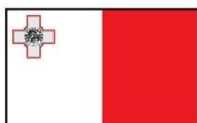
Among the male segment, just under 20% indicated to witness discrimination ‘every now and again’ or more often, with this percentage standing at 15% among females. These results indicate an increase over the previous study (In 2011 this percentage stood at 12% among both sexes).

Graph 99 - Percentage distribution of witnessed gender discrimination by sex

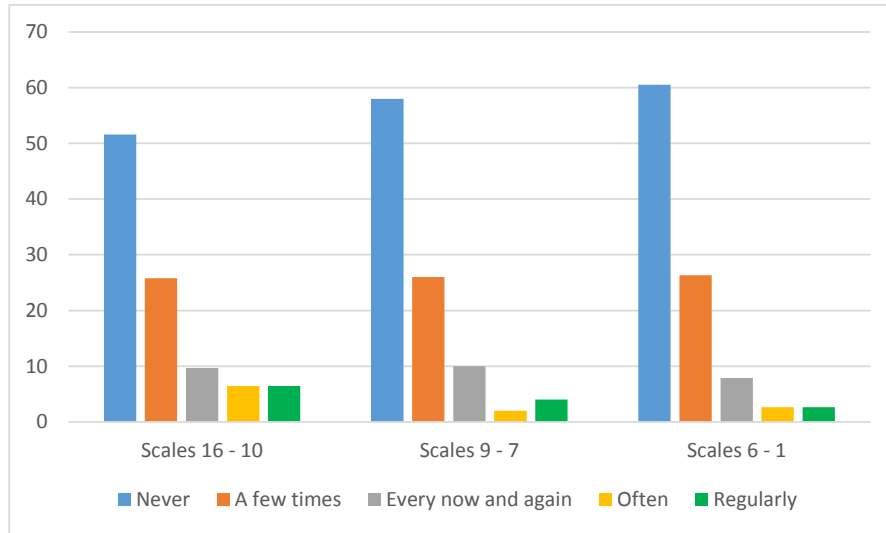


Witnessed discrimination on the basis of gender split by Employment Scales

There were similar trends when analysing witnessed discrimination split by employment scale, with no notable variance observed between employees falling within the different scales brackets.



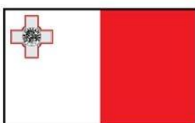
Graph 100 - Percentage distribution of witnessed gender discrimination by employment scales



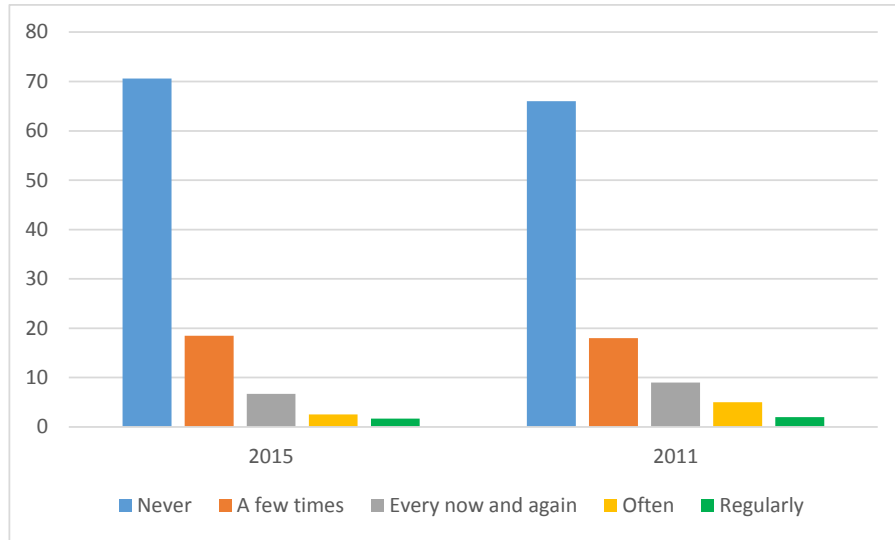
4.10.2 Witnessed discrimination on the basis of age

Overall

A total of 70% of individuals participating in the survey indicated not to have witnessed discrimination on the basis of age. This represents a slight improvement over the previous study. The graph below illustrates similar trends in responses over the two surveys.

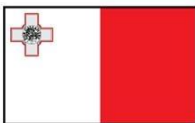


Graph 101 - Percentage distribution of witnessed age discrimination

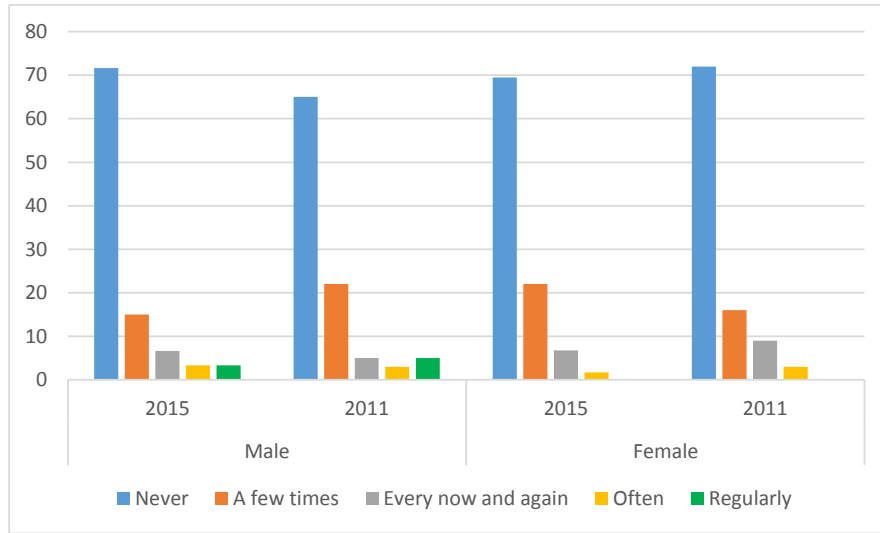


Witnessed discrimination on the basis of age split by Sex

There were similar trends when analysing witnessed discrimination on the basis of age split by sex, with no notable variance observed when comparing the results of the two studies.

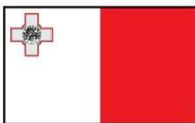


Graph 102 - Percentage distribution of witnessed age discrimination by sex

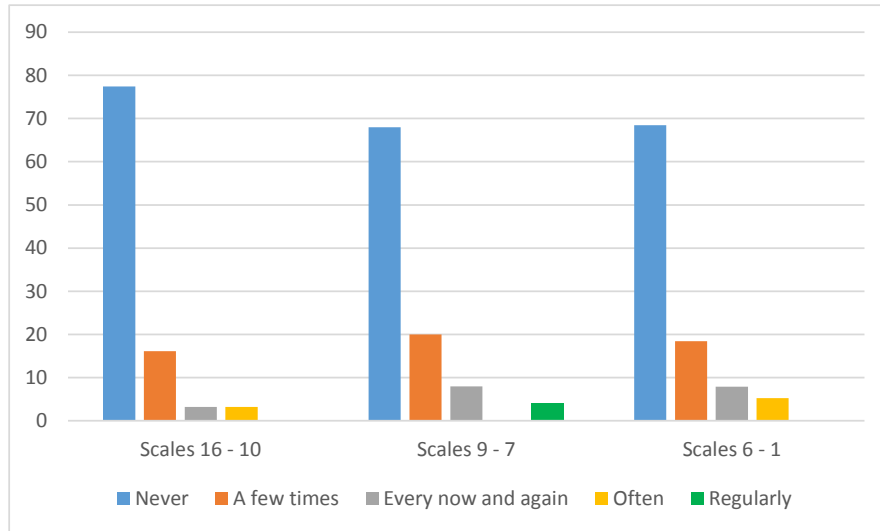


Witnessed discrimination on the basis of age split by Employment Scales

A higher (though only marginal) percentage of individuals falling within Scales 10 to 16 indicated to have never witnessed discrimination on the basis of age. The below graph indicates that the percentage of those indicating to have witnessed discrimination on this ground increased marginally as the scales lower (6% among scales 10 to 16, 12% among scales 7 to 9, and 13% among scales 1 to 6).



Graph 103 - Percentage distribution of witnessed age discrimination by employment scale

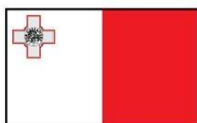


4.10.3 Witnessed discrimination on the basis of religious belief

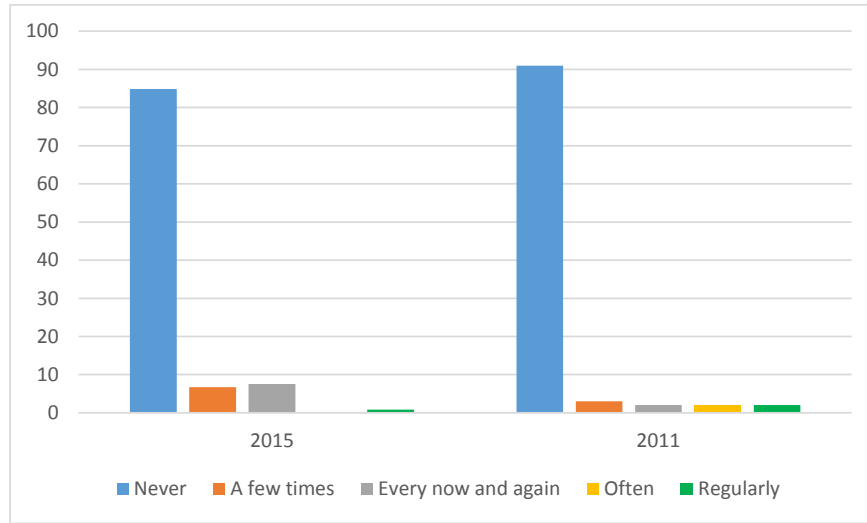
Overall

With a percentage score of 85% the vast majority of employees in the public sector did not witness discrimination on the basis of religious belief. Furthermore, there are no noticeable variances when analysing findings by sex and Employment Scale.

Also a comparison of the two studies does not highlight any noticeable differences between the two studies.



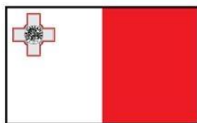
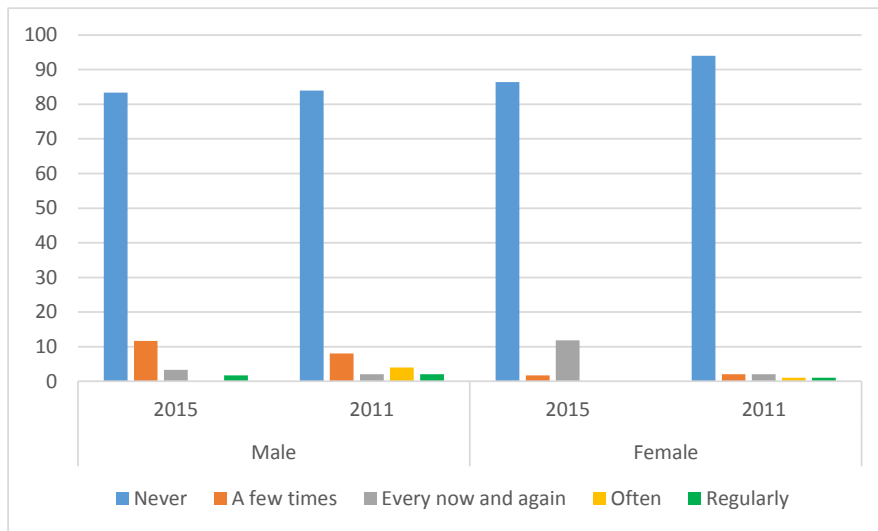
Graph 104 - Percentage distribution of witnessed religious belief discrimination



Witnessed discrimination on the basis of religious belief split by Sex

No notable variances may be observed when analysing responses by sex.

