

# **ACOSO SEXUAL EN SERVICIOS Y ESPACIOS PÚBLICOS**

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## **Introducción**

El acoso sexual se entiende como todo tipo de conductas intimidantes o coercitivas de naturaleza sexual, que pueden ser físicas verbales o no verbales. Algunas de los tipos de acoso son: actos de violencia física, acercamientos no deseados por la víctima, comentarios o apelaciones al aspecto físico, piropos, gestos de naturaleza sexual o silbidos, entre otros (Salvador, 2019).

A través de los años en la ciudad de Bogotá las mujeres han sufrido acoso sexual, convirtiéndose en una problemática latente y a la cual ya no se puede ser indiferente. Aunque se han tomado medidas por medio de entidades estatales y privadas, las cifras siguen siendo alarmantes.

Debido a esto, surge la necesidad de hacer un análisis para conocer más a fondo los casos de las mujeres que han sido víctimas de acoso sexual. Por esta razón, se aplicó una encuesta a 50 mujeres en donde se indagaron los casos de una manera profunda, con el fin de encontrar tendencias de los lugares en donde sucedieron los acontecimientos, las edades más vulnerables y el tipo de acoso que se presentó.

## Marco teórico

La universidad tiene como finalidad instruir a los estudiantes en diferentes disciplinas y prepararlos para una etapa laboral. Sin embargo, hay temas que no se comentan en los salones de clases y que pueden llegar a ser trascendentales en algunos oficios. Uno de los temas que en este documento abordaremos será el de acoso sexual.

Primero es importante entender el acoso sexual como “el resultado del uso del poder por parte de una persona sobre otra.” el cual se puede presentarse en diferentes ámbitos: académicos, laborales, sociales, etc.

Centrándonos en el entorno laboral, actualmente existen cargos que son más vulnerables a presentar situaciones de acoso sexual como lo son los puestos de ventas, donde se evidencia constantemente como el cliente tiene una alta incidencia en acciones de acoso sexual hacia los vendedores, y como en algunas ocasiones el empleador a pesar de tener conocimiento de la situación hace caso omiso creando ambientes de trabajo hostiles.

De acuerdo con La Comisión para la Igualdad de Oportunidades en el Empleo de los Estados Unidos “un empleador puede ser responsable de los actos de los clientes, cuando el empresario, sus agentes o supervisores saben o deberían haber sabido de la conducta y no toman una acción o comportamiento adecuado” de esta forma al producirse denuncias sobre acoso sexual en ambientes laborales se evidencian dos criterios importantes que determinan la responsabilidad de la empresa: “ 1) requisitos de trabajo para los empleados que inciten el acoso sexual como uniformes provocativos, entretenimientos a clientes en cócteles, y 2) falta de correcciones puntuales cuando se recibe una queja (Lindemann y Kadue 1992).

Pero no solo es dejar todo en términos de quién es responsable, también debemos entender bajo qué ambientes y situaciones se desarrollan, por ejemplo, cuando las mujeres están en ambientes que están dominados por hombres hay mayor tendencia al acoso sexual, adicional, cuando los cargos transmiten aspectos de poder y diferencia de nivel jerárquico la probabilidad de ser acosado aumenta, así como las etapas donde el vendedor tiene un nivel de experiencia más bajo.

Estas y muchas más razones llevan a las empresas a replantear la frase, “el cliente siempre tiene la razón” y hasta donde lo va a dejar continuar cuando la está haciendo partícipe de acciones ilegales enmarcadas en el acoso sexual. De esta forma y en épocas diferentes:

En un entorno de alta presión, durante tiempos económicos difíciles, un gerente podría verse tentado para pedirle al vendedor que soportará hasta el final al enfrentarse con el comportamiento sexual no deseado por un cliente potencial, pero ahora la empresa debe gestionar la relación con el cliente para que el acoso sexual se detenga sin importar que eso signifique perder el negocio del cliente (Fine, 1994, p.15)

Las empresas deben velar por la integridad de sus trabajadores, pero así mismo los trabajadores deben formarse y prepararse desde la academia para estas posibles situaciones, es conveniente que los instructores de marketing cuenten con diferentes herramientas y metodologías para instruir a los estudiantes en estos asuntos y de esta manera poder prepararlos para manejar situaciones de acoso en cualquier entorno laboral. Según la Asociación Nacional de mujeres halló que el 53% de las 1300 mujeres encuestadas habían sido acosadas sexualmente o conocía a alguien que había sido (como se cita en Lee, 1992).

Dicho lo anterior, se presentarán algunas herramientas que serán de ayuda para tocar estos temas sensibles de una manera adecuada. Una de las técnicas son las conferencias, ya que en estos espacios se explican temas legales como regulaciones, derechos y responsabilidades que pueden tener los implicados. Cabe resaltar, que con esta técnica el profesor puede iniciar estos temas, de una manera agradable, si se siente inseguro de hablar sobre acoso sexual en el aula. Asimismo, la experiencia de los egresados que hayan sido víctimas de acoso sexual puede ser de gran ayuda, para que los estudiantes conozcan las historias y sepan cómo manejaron la situación.

Por otro lado, los artículos sobre acoso sexual y las cintas de video que muestran los casos, puede ser otro recurso de apoyo para abordar estos temas, para que los estudiantes puedan participar debatiendo cómo manejaron esas situaciones. Por último, con el material enseñado, el profesor puede hacer una actividad de juego de roles, donde los estudiantes dramatizan un caso y observar cómo lo solucionarían.

Finalmente, se espera que con estas técnicas de enseñanza los profesores puedan abordar estos temas de una manera más sencilla y preparar a los estudiantes a enfrentarse a un entorno laboral desconocido. Además, aconsejarlos y darles las herramientas para que se logren desenvolverse frente a estas situaciones.

## **Metodología**

Para el desarrollo del estudio se utilizó una metodología cualitativa con el fin de comprender las razones y motivaciones de la muestra respecto al tema de estudio.

Esta metodología se basa en métodos de recolección de datos sin medición numérica, como las descripciones y las observaciones. Por lo regular, las preguntas e hipótesis surgen como parte del proceso de investigación y éste es flexible, y se mueve entre los eventos y su interpretación, entre las respuestas y el desarrollo de la teoría. Su propósito consiste en “reconstruir” la realidad, tal y como la observan actores de un sistema social previamente definido (Grinnell, 1997).

El objetivo fue centrarnos en indagar y responder preguntas que responderían sobre el cómo, qué y por qué, sucedieron los hechos.

La herramienta usada en el proceso de investigación fue entrevista semiestructurada, esta técnica se realiza mediante un guion temático sobre lo que se dese hablar con el informante, además las preguntas que se realizan son abiertas, lo cual permite que el encuestado exprese sus opiniones libremente. Se aplicó un cuestionario de 10 preguntas a una muestra representativa de 50 personas. Acá pudimos tener interacción directa, intercambio de información de manera dinámica y espontánea, para poder entender de manera profunda las situaciones expresadas por el entrevistado, así como las motivaciones, creencias, actitudes y sentimientos acerca del acoso sexual sufrido.

Las entrevistas fueron realizadas entre noviembre y diciembre de 2018 en la ciudad de Bogotá, a 50 mujeres, las cuales habían vivido una situación de acoso sexual en diferentes espacios o servicios públicos. Para la evaluación de resultados usamos una herramienta de Word cloud la cual nos ayudó a mirar las respuestas más frecuentes y determinar las tendencias. Adicional se tabularon los resultados y se realizó un análisis más profundo de cada pregunta.



## Análisis

El estudio propuesto tiene como objetivo analizar cuáles son los lugares y los servicios más comunes donde las mujeres pueden llegar a sufrir acoso sexual “De acuerdo con la Fiscalía, el acoso sexual es una expresión de violencia que se presenta en cualquier espacio como los laborales, los educativos y en todos aquellos escenarios donde se presenten relaciones de género en condiciones de desigualdad” (2018). De esta forma y para el desarrollo del estudio se determinó una muestra de 50 mujeres a las cuales se les practicó un cuestionario con 10 preguntas claves que permitiéndonos concluir las siguientes variables:

- El **rango de edad** donde se presentó más situaciones de acoso sexual a mujeres está entre los 14 y 20 años es decir un 54% de la muestra, seguido por edades entre los 22 y 29 años o un 38% de la muestra. Podemos resaltar que las mujeres de menor edad son más vulnerables a situaciones de acoso, debido a su inexperiencia e ingenuidad. “Según Plan International, una ONG que promueve los derechos de los niños y la igualdad de las niñas, la capital colombiana es una de las ciudades del mundo donde las niñas y las mujeres tienen más riesgo de sufrir acoso sexual” (2018). Por otro lado, según datos de la Fiscalía señalan: “los estudiantes de bachillerato (sobre todo las mujeres) son las víctimas más frecuentes. Sigue en orden de lista las profesiones relacionadas con el hogar; como las empleadas de servicio doméstico, luego están las asistentes administrativas, los peluqueros y las personas que se dedican a la seguridad, como los vigilantes” (2018).
- El **lugar más común** para sufrir un acto de acoso sexual es el transporte público representado por un 52%. El movilizarse para cumplir las actividades diarias son una necesidad de todas las encuestadas, así mismo en los medios de transporte las condiciones de seguridad no son las adecuadas y el nivel de indiferencia de los pasajeros es alto, por lo cual usar transporte público es un riesgo constante para la integridad y dignidad de los usuarios.



Por otro lado, el segundo lugar como mayor incidencia de acoso sexual son las entidades educativas como colegios y/o universidades reflejado en un 20%, evidenciando la carencia de mecanismos de control y seguimiento a los comportamientos inadecuados de los estudiantes, y al bajo nivel de valores de la sociedad reflejo de la falta de interés de las instituciones por educar a mejores seres humanos.

A pesar de que, no fue representativo el porcentaje de hechos ocurridos en calles y parques, es importante resaltar que las situaciones de acoso sexual evidenciadas, son resultado de la falta de presencia de las entidades encargadas de brindar seguridad, espacios iluminados y adecuados para que las personas transiten.

- El **tipo de acoso** más común sufrido por los encuestados se relaciona con la acción de ser tocadas de manera obscena e indecente en diferentes partes del cuerpo, así como el hecho de tener que escuchar palabras ofensivas, esto representado en un 70%.

De acuerdo a Alejandro Gacham (2018) afirma:

Sí entre las personas no hay una relación de confianza o un consentimiento explícito, se estaría incurriendo en acoso. En la mayoría de los casos, el acoso ocurre de forma verbal; chistes de connotación sexual, las insinuaciones de carácter sexual, la exhibición de imágenes o gestos explícitos, las llamadas ofensivas y hasta los silbidos pueden interpretarse como una forma de acoso sexual. También manifestaciones físicas como tocamientos, palmadas, pellizcos o cualquier otro contacto invasivo que tenga una connotación de tipo sexual (p, 1).

- El **efecto y/o sentimiento** más común ocasionado después de una situación de acoso sexual es la desconfianza que se refleja en un 30% de la muestra. Así mismo las mujeres encuestadas señalaron cambios en su comportamiento y uso del servicio donde sufrieron el acto.

Es importante aclarar que la desconfianza presentada por la muestra se refleja en dos ámbitos: la primera relacionada con el perpetrador y lugar donde tuvieron el incidente, y la segunda con la falta de credibilidad en los procesos y medios para denunciar, así como en la misma entidad policial. Según Guevara (2018) afirma “La incredulidad de los bogotanos ha llegado a tal punto que el 69 % prefiere no denunciar por la desconfianza que les sienten a los jueces. El 70 %

considera que la justicia es muy lenta y el 83 % tiene una imagen negativa de esta. Solo 24 de cada 100 delitos se comunican a las autoridades” (p1).