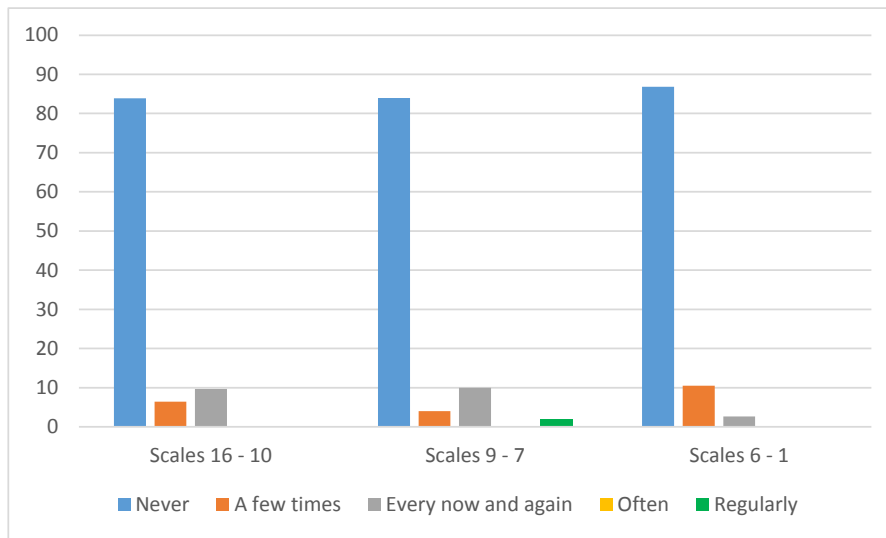
Graph 105 - Percentage distribution of witnessed religious belief discrimination by sex



Witnessed discrimination on the basis of religious belief by employment Scales

As shown in the below graph, no notable variances may be observed when analysing responses by employment scale.

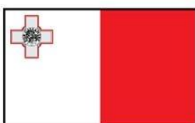
Graph 106 - Percentage distribution of witnessed religious belief discrimination by employment scales



4.10.4 Witnessed discrimination on the basis of sexual orientation

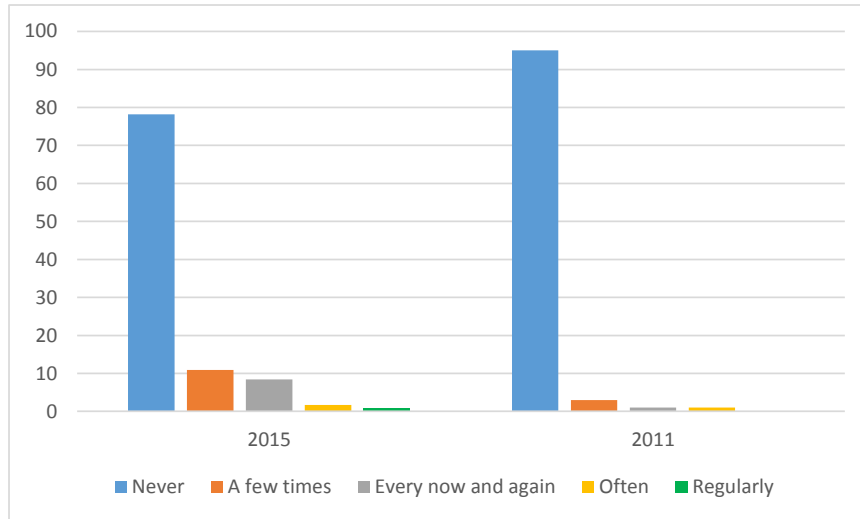
Overall

Just under 80% of employees indicated to have never witnessed discrimination on the basis of sexual orientation. Such results indicate a decline in percentage over the previous period (then this percentage stood at 95%).



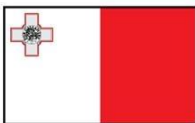
A review of responses split by sex and Employment Scale do not indicate any noticeable variances in responses.

Graph 107 - Percentage distribution of witnessed sexual orientation discrimination

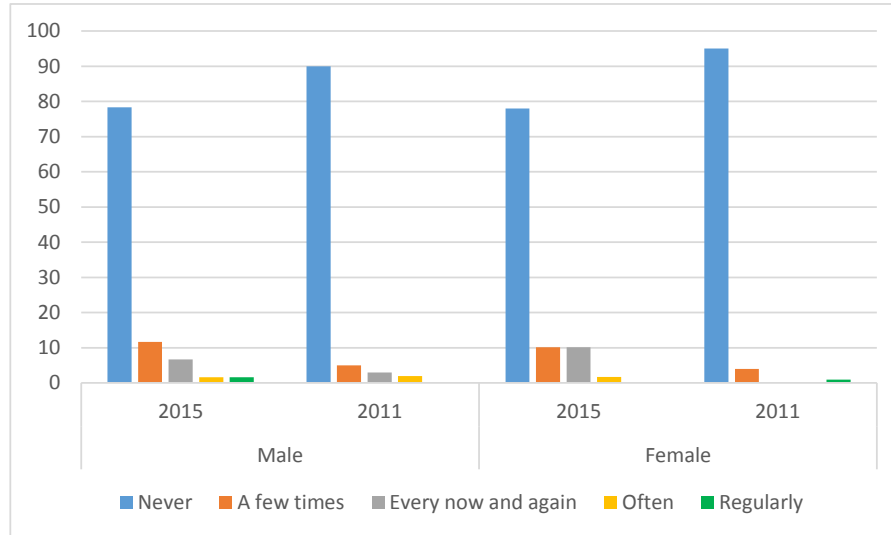


Witnessed discrimination on the basis of sexual orientation split by Sex

No notable variances may be observed when analysing responses by sex.

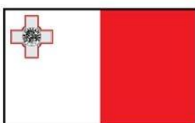


Graph 108 - Percentage distribution of witnessed sexual orientation discrimination by sex

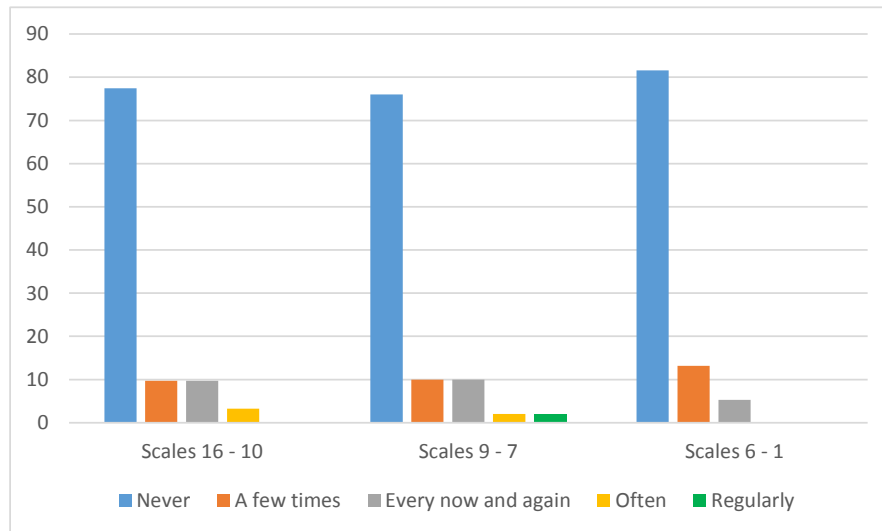


Witnessed discrimination on the basis of sexual orientation by Employment Scales

No notable variances may be observed when analysing responses by employment scales.



Graph 109 - Percentage distribution of witnessed sexual orientation discrimination by employment scale

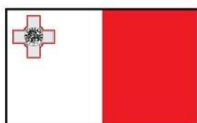


4.10.5 Witnessed discrimination on the basis of ethnic origin / skin colour

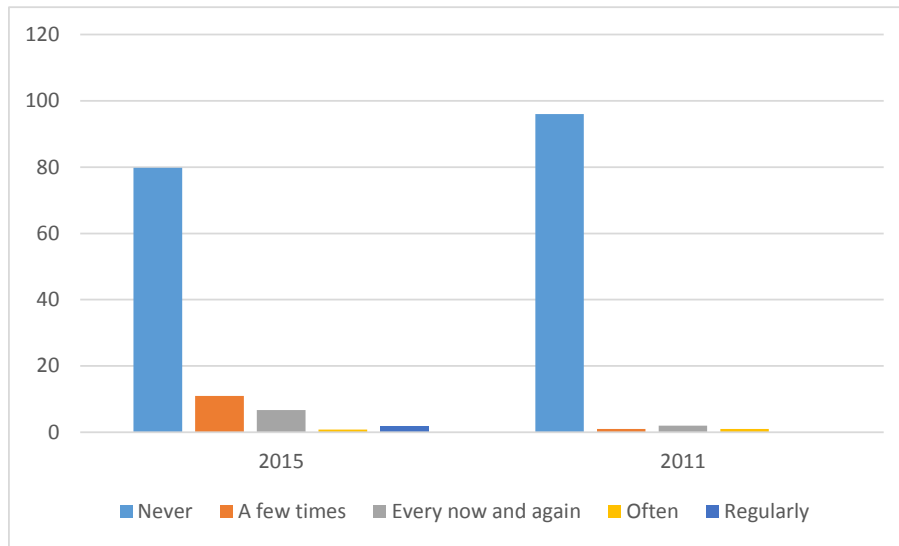
Overall

By far and large in 2011 employees had indicated to have never witnessed discrimination on the basis of ethnic origin/skin colour. Today, this percentage has decreased to 80%. A total of 10% indicated to have witnessed such discrimination ‘every now and again’ or more often (this previously stood at 3%).

No noticeable variance was observed when analysing responses by sex.

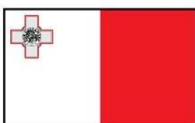


Graph 110 - Percentage distribution of witnessed ethnicity discrimination

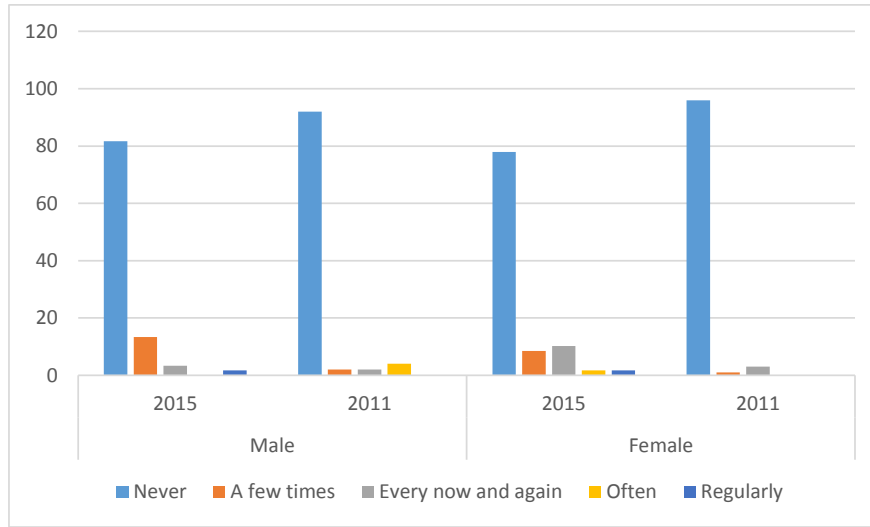


Witnessed discrimination on the basis of ethnic origin / skin colour split by Sex

No notable variances may be observed when analysing responses by sex.

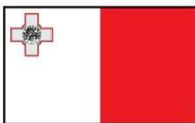


Graph 111 - Percentage distribution of witnessed ethnicity discrimination by sex

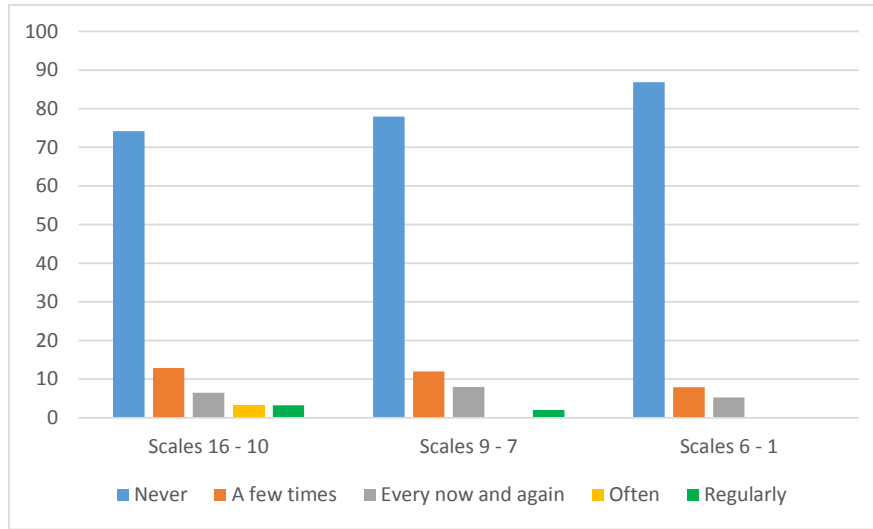


Witnessed discrimination on the basis of ethnic origin / skin colour split by Employment Scales

The below table indicates that respondents within Scales 1 to 6 witnessed discrimination on this ground to a lesser extent than employees falling within the other employment scale brackets. In this regard, though only marginally, as the scale increased, so did the percentage of those that indicated to have experienced discrimination on the basis of ethnic origin/skin colour.