Estas variables nos ayudan a determinar cuáles son los factores más comunes que se dan en el acoso sexual, dándonos conocimiento para poder proporcionar posibles acciones que mitiguen los efectos en la población afectada y formas de cuidado, seguridad y prevención.

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## ANEXO 1

### Encuesta 1

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

We are researchers from the School of Management of the Externado University of Colombia. We are exploring if Colombians have experienced sexual harassment in environments of service such as shopping centers, restaurants, cinemas, public transport, schools, parks, hotels, etc.

We understand harassment as hostile or damaging comments made by another person, or measures taken by a person to exert pressure or intimidation in order to irritate or torment him. It is important that you know that all information provided is private and will be used only with academic purposes so you will not have to give us any contact or personal information. The results will serve to advance studies to improve services for women in the areas of Commerce. We appreciate all the information you can give us.

1. How old were you when the harassment happened?

R: I was 31 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the university.

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: I was wearing a Jean, skeleton, heels, jacket and my hair was collected

5. Were you alone or in company when it happened?

R: Alone

6. What was the age of the person who harassed you?

R: He was 40 years old approximately

7. Do you remember any details about the person who harassed you?

R: Well dressed

8. In detail, what did he or she say or do?

R: Today you are beautiful in a grotesque tone

9. Explain us, how was your reaction?

R: I felt rage and impotence

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I can't because I study there

## **Encuesta 2**

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1. How old were you when the harassment happened?

R: I was 19 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was in public transport

3. What was your marital status when the harassment occurred?

R: Single

4. What were you wearing when the harassment occurred?

R: I was wearing white pants, boots, glued shirt and leather jacket.

5. Were you alone or in company when it happened?

R: Alone

6. What was the age of the person who harassed you?

R: He was 29

7. Do you remember any details about the person who harassed you?

R: Yes, He was a bog man and he had his dirty hands.

8. In detail, what did he or she say or do?

R: Little mama and other things ugly and offensive.

9. Explain us, how was your reaction?

R: I started to cry, because I was rage.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: A little, Now I feel insecure with this service.

### **Encuesta 3**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

R: I was 23 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was doing internship

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: I was wearing uniform (t-shirt and blue pant).

5. Were you alone or in company when it happened?

R: I was with my partners



6. What was the age of the person who harassed you?

R: He was 20 years old

7. Do you remember any details about the person who harassed you?

R: He was doing internship too.

8. In detail, what did he or she say or do?

R: He told me dirty things like a (how rich would it be...).

9. Explain us, how was your reaction?

R: I shouted that he will respect me

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I was predisposed with my other partners.

## **Encuesta 4**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 15 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the movie theater

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: I was wearing jeans and shirt.

5. Were you alone or in company when it happened?

R: I was with my brother.

6. What was the age of the person who harassed you?

R: I did not remember.

7. Do you remember any details about the person who harassed you?

R: He was his hands dirty.

8. In detail, what did he or she say or do?

R: I was at the cinema with my brother and he went at bathroom and the man that was to my near touched my legs

9. Explain us, how was your reaction?

R: I ran away where was my brother

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: Since that day I did not return to cinema.

## **Encuesta 5**

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1. How old were you when the harassment happened?

R: I was 19 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was in a Bar

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: I was wearing a red dress

5. Were you alone or in company when it happened?

R: I was with my friend.

6. What was the age of the person who harassed you?

R: A young man, he was 25 years approximately.

7. Do you remember any details about the person who harassed you?

R: He was a handsome man.

8. In detail, what did he or she say or do?

R: I was going to the bathroom and he pass and he touched my tail.

9. Explain us, how was your reaction?

R: I pushed and hit him in his chest.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: My behavior has not changed, but now I do not go at bathroom alone.

## **Encuesta 6**

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1. How old were you when the harassment happened?

R: I was 20 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the park

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: I was wearing sportswear.

5. Were you alone or in company when it happened?

R: I was training alone

6. What was the age of the person who harassed you?

R: He was 45 approximately

7. Do you remember any details about the person who harassed you?

R: He was an indigent

8. In detail, what did he or she say or do?

R: He would want to touch me.

9. Explain us, how was your reaction?

R: I ran away

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: Now I do not train alone.

## **Encuesta 7**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

R: I was 25 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was in a bar

3. What was your marital status when the harassment occurred?

R: Single

4. What were you wearing when the harassment occurred?

R: I was wearing black pants, shirt, necklace and heels.

5. Were you alone or in company when it happened?

R: I was sharing with my friends.



6. What was the age of the person who harassed you?

R: He was 29

7. Do you remember any details about the person who harassed you?

R: He was bar waiter

8. In detail, what did he or she say or do?

R: He was touched me, while I danced.

9. Explain us, how was your reaction?

R: I pushed him and I went right away.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I did not return to that bar

## **Encuesta 8**

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1. How old were you when the harassment happened?

R: I was 24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was in the street.

3. What was your marital status when the harassment occurred?

R: Single

4. What were you wearing when the harassment occurred?

R: I was wearing sweater, pant and sandals.

5. Were you alone or in company when it happened?

R: I was walking to my home.

6. What was the age of the person who harassed you?

R: He was 62 years old, he looked old.

7. Do you remember any details about the person who harassed you?

R: He was an indigent.

8. In detail, what did he or she say or do?

R: He touched my face.

9. Explain us, how was your reaction?

R: I pushed him and I ran away.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I do not go alone and so late to my home.

## **Encuesta 9**

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1. How old were you when the harassment happened?

R: I was 16 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was getting off a bus.

3. What was your marital status when the harassment occurred?

R: Single.

4. What were you using when the harassment occurred?

R: I do not remember.

5. Were you alone or in company when it happened?

R: Alone

6. What was the age of the person who harassed you?

R: He was 50

7. Do you remember any details about the person who harassed you?

R: He was ugly

8. In detail, what did he or she say or do?

R: He touched my tail.

9. Explain us, how was your reaction?

R: In the moment I scared a lot and I got off fast.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I do not trust in the people that are near to me in the public transport.

## **Encuesta 10**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 14 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was going to my home and in an alleyway, a man passed, and he touched my vagina.

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: School sweatshirt.

5. Were you alone or in company when it happened?

R: Alone

6. What was the age of the person who harassed you?

R: He was 35 approximately

7. Do you remember any details about the person who harassed you?

R: He was young.

8. In detail, what did he or she say or do?

R: He touched my vagina.

9. Explain us, how was your reaction?

R: I was shocked, and I wished him the worst.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: Now I am more careful in dangerous places and I distrust people.

## **Encuesta 11**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 1 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the school

3. What was your marital status when the harassment occurred?

R: I was in a relationship

4. What were you using when the harassment occurred?

R: I was wearing school uniform

5. Were you alone or in company when it happened?

R: I was with my schoolmates



6. What was the age of the person who harassed you?

R: He was 16 years old

7. Do you remember any details about the person who harassed you?

R: He was my schoolmate since fifth grade.

8. In detail, what did he or she say or do?

R: He touched my breasts with other brown classmate.

9. Explain us, how was your reaction?

R: I pushed and insulted him

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I did not return alone to the bathroom.

## **Encuesta 12**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 15 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the school.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing school uniform

5. Were you alone or in company when it happened?

R: I was with my classmates

6. What was the age of the person who harassed you?

R: He was 15 years old.

7. Do you remember any details about the person who harassed you?

R: He was strange since a few days, in this moment he smiled me

8. In detail, what did he or she say or do?

R: He touched my tail, behind a door.

9. Explain us, how was your reaction?

R: I pushed him and I said him that will respect me.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail.

R: When I saw him at school, I felt fear.

## **Encuesta 12**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 36 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the job.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing work uniform

5. Were you alone or in company when it happened?

R: I was in my job

6. What was the age of the person who harassed you?

R: He was 50 years old.

7. Do you remember any details about the person who harassed you?

R: He was short and his skin was brunette.

8. In detail, what did he or she say or do?

R: He have cornered me in the office and he wanted to kiss me

9. Explain us, how was your reaction?

R: I pushed him and I leave the office.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail.

R: Now I feel distrust with the some persons in my job.

## **Encuesta 13**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 19 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R. I was at the bus.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing a pant and shirt.

5. Were you alone or in company when it happened?

R: Alone

6. What was the age of the person who harassed you?

R: He was over 30

7. Do you remember any details about the person who harassed you?

R: He had morbid appearance

8. In detail, what did he or she say or do?

R: He was morboxed me and he told me insulting things

9. Explain us, how was your reaction?

R: I felt fear.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail.

R: I tried to do not sit behind from bus

## **Encuesta 14**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 26 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was in public transport.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing work uniform.

5. Were you alone or in company when it happened?

R: I was alone and around there were several people



6. What was the age of the person who harassed you?

R: I did not see him.

7. Do you remember any details about the person who harassed you?

R: I did not see him but his hands were very big.

8. In detail, what did he or she say or do?

R: He touched my breasts very hard.

9. Explain us, how was your reaction?

R: I saw if I could see him, but I could not. I got off immediately.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: Since this day I try to look to the people that get on the bus.

## **Encuesta 15**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 16 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the park in my neighborhood.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing pant, shirt and tennis.

5. Were you alone or in company when it happened?

R: My friends from the neighborhood

6. What was the age of the person who harassed you?

R: He was 25 approximately.

7. Do you remember any details about the person who harassed you?

R: He was a policeman

8. In detail, what did he or she say or do?

R: He touched my private parts.

9. Explain us, how was your reaction?

R: I said him that will respect me and I insulted him.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I have always thought that the policemen are strange

## **Encuesta 16**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 23 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the sitp

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing leggings, tennis and short shirt.

5. Were you alone or in company when it happened?

R: I was with my partner.

6. What was the age of the person who harassed you?

R: He was 28 years old.

7. Do you remember any details about the person who harassed you?

R: He was blond, thin and black eyes.

8. In detail, what did he or she say or do?

R: He said me very ugly words and he approached me, and he touched my legs.

9. Explain us, how was your reaction?

R: I shouted, and my partner approached, and the man got off the bus.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail.

R: I afraid to take a bus alone

## **Encuesta 17**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 16 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was taking a public transport.

3. What was your marital status when the harassment occurred?

R: I was single.

4. What were you using when the harassment occurred?

R: I was wearing pants, ankle boots and leather jacket.

5. Were you alone or in company when it happened?

R: Alone

6. What was the age of the person who harassed you?

R: Approximately he was 35 years old.

7. Do you remember any details about the person who harassed you?

R: No, I did not remember

8. In detail, what did he or she say or do?

R: He said me disrespectful words and rudes. Also, He morboxed me.

9. Explain us, how was your reaction?

R: I got angry

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: I have not changed

## **Encuesta 18**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: 19

2. Tell us in detail in what place or service did the sexual harassment happen?

R: Public transport I was arriving to my home.

3. What was your marital status when the harassment occurred?

R: Single

4. What were you using when the harassment occurred?

R: White pants, boots, shirt stuck and leather jacket.

5. Were you alone or in company when it happened?

R: Alone



6. What was the age of the person who harassed you?

R: 29 approximately

7. Do you remember any details about the person who harassed you?

R: Yes, He was a big texture and their hands were dirty.

8. In detail, what did he or she say or do?

R: He told me things very ugly and offensive.