Graph 112 - Percentage distribution of witnessed ethnicity discrimination by employment scale

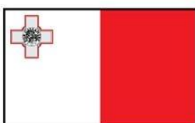


4.10.6 Witnessed discrimination on the basis of disability

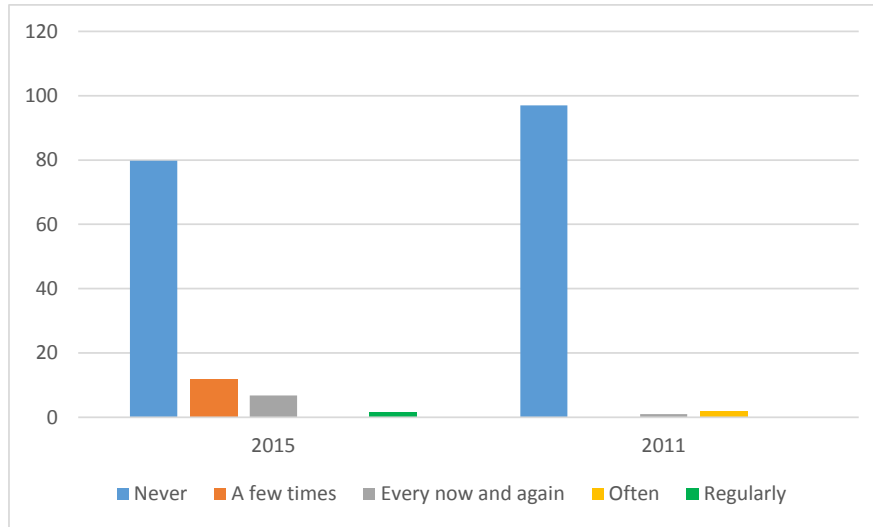
Overall

A total of 80% of respondents indicated not to have witnessed discrimination on the basis of disability. While this percentage is relatively high, it represents a decline from the previous study. Then almost all respondents had answered in the negative.

A cross analysis of results by sex, do not show any noticeable variances, as indicated in the graphs below.



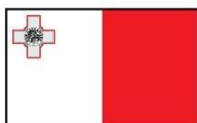
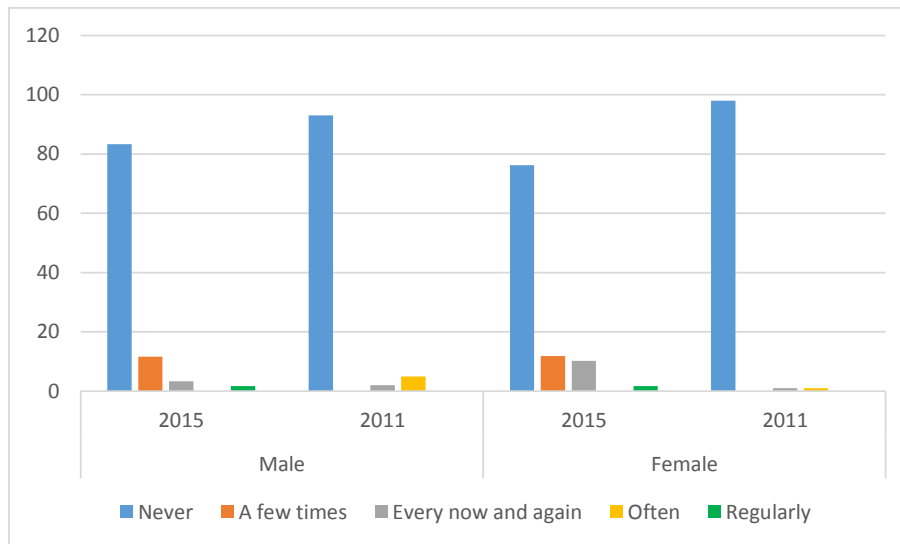
Graph 113 - Percentage distribution of witnessed disability discrimination



Witnessed discrimination on the basis of disability split by Sex

No notable variances may be observed when analysing responses by sex.

Graph 114 - Percentage distribution of witnessed disability discrimination by sex

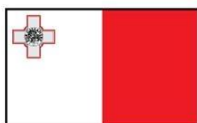
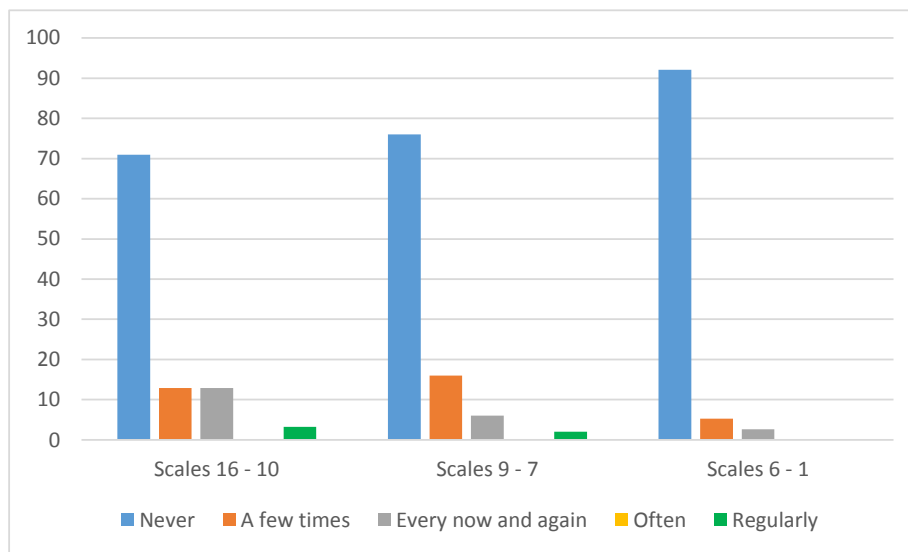


Witnessed discrimination on the basis of disability split by Employment Scales

The following graph indicates that the percentage of employees witnessing discrimination on the basis of disability increased with employment scale. Indeed the vast majority of those falling within scales 1 to 6 did not witness discrimination on this ground, as opposed to 70% of those falling within Scales 10 to 16.

Among those that indicated to have witnessed discrimination at the work place, 16% of employees falling within scales 10 to 16 indicated to have witnessed such discrimination ‘every now and again’ or more often. This percentage decreased to 8% among employees falling within scales 7 to 9, and to 3% among those within Scales 1 to 6.

Graph 115 - Percentage distribution of witnessed disability discrimination by employment scale

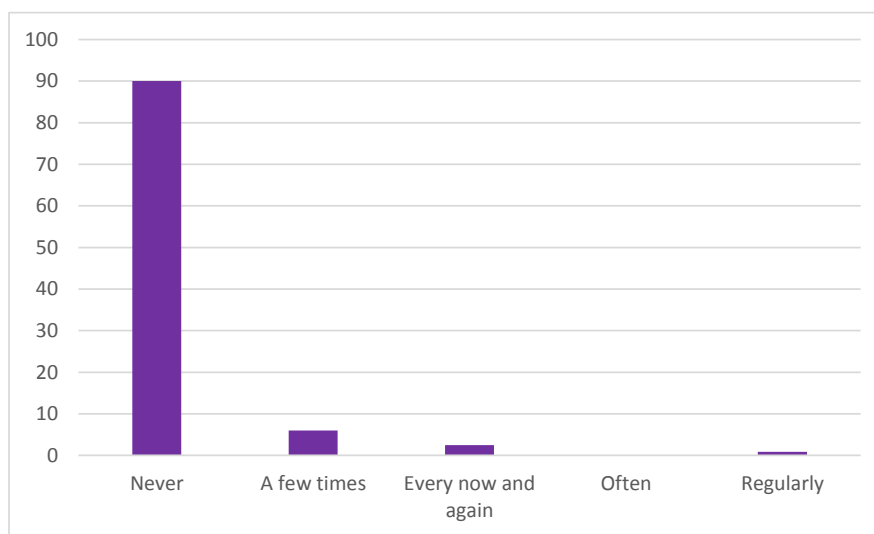


4.10.7 Witnessed discrimination on the basis of gender identity

Overall

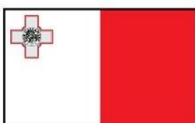
The vast majority of respondents indicated to have not witnessed discrimination on the basis of gender identity, with no noticeable variance observed when analysing responses by sex.

Graph 116 - Percentage distribution of witnessed gender identity discrimination

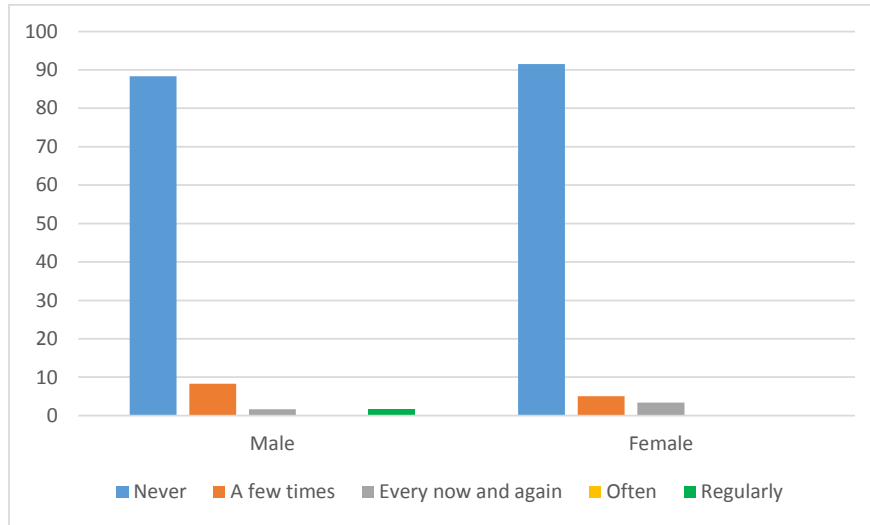


Witnessed discrimination on the basis of gender identity split by Sex

No notable variances may be observed when analysing responses by sex.

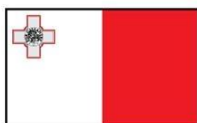


Graph 117 - Percentage distribution of witnessed gender identity discrimination by sex

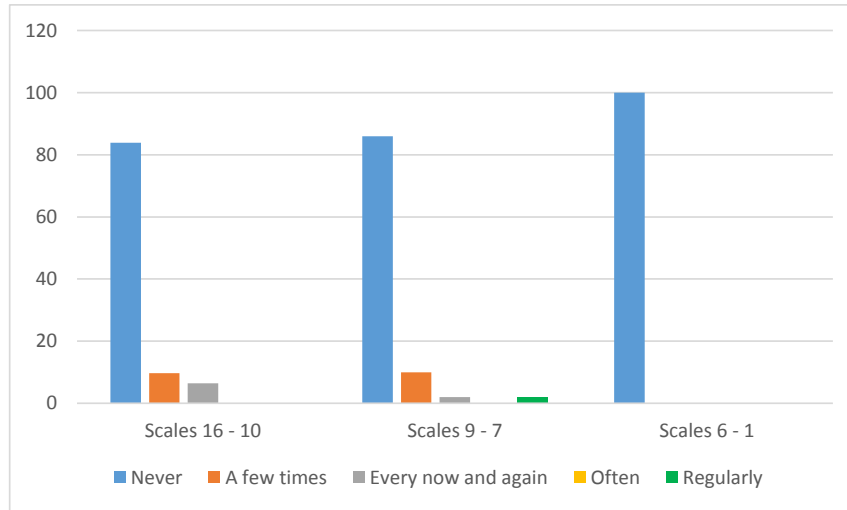


Witnessed discrimination on the basis of gender identity split by Employment Scales

An analysis of this ground on Employment Scale follows similar trends with the analysis of witnessed discrimination for other grounds. A total 16% of employees falling within scales 10 to 16 indicated to have witnessed such discrimination. This percentage decreased to 12% among employees falling within scales 7 to 9, with no employees falling within Scales 1 to 6 indicating to have witnessed discrimination on this ground at the workplace.