9. Explain us, how was your reaction?

R: I cried because I felt rage

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: A little, because I feel insecure with the service.

## **Encuesta 19**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 16 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was going down from the bus

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I did not remember

5. Were you alone or in company when it happened?

R: I was Alone

6. What was the age of the person who harassed you?

R: He was 50 years old

7. Do you remember any details about the person who harassed you?

R: He was ugly

8. In detail, what did he or she say or do?

R: He touched my ass.

9. Explain us, how was your reaction?

R: In this moment I felt scared and I got off fast.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

R: Yes, I am distrustful with the person are near of me on the bus and the taxis.

## **Encuesta 20**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 16 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: This bullying happened where I was living (in my room), because I study in a different city where I borned.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: This happen in two occasions, when I was naked and the second was when I was finishing to dress

5. Were you alone or in company when it happened?

R: I was with the owner of the house in the two occasions.

6. What was the age of the person who harassed you?

R: The man that he harassed me was between 25 and 30 years old.

7. Do you remember any details about the person who harassed you?

R: Yes, His physical, light skin, short hair, brown, more or less he was between 25 and 30 years old.

8. In detail, what did he or she say or do?

He observed me by the window around 5:30 am, even he taked a photo when I was naked.

9. Explain us, how was your reaction?

R: In the first occasion I was calm, because for my was strange to listen the sound of a photography. I leaned out to the window and I asked him what did he want? And he answered me nothing and the second occasion I was so scared, and I appealed to my parents.

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in detail

R: The solution was to search another place to live and my behavior did not change.

## **Encuesta 21**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 14 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was walking at home about 6 o'clock and I passed by the way little busy and I came in wrong way and a man was 35 years old apparently normal and he approached me and he touched me, my vagina.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing school sweatshirt

5. Were you alone or in company when it happened?

R: I was alone.

6. What was the age of the person who harassed you?

R: The man was 35 years old.

7. Do you remember any details about the person who harassed you?

R: Young man and his appearance was normal.

8. In detail, what did he or she say or do?

He touched my vagina.

9. Explain us, how was your reaction?

R: I was in shock and I followed walking but faster and I start to wish him worst and I wanted that something bad he happened.

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in detail

R: Clear, Now I care more my spaces where I was going to be and where I was going to pass and I distrusted more of everyone.

## **Encuesta 22**

**Universidad Externado de Colombia**

**Facultad de administración**

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1. How old were you when the harassment happened?

R: I was 15 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the school

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing school uniform

5. Were you alone or in company when it happened?

R: I was with my classmates



6. What was the age of the person who harassed you?

R: He was 15 years old, he was my partner

7. Do you remember any details about the person who harassed you?

R: He was strange with me some days ago and in the moment he smiled me.

8. In detail, what did he or she say or do?

He touched me ass, behind a door.

9. Explain us, how was your reaction?

R: I pushed he and I said that will respect me.

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in detail

R: When I was at the school I felt scared, to see him.

## **Encuesta 23**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 19 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the bus.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing a pant and blouse.

5. Were you alone or in company when it happened?

R: I was alone.

6. What was the age of the person who harassed you?

R: He was over 30

7. Do you remember any details about the person who harassed you?

R: His appearance was morbid

8. In detail, what did he or she say or do?

He morbosered me and he said me ugly things.

9. Explain us, how was your reaction?

R: I felt fear

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in deta.il

R: I try to do not sit behind at the bus.

## **Encuesta 24**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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It is important that you know that all information provided is private and will be used only with academic purposes so you will not have to give us any contact or personal information. The results will serve to advance studies to improve services for women in the areas of Commerce. We appreciate all the information you can give us.

1. How old were you when the harassment happened?

R: I was 26 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the transport public.

3. What was your marital status when the harassment occurred?

R: I was single and around me there were some persons.

4. What were you using when the harassment occurred?

R: I was wearing work uniform.

5. Were you alone or in company when it happened?

R: I was single and around me there were some persons.

6. What was the age of the person who harassed you?

R: I did not see him.

7. Do you remember any details about the person who harassed you?

R: I did not see him, but his hands were big.

8. In detail, what did he or she say or do?

He touched my breasts so hard.

9. Explain us, how was your reaction?

R: I tried to see it, but it was not possible and I got off fast of the bus.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail

R: Since this day I try to see very good to the people that get on the bus.

## **Encuesta 25**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

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1. How old were you when the harassment happened?

R: I was 16 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the park in my neighborhood.

3. What was your marital status when the harassment occurred?

R: I was single.

4. What were you using when the harassment occurred?

R: I was wearing a pant, blouse and tennis.

5. Were you alone or in company when it happened?

R: I was with my neighborhood's friends.

6. What was the age of the person who harassed you?

R: He was 25 years old.

7. Do you remember any details about the person who harassed you?

R: He was a policeman.

8. In detail, what did he or she say or do?

He touched my private parts.

9. Explain us, how was your reaction?

R: I said that respect me and I insulted him.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail.

R: I have always known that the policemen are strangers.

## **Encuesta 26**

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1. How old were you when the harassment happened?

R: I was 23 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the SITP.

3. What was your marital status when the harassment occurred?

R: I was single.

4. What were you using when the harassment occurred?

R: I was wearing a leggis, short blouse and tennis.

5. Were you alone or in company when it happened?

R: I was with my boyfriend.

6. What was the age of the person who harassed you?



R: He was 28 years old.

7. Do you remember any details about the person who harassed you?

R: He was blond and thin.

8. In detail, what did he or she say or do?

He wanted to touch my legs.

9. Explain us, how was your reaction?

R: I shouted him and my boyfriend approached him and he started to run.

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in detail

R: I afraid to pass byways alone.

## **Encuesta 27**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

R: I was 16 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the transport public.

3. What was your marital status when the harassment occurred?

R: I was single.

4. What were you using when the harassment occurred?

R: I was wearing a pant, ankle boots and leather jacket.

5. Were you alone or in company when it happened?

R: I was alone.

6. What was the age of the person who harassed you?

R: He was approximately 35 years old.

7. Do you remember any details about the person who harassed you?

R: I do not remember.

8. In detail, what did he or she say or do?

He said me disrespectful and rude words.

9. Explain us, how was your reaction?

R: I was angry.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail

R: I have not changed.

## **Encuesta 28**

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1. How old were you when the harassment happened?

R: I was 12 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the school.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing school uniform.

5. Were you alone or in company when it happened?

R: I was with my classmates.

6. What was the age of the person who harassed you?

R: He was 14 years old.

7. Do you remember any details about the person who harassed you?

R: He was young, big and brown eyes.

8. In detail, what did he or she say or do?

He touched my ass and he left running.

9. Explain us, how was your reaction?

R: I shouted him that he was an abusive and I cried.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail.

R: I do not have a lot trust with my classmates.

## **Encuesta 29**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

R: I was 24 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was at the bus.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing jean and sweater.

5. Were you alone or in company when it happened?

R: I was alone.

6. What was the age of the person who harassed you?

R: He was 30 years old.

7. Do you remember any details about the person who harassed you?

R: He was tall, thin and bald.

8. In detail, what did he or she say or do?

He gets closer me his private parts to my shoulder

9. Explain us, how was your reaction?

R: I pushed him and I get off the bus.

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in deta.il

R: I try to have a prudent space at the bus.

## **Encuesta 30**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

R: I was 11 years old.

2. Tell us in detail in what place or service did the sexual harassment happen?

R: I was where a familiar.

3. What was your marital status when the harassment occurred?

R: I was single

4. What were you using when the harassment occurred?

R: I was wearing pant and yellow sweater.

5. Were you alone or in company when it happened?

R: I was with my aunt.



6. What was the age of the person who harassed you?

R: He was 60 years old.

7. Do you remember any details about the person who harassed you?

R: He was fat, tall and brown.

8. In detail, what did he or she say or do?

He touched my breasts.

9. Explain us, how was your reaction?

R: I felt very scared and I wanted to go.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail.

R: I was afraid to return home aunt.

## **Encuesta 31**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

I do not remember very well, I think I was 16 or 17 years old. He was a minor.

2. Tell us in detail in what place or service did the sexual harassment happen?

I was taking the driving courses, One of the driving professors, while I was driving started to talk about personal issues. Nothing sexual, but yes of his personal life, what he liked to do, etc. Suddenly he put his hand on my leg in a Very uncomfortable place and I did not say anything, but I got more nervous than I already was. Do not Nothing else happened, then he took his hand off my leg and continued with the class

3. What was your marital status when the harassment occurred?

I was single

4. What were you using when the harassment occurred?

Some jeans, a T-shirt and a coat of buttons

5. Were you alone or in company when it happened?

I was alone in the car

6. What was the age of the person who harassed you?

40 years

7. Do you remember any details about the person who harassed you?

He was a gentleman of about 40 years, of middle / low class, fat, was not professional because during the class asked me to stop in a store to spend me empanada and soda.

8. In detail, what did he or she say or do?

He did not say anything when he put his hand on my leg. He kept looking forward as if nothing. He told me to keep driving and he gave me instructions on how to do it.

9. Explain us, how was your reaction?

I died of fright, first I thought about my dad and what I was going to do to that guy and me if he found out. I knew he was going to scold me for not doing anything but I was alone inside a car learning to drive, far from my house. I felt completely useless.

10. Has the incident changed your behavior towards the use of the service or place Where happened? Please explain your answer in detail.

I did not continue with the driving classes after several years. At 21 I went back to take driving classes but with the conviction that I would never again allow myself to do that. So that from the beginning I showed myself as a strong and empowered woman even if I was full of fear.

## **Encuesta 32**

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1. How old were you when the harassment happened?

24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was at the bus stop

3. What was your marital status when the harassment occurred?

I was single

4. What were you using when the harassment occurred?

I was wearing pants, shirt and jacket

5. Were you alone or in company when it happened?

I was alone

6. What was the age of the person who harassed you?

He was about 50 years old

7. Do you remember any details about the person who harassed you?

It was a gray car and it was a man who could be my dad.

8. In detail, what did he or she say or do?

While I was waiting at the bus stop alone (there were no people around me), a car approached and he was like talking to me, I took a step forward to listen and I realized that he was masturbating and saying who knows what

9. Explain us, how was your reaction?

I shouted that I was a pig and I walked in the opposite direction.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail

It makes me feel more insecure, especially if the street is alone. I still use the service

But It gives me a little scare.

## **Encuesta 33**

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1. How old were you when the harassment happened?

24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was at the public transport service

3. What was your marital status when the harassment occurred?

I was single

4. What were you using when the harassment occurred?

I was wearing normal casual clothes

5. Were you alone or in company when it happened?

Alone

6. What was the age of the person who harassed you?

He was more than 50 year

7. Do you remember any details about the person who harassed you?

A sick perverted look

8. In detail, what did he or she say or do?

The man put his pants down on the bus, to show me his penis

9. Explain us, how was your reaction?

I felt disgusted and blocked, I could not scream and I got off the bus.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I no longer tolerate that kind of looks or actions

## **Encuesta 34**

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1. How old were you when the harassment happened?

I do not remember exactly. I was about 24 or 25 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in a gym. Exactly in a room, where the assessments are made.

3. What was your marital status when the harassment occurred?

I was single

4. What were you using when the harassment occurred?

A sweatshirt.

5. Were you alone or in company when it happened?

Alone



6. What was the age of the person who harassed you?

He was a man, between 40 and 50 years old

7. Do you remember any details about the person who harassed you?

I remember very well the man, his physical appearance. When the incident happened, his attitude was very normal, that caught my attention.