Graph 118 - Percentage distribution of witnessed gender identity discrimination by employment scale

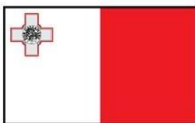


4.11 Reported witnessed discrimination

A total of 11 individuals claimed to have reported witnessed discrimination at work. No variance between sexes or employment scales were observed.

The same number of employees (11) indicated to have witnessed discrimination but did nothing about it. Once again, no notable variances were observed when analysing responses by sex or employment scales.

Furthermore, all those that responded and indicated to have witnessed discrimination indicated to have shared it with others. No notable variances were observed when cross analysing this response by sex and employment scale



4.12 Presence of discriminatory practices within public entities

4.12.1 Overview

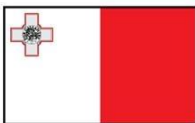
This part of the questionnaire sought to determine whether different aspects of discrimination (i.e. placing some groups at a disadvantage) may be intentionally or unintentionally present at the workplace.

In this respect, respondents were presented with seven factors and asked to rate each on a 5-point Likert Scale ranging from ‘never’ at one end to ‘regularly’ at the other end of the scale. The factors under review being:

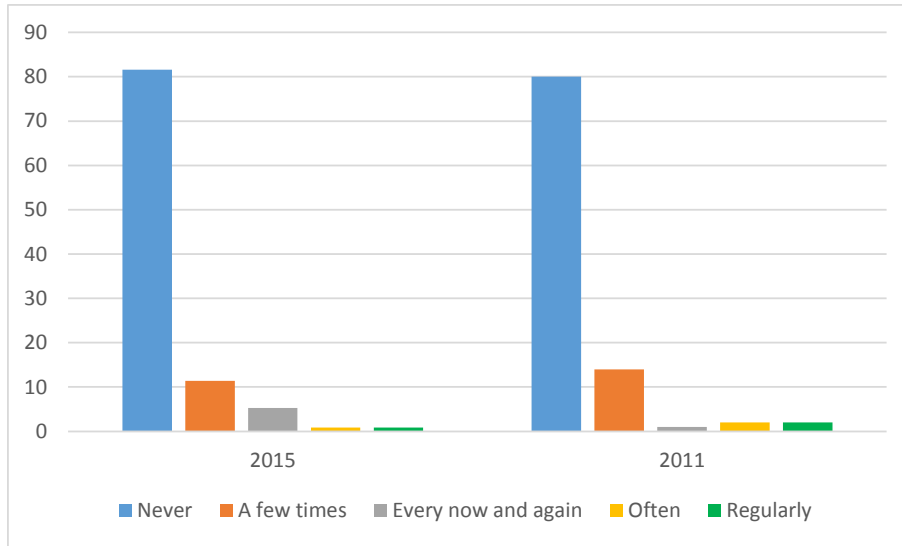
- i. The type of services you offer
- ii. Providing access to the services you offer
- iii. The way you provide information
- iv. Treating complaints related to your services
- v. Providing access to your premises
- vi. The treatment of employees within your institution; and
- vii. Opportunities for promotion.

4.12.2 Type of services offered

With a percentage score of 82%, respondents feel that the type of services offered are not discriminatory. The results are similar to the study conducted in 2011, with no major variances identified.

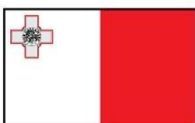


Graph 119 - Percentage distribution re Presence of discriminatory practices – type of services offered

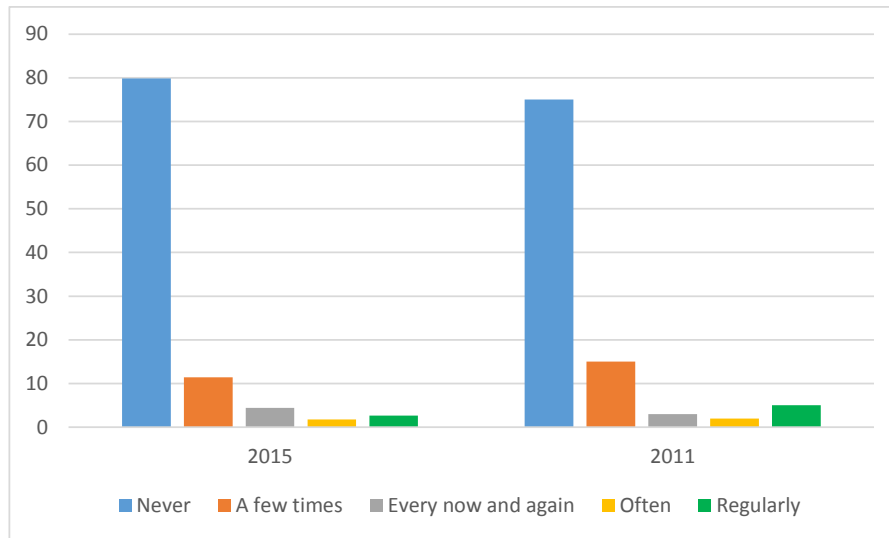


4.12.3 Providing access to the services you offer

With a score of 80% the vast majority of respondents feel that there is adequate access to the services they offer. Such results indicate a marginal improvement when compared to results with the previous study.

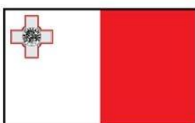


Graph 120 - Percentage distribution re Presence of discriminatory practices – Providing access to the services you offer

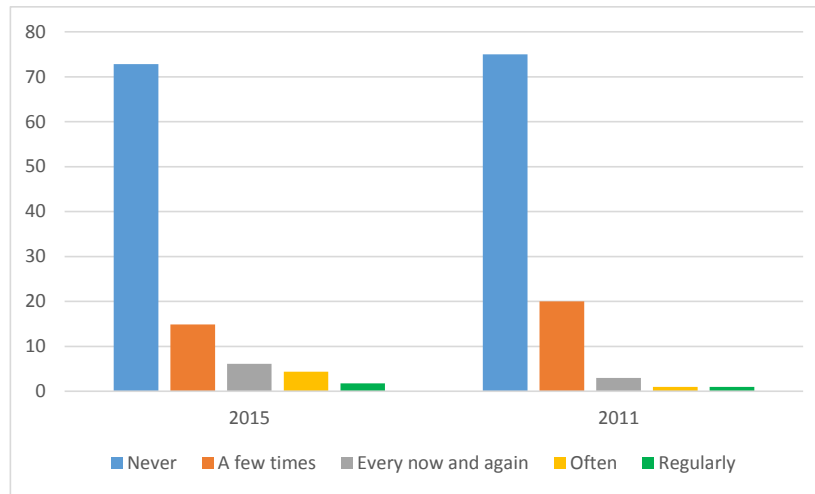


4.12.4 The way you provide information

Just over 70% indicated that the way information is provided is not discriminatory. As indicated in the below graph, such results are similar to those of the previous study.

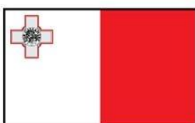


Graph 121 - Percentage distribution re Presence of discriminatory practices – the way you provide information

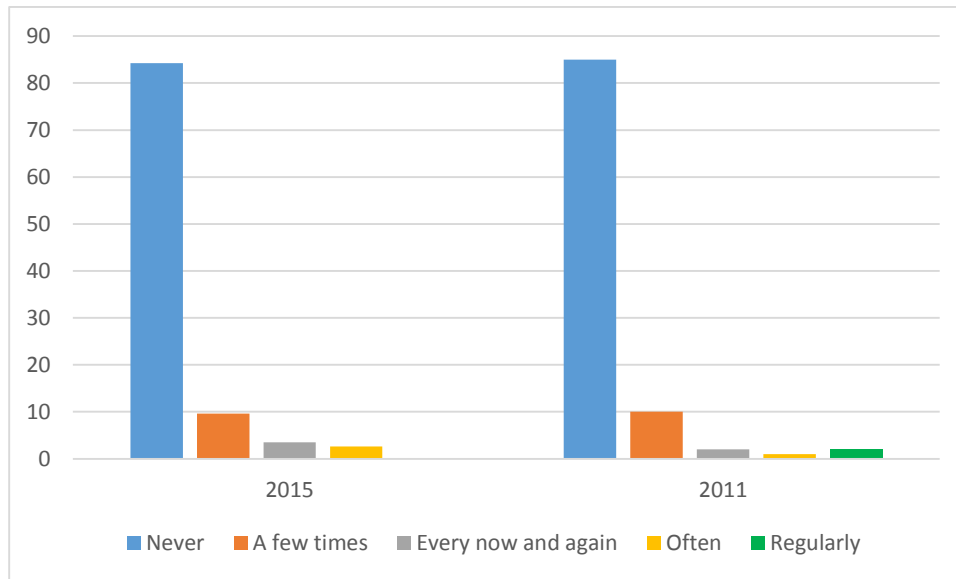


4.12.5 Treating complaints related to your services

With a percentage score above 80%, overall employees from the public sector felt that there were no issues with regards to the treating of complaints related to their service offering. Such results being congruent with the findings from the previous study.

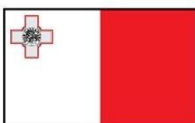


Graph 122 - Percentage distribution re Presence of discriminatory practices – Treating complaints related to your services

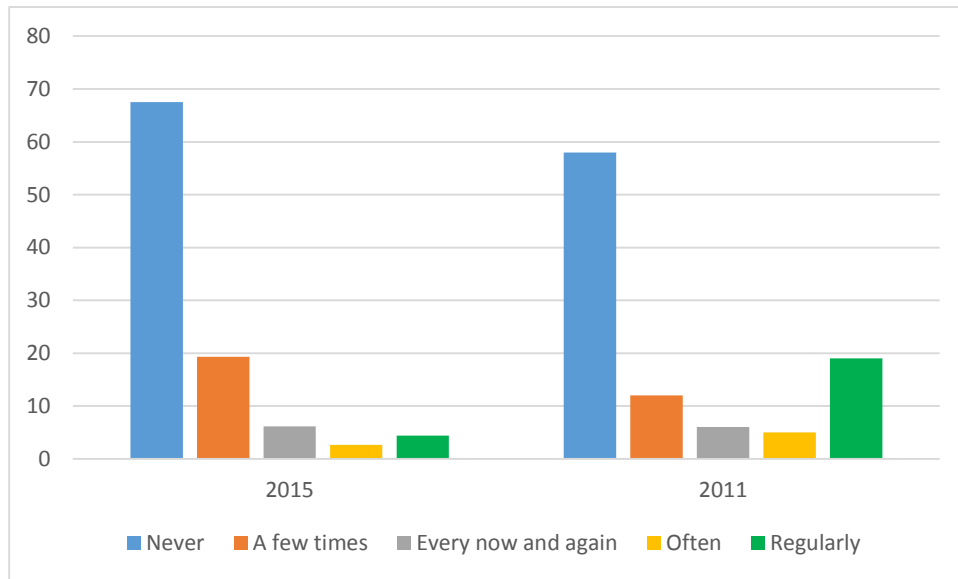


4.12.6 Providing access to your premises

Just under 70% of Public employees did not feel that there were any issues with access to their premises. In 2011 the percentage stood at 58%. A review of the two studies indicates that there has been a noticeable decrease among those that felt that such issues existed ‘every now and again’ or more often (13% now as opposed to 30% in 2011).

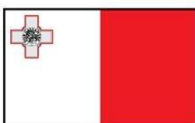


Graph 123 - Percentage distribution re Presence of discriminatory practices – Providing access to your premises

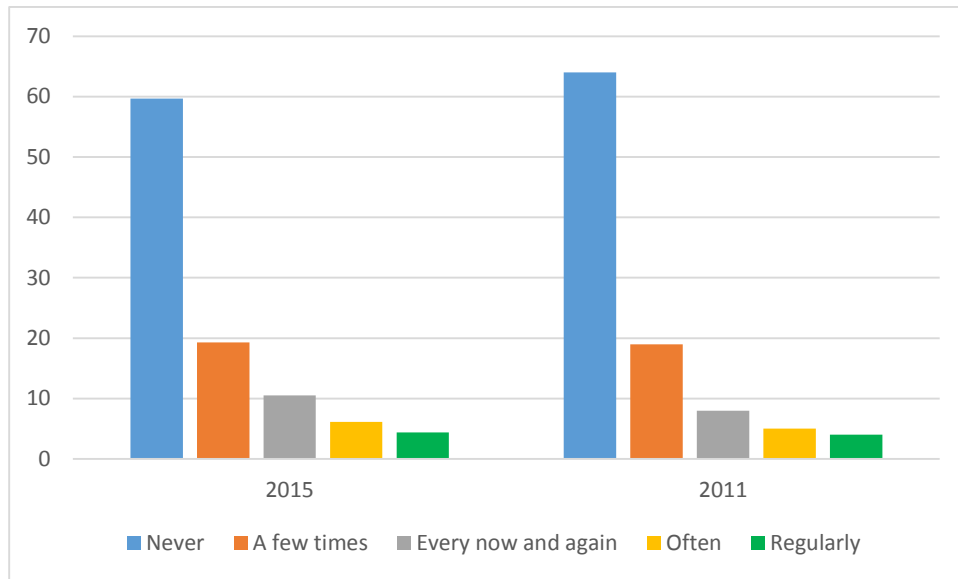


4.12.7 The treatment of employees within your institution

With a score of 40% a noticeable amount of Public employees feel that there have been issues with respect to the treatment of employees within their institution. Such percentage score is similar to the results of the previous study. Furthermore close to one-fifth indicated discrimination to occur ‘every now and again’ or more often; such results being similar to the results of the previous study.

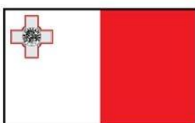


Graph 124 - Percentage distribution re Presence of discriminatory practices – The treatment of employees within your institution

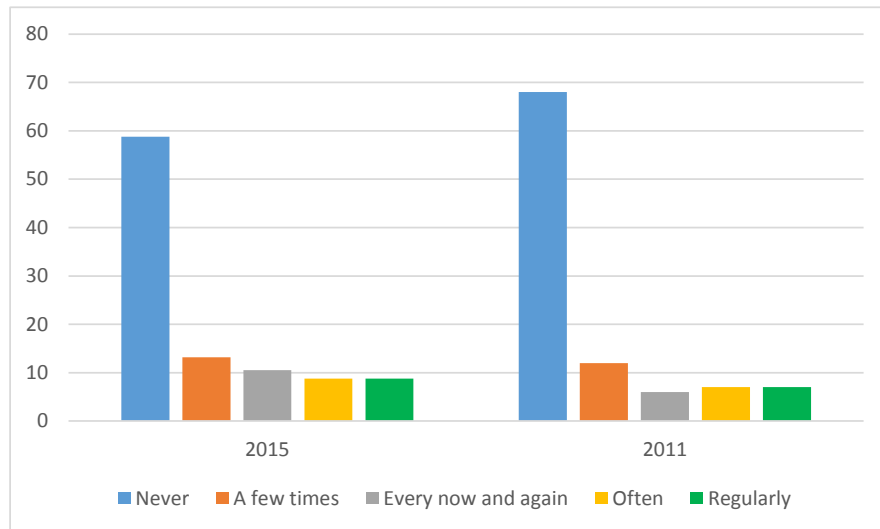


4.12.8 Opportunities for promotion

Just under 60% of respondents indicated that there are equal opportunities for promotion, this being the lowest positive percentage of the various factors under review. The table below shows that there has been a 10% decrease in positive responses when comparing results of the two studies. Furthermore, this study shows that around 30% of public employees indicated such discrimination to happen ‘every now and again’ or more often, an increase of 10% over the previous study.



Graph 125 - Percentage distribution re Presence of discriminatory practices – Opportunities for promotion

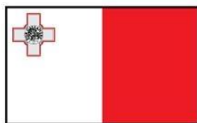


4.13 Presence of equality tools within public entities

4.13.1 Overview

Respondents were asked to indicate if tools are in place within their entity, which targeted equality and discrimination. In this respect, the questionnaire sought to analyse 6 specific tools, namely:

- A policy on discrimination;
- A policy on harassment;
- A policy on equality;
- An action plan for equality



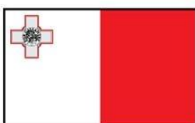
- Procedures to take account of difference and diversity and
- Any staff with particular responsibility for equality and diversity.

As opposed to the study four years ago, this time round respondents had the opportunity to indicate if they ‘did not know’ (apart from the ‘yes’ and ‘no’ options provided the last time round). In this regard, the general decline of ‘yes’ and ‘no’ responses could be indicative of the fact that in the previous study, a number of employees that were uncertain, indicated either ‘yes’ or ‘no’, while this time round they had the opportunity to indicate ‘don’t know’.

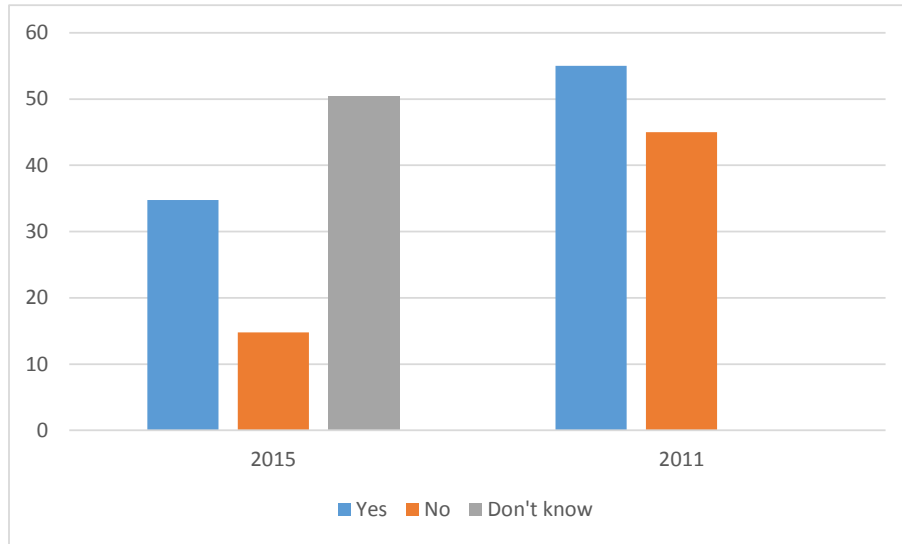
A review of the below results indicates that in many instances over half the respondents were not sure whether there were equality tools in place within their organisation.

4.13.2 A policy on discrimination

A total of 35% of respondents indicated that a policy was in place with regard to discrimination, though half of the respondents indicated not to be aware whether a policy on discrimination existed. The amount of employees that indicated that their entity did not have such a policy stood at 15%, a considerable decrease from 2011 (then at 45%).

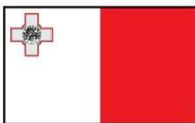


Graph 126 - Percentage distribution re Policy on discrimination

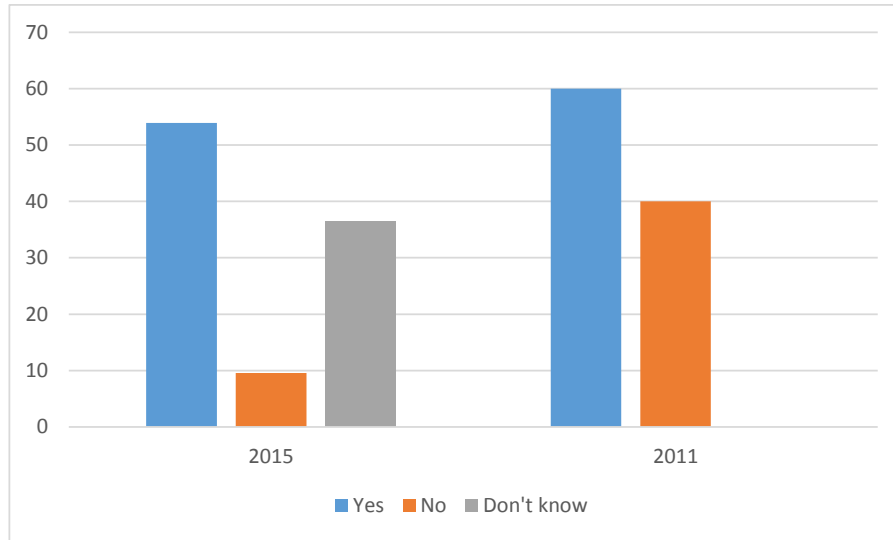


4.13.3 Policy on harassment

Over half the employees from the public sector indicated that a policy pertaining to harassment was in place in their entity, with a mere 10% indicating the contrary. Of the various tools under review, this tool attained the highest positive responses among employees.

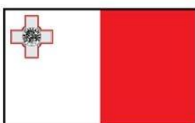


Graph 127 - Percentage distribution re Policy on harassment

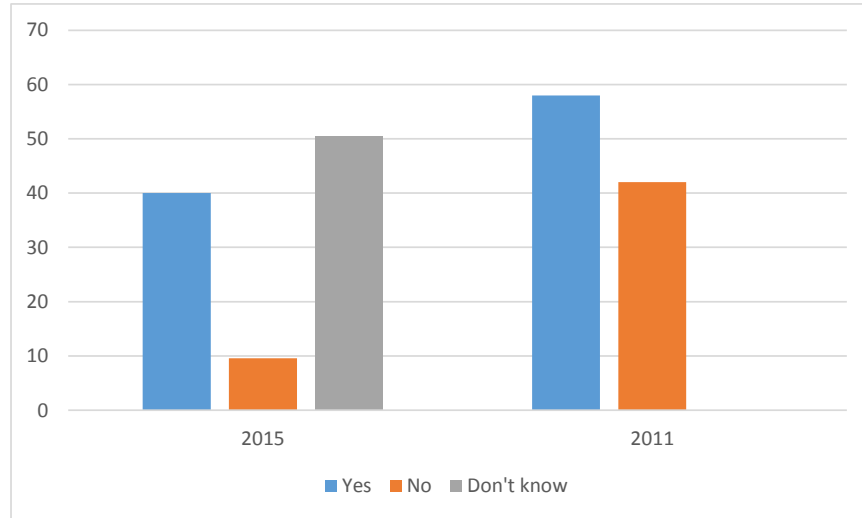


4.13.4 Policy on equality

Half of the respondents were not aware whether a policy on equality was in place within their entity. A review of results of the two studies once again highlights the variance due to the ‘don’t know’ option that was available in this study. In 2011 just over 40% indicated that there was no such policy in place. In 2015 this percentage has decreased to 10%.

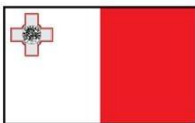


Graph 128 - Percentage distribution re Policy on equality

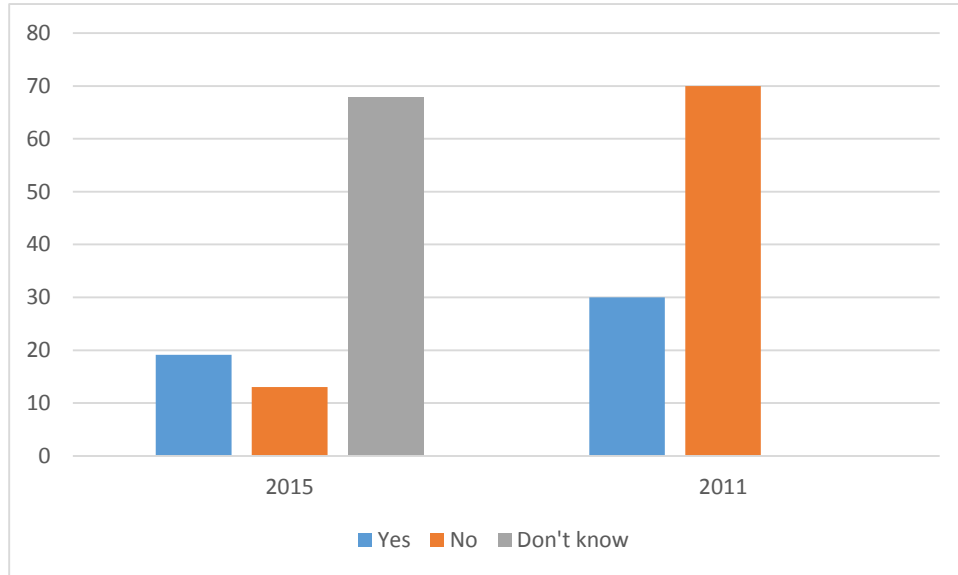


4.13.5 An action plan for equality

Two thirds of respondents were unaware whether an action plan for equality was in place within their entity, while just over 10% answered in the negative. As highlighted in the graph below, positive responses were low for both studies.