8. In detail, what did he or she say or do?

This man was the person in charge of making the assessments to the new people who were going to train at the gym. When I entered the room he told me to take off my shirt and bra to taking measurements. He touched my breasts to measure me.

9. Explain us, how was your reaction?

Everything seemed strange to me. I thought that it was not right, because that part of my body had nothing to do with training. But I did not do anything. I was paralyzed.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I never went back to that gym. I did not make the claim to the man or the gym.

As for others gyms, I became more cautious, I ask what the exam consists of, and if I decide to do it I am cautious.

## **Encuesta 35**

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1. How old were you when the harassment happened?

24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in a taxi.

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

Jeans, tennis and shirt

5. Were you alone or in company when it happened?

Alone

6. What was the age of the person who harassed you?

40 year old man

7. Do you remember any details about the person who harassed you?

Not, because I couldn't look it well

8. In detail, what did he or she say or do?

We were both standing on the bus, and he came closer than he should from the back

9. Explain us, how was your reaction?

My reaction was to wait a moment and understand if this approach was a product of how full was the bus, but then I concluded that it was not full enough for him to get so close.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Yes, I try to sit down or in a place where there are no people behind me

## **Encuesta 36**

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1. How old were you when the harassment happened?

25 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was arriving at my destination on a transmilenio bus

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

Tight shirt, jacket, tight pants, high boots

5. Were you alone or in company when it happened?

Alone

6. What was the age of the person who harassed you?

I did not realize because there were many people and most of them were men. Of course, when the incident happened, none seemed to have done anything.

7. Do you remember any details about the person who harassed you?

No

8. In detail, what did he or she say or do?

The man touched my crotch and tail, very quickly when I took the step for walk.

9. Explain us, how was your reaction?

I turned back to find out who was the culprit, but seeing no one apparently guilty, I decided to go on my way.

10. Has the incident changed your behavior towards the use of the service or place

Where happened? Please explain your answer in detail

## **Encuesta 37**

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1. How old were you when the harassment happened?

I am 22 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was at the transmilenio.

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing a jean and sweater.

5. Were you alone or in company when it happened?

I was alone

6. What was the age of the person who harassed you?

He was between 30 and 40

7. Do you remember any details about the person who harassed you?

He was a gentleman of a fairly advanced age and the first time I saw him, the gentleman was behaving very kindly to me, because I thought I was doing it dearly and that caught my attention at first because I thought he was very kind , and because at the beginning it was what gave me more confidence, that's what I remember the most

8. In detail, what did he or she say or do?

When I first entered the Transmilenio, the man was sitting and was very insistent that he wanted to give me the chair, then I received it and when the person next to me left the Transmilenio I ran and the man sat next to me I fell asleep and I woke up because the gentleman was touching my legs between the space between the chair and my legs, and I was touching everything.

9. Explain us, how was your reaction?

I felt annoyed, at the time I made a scandal and on the contrary what the man did was invite me a coffee, tell me not to get angry and invite me to a coffee, then I made a scandal and people realized in the Transmilenio , they took it out, I had support from people.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Yes of course, obviously I never fall asleep in the Transmilenio, I am always super attentive, distrustful of any person so look very friendly or not, I am always too alert. I have to take the service, but nevertheless my behavior changed a lot.

## **Encuesta 38**

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1. How old were you when the harassment happened?

I am 13 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

This happened on the street, I was going to my school.

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing school sweatshirt.

5. Were you alone or in company when it happened?

I was with my sister and my friend.

6. What was the age of the person who harassed you?



He was between 35 and 40

7. Do you remember any details about the person who harassed you?

I got the impression that he was a drug addict

8. In detail, what did he or she say or do?

He was touching his private parts, this was very uncomfortable

9. Explain us, how was your reaction?

I felt nerves and I preferred to flee.

10. Has the incident changed your behavior towards the use of the service or place where

happened? Please explain your answer in detail

I changed my route, because I don't want to found him again,

## **Encuesta 39**

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1. How old were you when the harassment happened?

I am 27 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in my job

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing pant, boots and jacket, .

5. Were you alone or in company when it happened?

I was alone.

6. What was the age of the person who harassed you?

He was 42 approximately

7. Do you remember any details about the person who harassed you?

He was married, he had glasses and I remembered that used to thing that he would not do comments and morbid attitudes.

8. In detail, what did he or she say or do?

He was very trusting and he told me hello my love.

9. Explain us, how was your reaction?

I ignored the situation for to avoid inconveniences.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Now, I am more cutting with the people.

## **Encuesta 40**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

40 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in a library

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing a knee-length skirt, coat and boots

5. Were you alone or in company when it happened?

I was with a classmate from the university

6. What was the age of the person who harassed you?

about 60 years

7. Do you remember any details about the person who harassed you?

No, no really

8. In detail, what did he or she say or do?

When I went to the bathroom in the library, I realized that someone was following me, I turned around and saw an old man who was against the wall touching himself suggestively, immediately I shouted and the man ran out

9. Explain us, how was your reaction?

scream for help and run to where my friend was

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Yes, I do not feel safe going to the bathroom alone in this kind of public space

## **Encuesta 41**

**Universidad Externado de Colombia**

**Facultad de administración**

**Maestría en Mercadeo**

We are researchers from the School of Management of the Externado University of Colombia. We are exploring if Colombians have experienced sexual harassment in environments of service such as shopping centers, restaurants, cinemas, public transport, schools, parks, hotels, etc.

We understand harassment as hostile or damaging comments made by another person, or measures taken by a person to exert pressure or intimidation in order to irritate or torment him.

It is important that you know that all information provided is private and will be used only with academic purposes so you will not have to give us any contact or personal information. The results will serve to advance studies to improve services for women in the areas of Commerce. We appreciate all the information you can give us.

1. How old were you when the harassment happened?

I am 27 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in public transport

3. What was your marital status when the harassment occurred?

Single

4. What were you wearing when the harassment occurred?

I was wearing black pants and black jacket, .

5. Were you alone or in company when it happened?

I was alone.

6. What was the age of the person who harassed you?

He was between 40 and 55.

7. Do you remember any details about the person who harassed you?

No

8. In detail, what did he or she say or do?

The bus was very full, there was a couple, and the man took advantage and he touched my leg.

9. Explain us, how was your reaction?

I insult him

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I do not take a full bus.

## **Encuesta 42**

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1. How old were you when the harassment happened?

I am 16 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was on the street

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing uniform school.

5. Were you alone or in company when it happened?

I was with a friend.



6. What was the age of the person who harassed you?

He was 50 years old.

7. Do you remember any details about the person who harassed you?

Low socioeconomic status, bad dress.

8. In detail, what did he or she say or do?

He shouted at me staring at me, "Carne fresca y yo con hambre" fresh meat and I am hungry.

9. Explain us, how was your reaction?

I laughed with my friend, but we felt nerves too.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I do not change my behavior.

## **Encuesta 43**

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1. How old were you when the harassment happened?

I am 20 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was on the transmilenio

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing jean and sweater.

5. Were you alone or in company when it happened?

I was alone.

6. What was the age of the person who harassed you?

He was between 25 and 30 years old.

7. Do you remember any details about the person who harassed you?

I do not remember, this was so fast.

8. In detail, what did he or she say or do?

He was touching his private parts in my back.

9. Explain us, how was your reaction?

I started to shout.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Now I am very prevented with the people.

## **Encuesta 44**

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1. How old were you when the harassment happened?

16 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was on the street in front of my school

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

the school uniform

5. Were you alone or in company when it happened?

I was alone and I was going to my house

6. What was the age of the person who harassed you?

about 75 years

7. Do you remember any details about the person who harassed you?

Yes, he looked dirty

8. In detail, what did he or she say or do?

when he stepped next to me, he touched my leg near to my ass and he told me "Sweet mama"

9. Explain us, how was your reaction?

I shouted him and continue my way

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Yes, for a few days my mom picked me up

## **Encuesta 45**

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1. How old were you when the harassment happened?

I am 24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in the taxi

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing jeans, tennis and sweater.

5. Were you alone or in company when it happened?

I was alone.

6. What was the age of the person who harassed you?

He was 40 years old.

7. Do you remember any details about the person who harassed you?

I did not remember how he was.

8. In detail, what did he or she say or do?

I was talking with him about your family, when he touched my leg.

9. Explain us, how was your reaction?

I stayed in shock

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

Now, I avoid to talk with the conductors.

## **Encuesta 46**

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1. How old were you when the harassment happened?

30 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

It was in a taxi

3. What was your marital status when the harassment occurred?

Married

4. What were you using when the harassment occurred?

Jeans and a T-shirt

5. Were you alone or in company when it happened?

I was with my sister



6. What was the age of the person who harassed you?

about 25 years old

7. Do you remember any details about the person who harassed you?

Yes, he looked very young and handsome

8. In detail, what did he or she say or do?

I was talking to my sister, when the taxi stopped at the traffic light, we looked at the man and we realized that he had his penis out of his pants

9. Explain us, how was your reaction?

we got off fast and ran

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I never took a taxi anymore

## **Encuesta 47**

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1. How old were you when the harassment happened?

I am 22 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in the transmilenio.

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing jeans and shirt.

5. Were you alone or in company when it happened?

I was alone.

6. What was the age of the person who harassed you?

He was 40 years old.

7. Do you remember any details about the person who harassed you?

I did not see well him.

8. In detail, what did he or she say or do?

I was in the transmilenio, when I felt that the man touched my ass.

9. Explain us, how was your reaction?

I was in the transmilenio, when I felt that the man touched my ass.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I preferred to be sitting when I take transmilenio.

## **Encueta 48**

**Universidad Externado de Colombia**

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1. How old were you when the harassment happened?

I am 24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in the gym.

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing a sweatshirt.

5. Were you alone or in company when it happened?

I was alone.

6. What was the age of the person who harassed you?

He was between 40 and 50 years old.

7. Do you remember any details about the person who harassed you?

I remembered very good his physical.

8. In detail, what did he or she say or do?

He touched my breasts, while he valued me.

9. Explain us, how was your reaction?

I stayed motionless

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I never came back to this gym.

## **Encuesta 49**

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1. How old were you when the harassment happened?

50 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

At the university

3. What was your marital status when the harassment occurred?

Married

4. What were you using when the harassment occurred?

a skirt with a coat and heels

5. Were you alone or in company when it happened?

Whit some students, I was finishing teaching classes

6. What was the age of the person who harassed you?

about 20 years old

7. Do you remember any details about the person who harassed you?

I remember only that he was very young

8. In detail, what did he or she say or do?

when I was going to leave the classroom, a guy spanked me

9. Explain us, how was your reaction?

I got paralyzed

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

No, really I just tried to be more careful with my students.

## **Encuesta 50**

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1. How old were you when the harassment happened?

I am 24 years old

2. Tell us in detail in what place or service did the sexual harassment happen?

I was in the bus.

3. What was your marital status when the harassment occurred?

Single

4. What were you using when the harassment occurred?

I was wearing normal clothes.

5. Were you alone or in company when it happened?

I was alone.



6. What was the age of the person who harassed you?

He was 50 years old or more.

7. Do you remember any details about the person who harassed you?

Depraved look

8. In detail, what did he or she say or do?

He got his pants down and he showed me his private parts.

9. Explain us, how was your reaction?

I got off the bus.

10. Has the incident changed your behavior towards the use of the service or place where happened? Please explain your answer in detail

I don't tolerate that kind of looks.