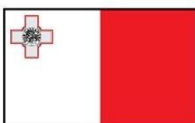


Graph 129 – Percentage distribution re Action plan for equality

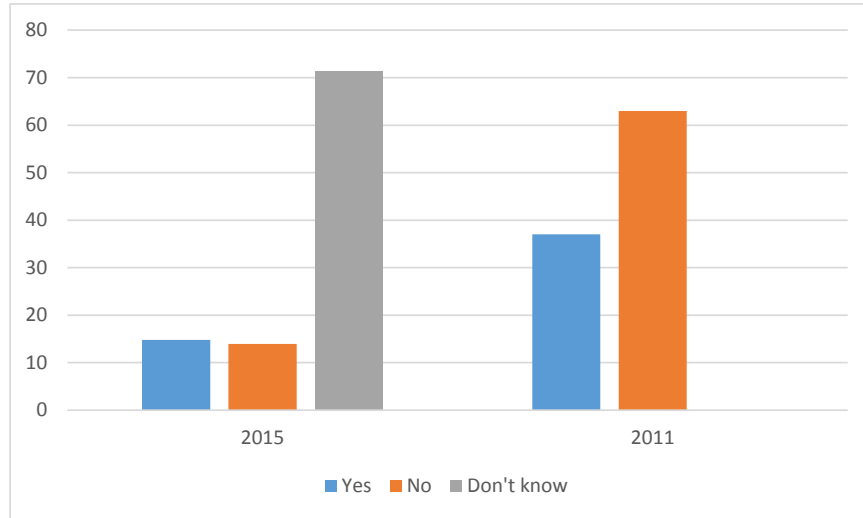


4.13.6 Procedures to take account of difference and diversity

With a total positive score of 15%, this tool attained the lowest positive score overall among the various tools under review. On the other hand, a similar percentage of respondents indicated that such procedures were not in place.

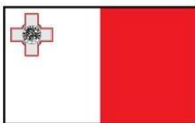


Graph 130 – Percentage distribution re Procedures to take account of difference and diversity

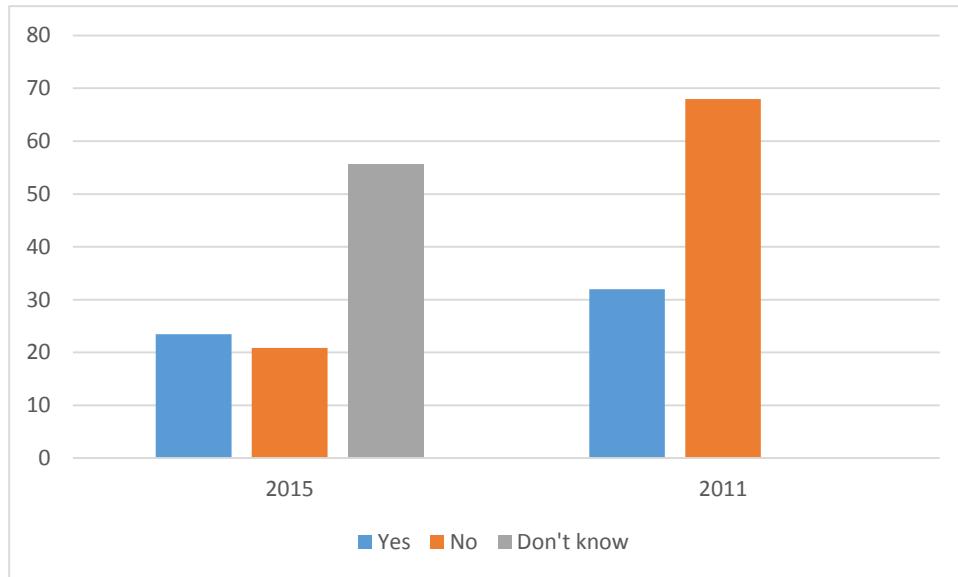


4.13.7 Any staff with particular responsibility for equality and diversity

Just under one fourth of respondents indicated that they were aware that members of staff had a particular responsibility for equality and diversity. On the other hand, a similar percentage of employees indicated there was no such staff having a particular responsibility for equality and diversity.

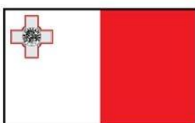


Graph 131 – Percentage distribution re Any staff with particular responsibility for equality and diversity



4.14 Review practices to assess for discrimination and advance equality

Respondents were asked to indicate how often they review their practices to assess for discrimination and advance equality. Once again, apart from the 5 scale classification (never, a few times, every now and then, often and regularly), employees also had the option to indicate ‘don’t know. This classification (don’t know) was not available when the previous study was conducted.

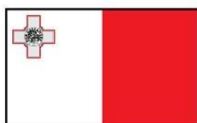
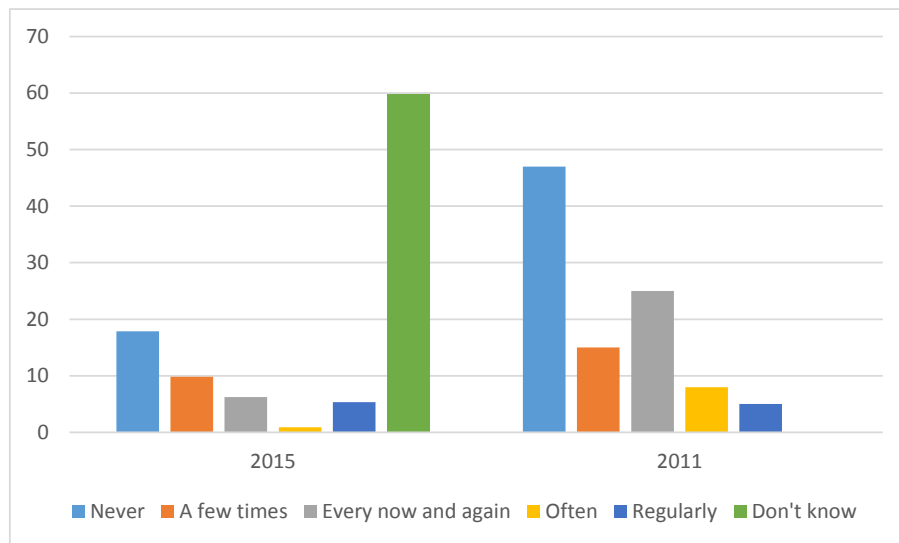


4.14.1 Review its practices to assess for discrimination and for advancing equality

The below graph indicates that just under 20% of public service employees never review their practices. This represents a considerable decline in percentage when comparing these results with those from the 2011 study, when then, just under half of the respondents had indicated ‘never’.

Furthermore, just over one-fifth of respondents indicated to review ‘a few times’ or more often. This represents a considerable decline from the previous study (then just over half of the respondents had indicated to review practices to assess for discrimination and for advancing equality).

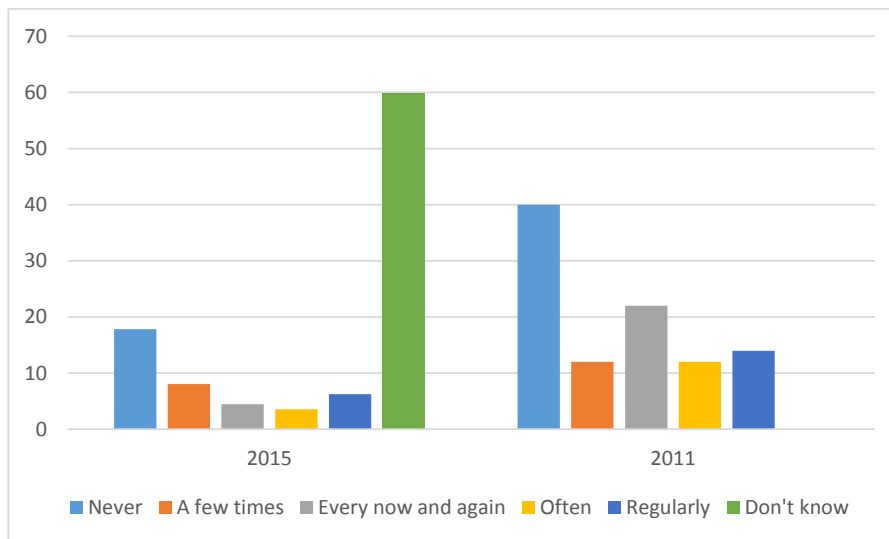
Graph 132 – Percentage distribution re Review its practices to assess for discrimination and for advancing equality



4.14.2 Review new services offered prior to implementation to ensure equality

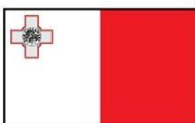
Just over one-fifth of respondents indicated to review new services prior to implementation to ensure equality ‘a few times’ or more often. This represents a considerable decline from the previous study (then just over half of the respondents had indicated to review practices to assess for discrimination and for advancing equality). Such results are in line with the findings for the previous factor under consideration (review of practices to assess for discrimination and for advancing equality).

Graph 133 – Percentage distribution re Review new services offered prior to implementation to ensure equality

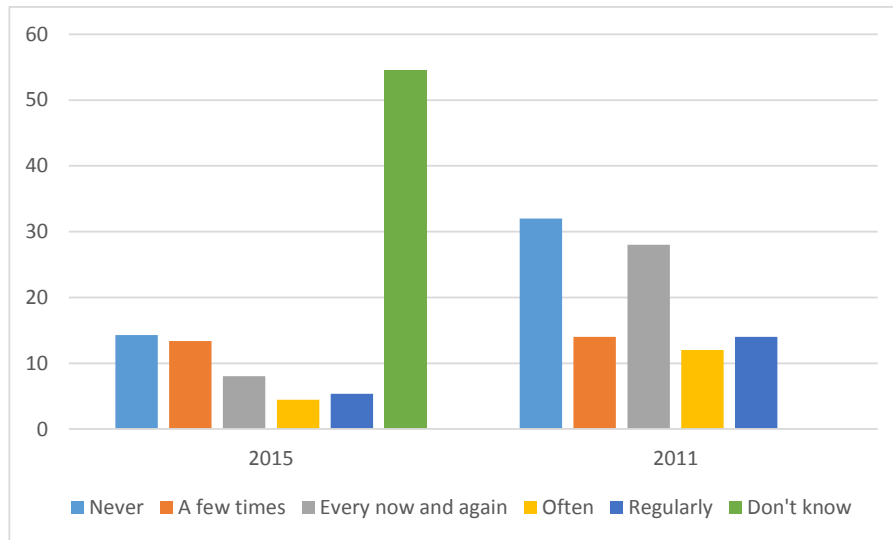


4.14.3 Take action to rectify situations of inequality which may arise

A total of 30% of employees responding to the survey indicated to take some form of action to rectify situations of inequality which may arise. On the other hand just over half the respondents claimed not to know.



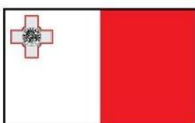
Graph 134 – Percentage distribution re Take action to rectify situations of inequality which may arise



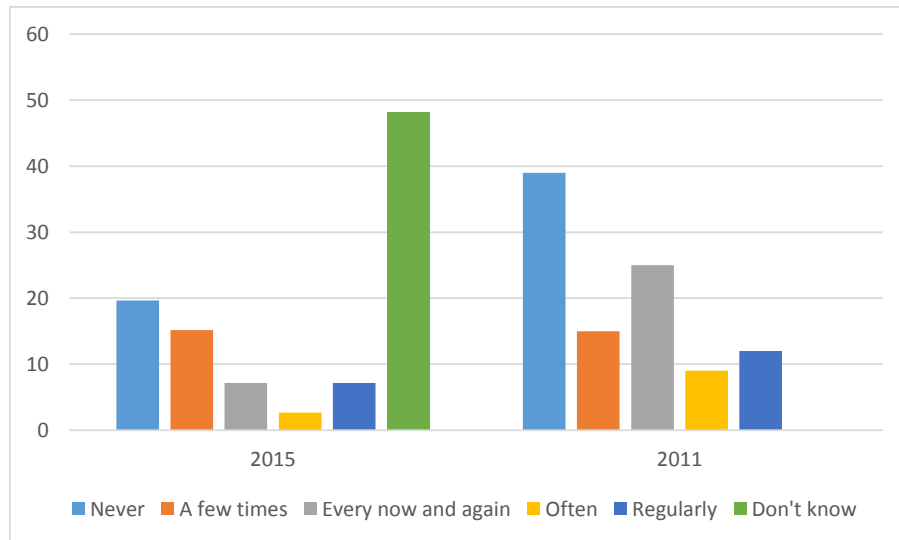
4.14.4 Include the issue of equality and discrimination in discussions related to the running of the organisation

Similar trends may be observed when analysing the results for this practice with those pertaining to: ‘Include the issue of equality and discrimination in discussions related to its operation’; and ‘include the issue of equality and discrimination in discussions related to how employees are treated’.

In all instances, around 20% of respondents answered in the negative, while around half the respondents indicated ‘don’t know’ as clearly illustrated from the below graphs.

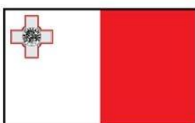


Graph 135 – Percentage distribution re Include the issue of equality and discrimination in discussions related to the running of the organisation

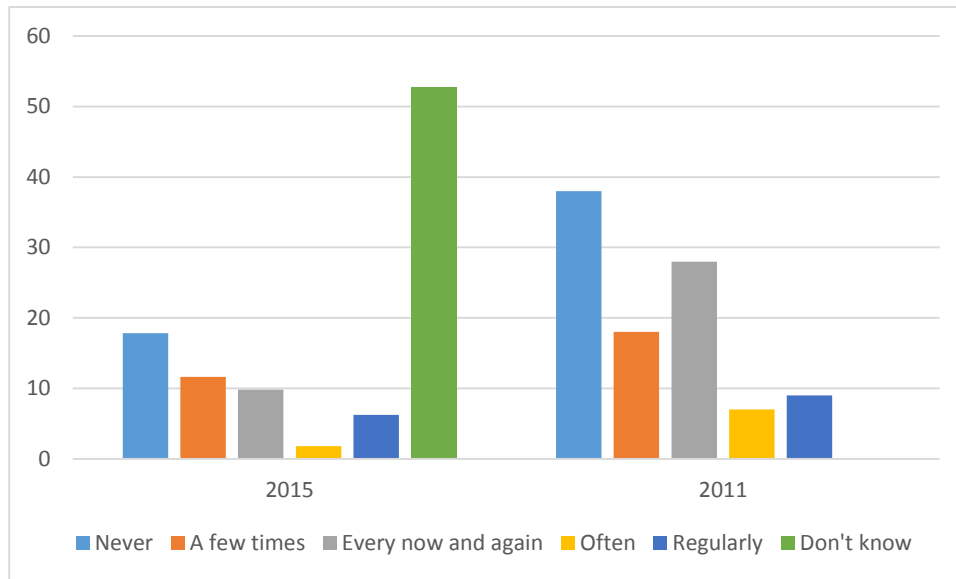


4.14.5 Include the issue of equality and discrimination in discussions related to its operation

No noticeable differences were observed when comparing these results with the previous procedures under review.

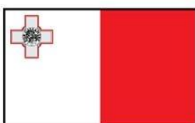


Graph 136 – Percentage distribution re Include the issue of equality and discrimination in discussions related to its operation

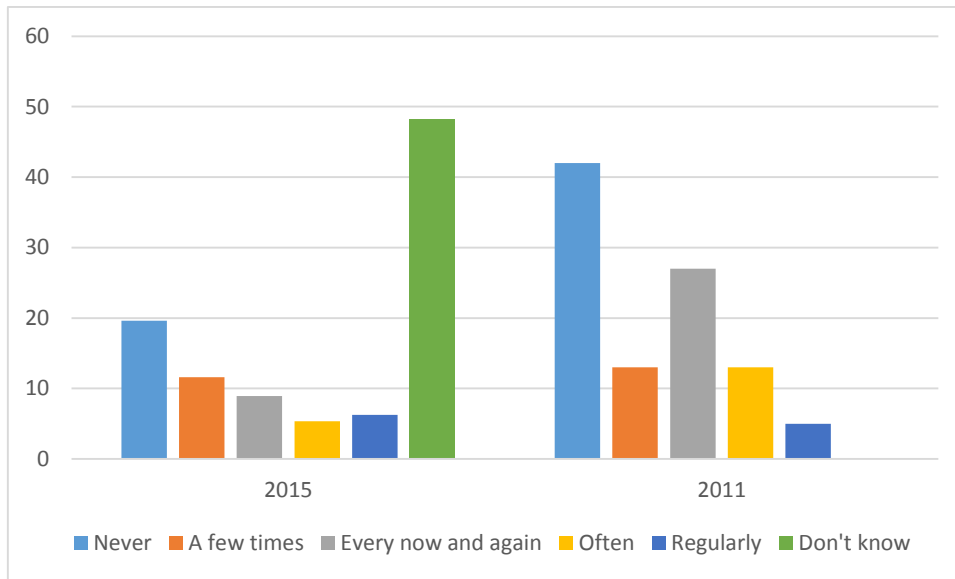


4.14.6 Include the issue of equality and discrimination in discussions related to how employees are treated

No noticeable differences were observed when comparing these results with the previous procedures under review.

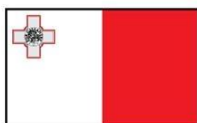


Graph 137 – Percentage distribution re Include the issue of equality and discrimination in discussions related to how employees are treated

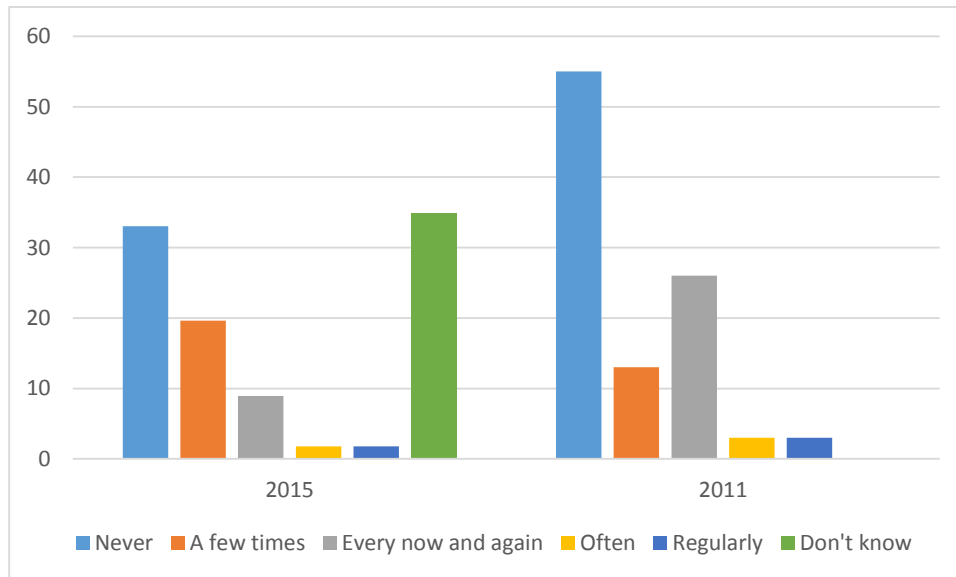


4.14.7 Organise training for staff on equality and discrimination

One-third of respondents indicated that their entity did not organise training for staff on equality and discrimination. Furthermore under 5% of respondents indicated to have such training organised ‘often’ or ‘regularly’.



Graph 138 – Percentage distribution re Organise training for staff on equality and discrimination

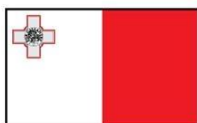


4.15 Public employees’ views on learning about equality and diversity

The final section of the survey targeted training and included two main items. The first section asked respondents whether they wanted to receive training in different aspects of equality and diversity while the second question probed the respondents’ preferred mode of training.

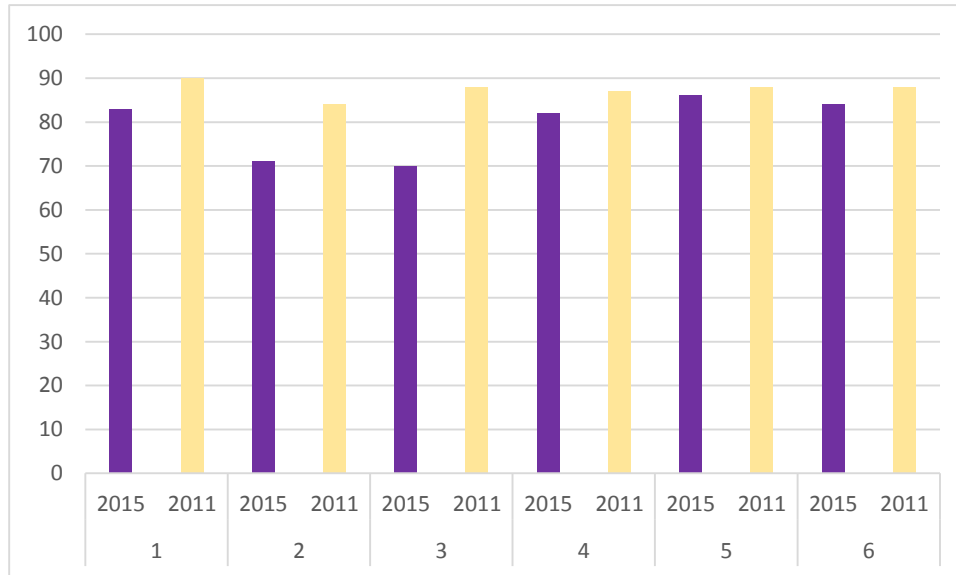
4.15.1 Willingness to receive training

A review of public employees’ willingness to receive training attained high scores across all options, with percentage scores of 70% and over. Highest scores were achieved for: Maltese legislation with respect to discrimination; Strategies to make the organisation



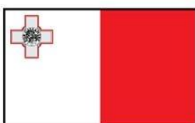
better at dealing with equality and discrimination; and overall skills, both with regards to promoting equality and diversity as well as skills to prevent and address discrimination.

Graph 139 – Percentage distribution re Willingness to receive training



Answer Options

- 1 Malta’s Laws with respect to discrimination
- 2 The role of the National Commission for the Promotion of Equality (NCPE)
- 3 The various services related to discrimination offered by NCPE
- 4 Skills to promote equality and diversity
- 5 Skills to prevent and address discrimination
- 6 Strategies to make your organisation better at dealing with equality and discrimination



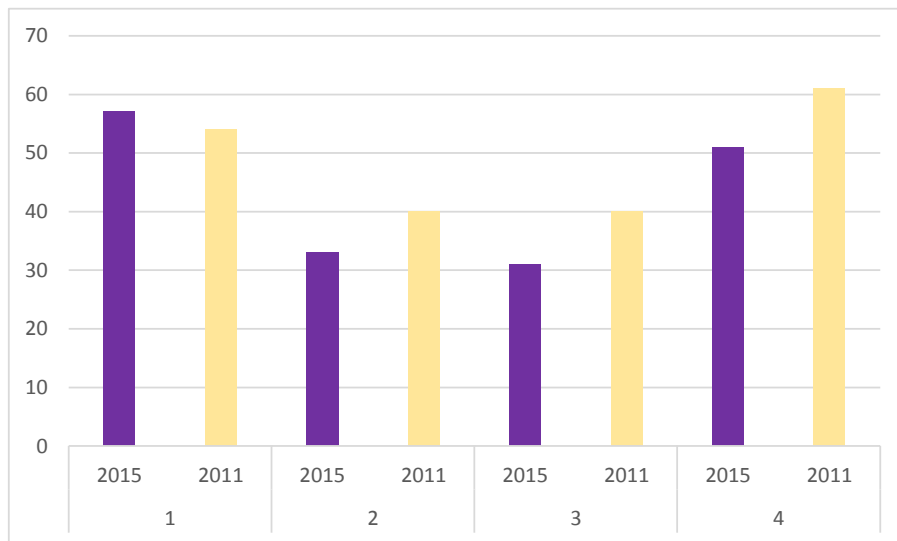
4.15.2 Respondents’ preferred type of training and support on equality and diversity

The graph below indicates respondents’ preferred type of training and support on equality and diversity, showing that ‘direct training tailored to the needs of the organisation’, and ‘having access to manuals, guidelines etc’ attaining the highest scores overall, being indicated by half of the employees on average.

Conversely, lowest scores were attained for ‘training with other organisations’ and ‘online training’, thereby indicating that these tools were not popular with respondents.

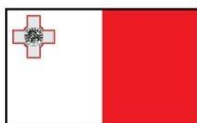
Such results are similar to those achieved under the previous study.

Graph 140 – Percentage distribution re Respondents’ preferred type of training and support on equality and diversity



Answer Options

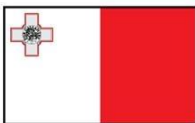
- 1 Direct training tailored to the needs of your organisation
-



-
- 2 Training with other organisations

 - 3 Online training

 - 4 Have access to manuals, guidelines etc.



5 CONCLUSIONS AND RECOMMENDATIONS

5.1 Overview

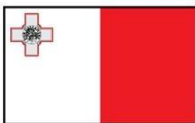
This study has provided a number of insights on the public service's knowledge and awareness on discrimination and equality, as well as their experience and witness aspects of equality and discrimination at the place of work. Furthermore the study highlighted public employees' legislative understanding of the topic as well as employees' perceptions and awareness on the service provision of the public entity they operated with regards to equality and discrimination issues.

5.2 Conclusions

The overall response obtained was positive with many public employees expressing and displaying a degree of sensitivity to issues relating to equality and discrimination on all the seven grounds, even if there are areas and specific grounds where further work needs to be done. Trends obtained were consistent across the whole survey thus providing a degree of validity⁹ to the results obtained.

Furthermore, a comparison of these results with a similar study conducted in 2011, indicate that overall employees are more aware of equality and discrimination than they were four years ago. The percentage of individuals indicating to know a little or nothing on the topic and the grounds under review has seen a considerable decrease.

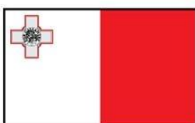
⁹With a total of 206 responses and an equal split between males and females, we are confident that the results of this study provide a true picture of the perceptions, attitudes and opinions of employees within the Public Service. The previous study indicates the difficulty in obtaining responses, and that subsequently "the sample obtained could be biased to contain those who value equality and are against discrimination, thus reflecting only part of public employees". Also, the 2011 study encompassed twice as many female respondents as males. This consequently indicates a potential risk when seeking to compare 2011 results with those collected between November and December of 2015.



Nonetheless, there are certain issues whereby employees in the public service indicated a less positive attitude than they did four years ago. Such results could be due to the current socio-political situation, particularly across Europe and also beyond.

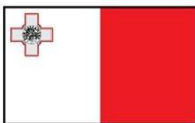
More specifically, the research findings can be summarised to be the following:

- Public employees declared having a degree of knowledge and awareness of NCPE and its role and work, with females having a greater awareness of NCPE and its work than males. Just over 10% of all respondents indicated to know nothing. Furthermore, with close to two-thirds indicating to know ‘a little’ or ‘average’ there is scope to further increase NCPE’s visibility within the public service.
- Respondents declared a good degree of knowledge on equality overall. It is to be noted that there is lower degree of understanding and awareness of equality on the basis of gender identity with close to one fourth of respondents indicating to have ‘a little’ or no knowledge on the subject. As for the other grounds under review, around 10% indicated having little if any knowledge on the subjects.
- Respondents declared a good degree of knowledge on discrimination overall. In the context of equality grounds, public service employees indicated to be least informed about discrimination on the basis of gender identity.
- Respondents declared a limited degree of knowledge on Maltese laws related to equality and discrimination. It is to be noted that on average, as many as one fourth of the public employees declared that they knew nothing about Maltese legislation on the seven grounds under review, with the lowest scores relating to knowledge of Maltese Laws on age and gender identity (with close to one third indicating not to know anything about the subject). Furthermore, these results are

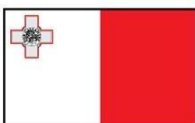


- in line with the results from the previous study carried out in 2011, when, then too, a quarter of the employees indicated not to know anything about the six grounds under review (gender identity was not included in the previous study). This identifies an area where there is need for further investment in the transmission of information so that public employees become more familiar with Maltese legislation.
- Females tended to express higher levels of knowledge on NCPE, equality and discrimination. Indeed a lower percentage of females than males indicated to know ‘nothing’ about the majority of grounds under review. A higher percentage of males were however knowledgeable (at least minimally) on the grounds of ethnicity and disability.
 - Overall, employees within the Scales 1 to 6 expressed higher levels of knowledge on NCPE and on equality and discrimination than employees falling within other employment scale brackets. Since such scales generally reflect high ranked individuals with higher levels of education (possibly holding a managerial post or similar), this trend possibly reflects greater awareness amongst those with positions of responsibility in public entities.
 - Respondents overall expressed positive values and attitudes – in promoting equality, accepting diversity, taking action for diversity as well as in combating discrimination. Half of the statements rated averages close to and over a value of 4 out of a maximum of 5, reflecting that in such cases they agreed or strongly agreed to the statements presented. Two of the four problematic areas¹⁰ are related

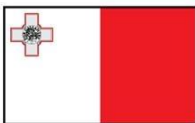
¹⁰ There were a total of 6 statements that received a score below 3, however, of these, 2 statements (men are better heads than females; females are better heads than men) are discriminatory in nature, and therefore a negative scoring is deemed positive in this regard



- to the promotion of women to achieve gender-balanced representation at decision-making levels and to Maltese nationals over foreigners in employment. The third area related to encouraging persons with disability to apply for promotion, with the fourth related to implementing practices which respect other religious feasts. These are areas where there is need for education and promotion of positive action.
- There are no noticeable, distinct differences between males and females with respect to how strongly they express their attitudes. Such results contrast with the previous study carried out in 2011. Then, female public employees tended to express stronger positive attitudes than male respondents.
 - Overall employees within Scales 10 to 16 tended to express weaker positive attitudes than employees within other employment scales, while those within Scales 1 to 6 tended to express stronger positive attitudes. Such results could imply that people in posts of responsibility are being sensitised to the issues of equality and discrimination;
 - Respondents experienced few instances of discrimination and the most common were on the basis of age and gender. The respondents indicated that the public entities where they work do not tend to be places where there are many instances of discrimination taking place.
 - As was highlighted in the previous study, such results are to be interpreted with caution, as *“It could also be the case that certain practices are considered acceptable and the norm, when they still reflect lack of equality. If respondents are not aware of such instances, they would not have indicated their presence”*. It was also noticed that in cases where discrimination was present, those who were



- reluctant to report it, stated that they were of the opinion that nothing would change. Those respondents who indicated that they had filed a report, they did so to the people in charge. In most instances those discriminated against indicated that they had shared their experience with others.
- Respondents were witness to a number of instances of discrimination, mainly on gender and age. The percentage frequency of discrimination witnessed was higher than that experienced directly. This could be the result of individuals being reluctant to indicate they had been discriminated against or that such discriminated individuals did not consider such attitudes discriminatory. While in most instances the percentage score of those not witnessing discrimination was high (above 80%), there is the need to pass on the message that discrimination in any form or way is unacceptable.
 - In line with the previous study, an encouraging degree of practices promoting equality and combating discrimination were identified within public entities. Nonetheless the research evidenced the potential lack of equality tools within public entities. With the majority of employees unaware as to whether equality tools were present within their entity, there is scope to ensure that such tools are in place and equally importantly promoted among the workforce. Equally, the public sector is unaware as to whether practices are reviewed to assess for discrimination and advance equality. Hence, here too there is scope for dissemination of information on the topic.
 - Respondents expressed a wish to learn more about equality and discrimination, and indeed about all options under review, comprising among others skills to promote equality and diversity as well as those to prevent and address

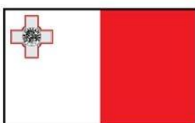


- discrimination. This reflects a recognition by the respondents that they do not know enough about issues relating to equality and discrimination and that they are willing to be educated in order to fulfil their work responsibilities better and to know what to do on encountering instances of discrimination.
- As for the method of training, public employees expressed a preference for more practical and contextual training. Public employees prefer to have training which is practical and which gives them skills and competences to use at work. It is for this reason that there was greater preference for training tailored for their entity's context as well as for the provision of manuals and guidelines which they can use. Such results are in line with those collated from the previous study.

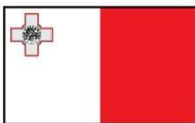
5.3 Recommendations

Based on the results obtained a number of recommendations and direction related to potential action related to equality and discrimination can be put forward. Actions which have been shown to be needed from this study include:

- Need to invest more in education: the results of this study, coupled with that of the previous study highlight the need to invest more in educating public employees about the different types of institutional discrimination and why one must cater for diversity in promoting equality. Equally important, such investment should be ongoing.
- While public employees were knowledgeable and aware of obvious cases of discrimination, they tend to understand less the need to cater for diversity in order to promote equality, and to realise how services which are the same for all may in themselves be discriminatory.



- The study highlights the need for training across the board, for although employees falling within Employment Scales 10 to 16 tended to be least knowledgeable about equality and discrimination, a number of employees falling within Scales 1 to 6 too indicated a limited (if any) understanding on various issues under review. If such individuals occupy positions of responsibility (often high ranked) within the public sector, it is paramount that these understand the importance of equality at the workplace, such that they in turn implement such knowledge and policy within their areas of competence. In addition, the study also shows that training which is very often given to middle managers within the public sector is not being transmitted to lower ranked employees. This highlights the need for training to be specific to the particular target group and thus reaching all public employees.
- Educate about the wider meaning of equality and discrimination. The results indicate that the wider perspective of equality and discrimination are not yet well understood, notwithstanding efforts made in recent past. There is the need to undertake initiatives that promote concepts such as catering for diversity, taking action and developing services which are sensitive to the needs of different groups.
- This study highlights that, in line with the previous study, employees would still like tailor training that focuses more on practical tools which employees can implement and use in their daily lives.
- Celebrating good practices. The study indicates that mechanisms for review of services to ensure that they cater for diversity are lacking. There is the need to instigate such mechanisms, and subsequently promote good practices identified.

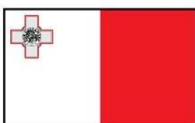


Such a stance will aid in instigating change and enticing other entities/departments to follow suit, by implementing proven successful services or coming up with innovative, equally beneficial ones.

- There is a need to respond to issues of gender identity, age, disability and religion that emerged from the study and to build the focus on these groups within the public sector. These four grounds appear to be the greatest challenge and it would be worthwhile to invest time and energy in targeting these aspects

All these recommendations highlight how the dissemination of information on equality and discrimination cannot be considered a one-off event but needs to be structured and on-going in such a way as to reach out to the employees at large, taking due consideration to the variances that exist between the various sub groups (sex, employment scale among others).

NCPE should thus continue to invest in promoting measures and practices within public entities which ensure that public service provision responds to diversity within society and measures are implemented to ensure equality in the services provided.



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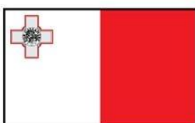
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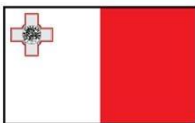
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