APPENDIX 5.
Focus Group Report

— Focus Group Report —
DOL Grant # IL-29677-16-75-K-48
Working Conditions and Health in Central America

By

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The University of Texas Health Science Center at Houston (UTHealth)
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For

U.S. Department of Labor (USDOL)
Bureau of International Labor Affairs (ILAB)
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Acknowledgment and Disclaimer

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KEY DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

- **Census track**: a geographic region defined for taking a census. This unit may vary from country to country, and sometimes, from census year to census year. In this project, we will be using the definitions from each Central American country's most recent census edition. Given the population census in these countries are outdated (i.e., the last available census is from 2011 in Costa Rica, 2007 in El Salvador, 2001 in Honduras, 2002 in Guatemala, 2005 in Nicaragua, and 2010 in Panama), we used the most recent official electoral roll in each country which is most current (i.e., 2017 in Costa Rica and Honduras, 2016 in Nicaragua, 2015 in El Salvador and Guatemala, and 2014 in Panama) and representative of the national population over 18 years of age by census tract.

- **Central America**: for the purpose of this Cooperative Agreement, we are referring to the six Spanish-speaking countries of Central America (Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama). The English-speaking country of Belize is not included.

- **CEO**: Chief Evaluation Office, USDOL.

- **CTESLAC**: Spanish acronym for Working Conditions, Employment Conditions, and Health in Latin America and the Caribbean ("Condiciones de Trabajo, Empleo y Salud en Latinoamérica y el Caribe"). It refers to the standard methodological criteria and core questionnaire items developed by the Expert Network on Surveys of Working Conditions and Health in Latin America.

- **Disability**: a person who has a physical or mental impairment that substantially limits one or more major life activities (US Americans with Disabilities Act).

- **ECCTS**: Spanish acronym ("Encuesta Centroamericana de Condiciones de Trabajo y Salud") for the Central American Survey of Working Conditions and Health. "I ECCTS" refers to the first survey, conducted in 2011. "II ECCTS" refers to the second survey, which was conducted in early 2018 under this Cooperative Agreement.

- **ECoTES:** Spanish abbreviation for "Red Experta en Condiciones de Trabajo, Empleo y Salud" (Expert Network on Working Conditions and Health in Latin America).

- **Employment conditions**: refers to the nature of the contractual agreement between employer and employee, including contract type (i.e., written or verbal), salary, and benefits structure.

- **Faith-based organization (FBO)**: a group of people who are united in their work by spiritual

or religious beliefs (e.g., churches, mosques, synagogues, and religious nongovernmental organizations).

- **Focus group (FG)**: a qualitative research technique involving guided small-group discussions where people are asked to provide feedback (e.g., perceptions, opinions, beliefs, attitudes) on a topic (e.g., a product, a service).

- **Formal worker**: for the purposes of this Cooperative Agreement, it is a worker, whether employed or self-employed, who is registered or enrolled in her/his country's social security system to be able to receive social protection benefits (e.g., pension). Most formal workers would be found in the formal sector.

- **Free Trade Zone (aka Foreign Trade Zone; FTZ)**: an area in which goods can arrive, be assembled, changed, and/or re-exported without a customs process. It is intended to free places like airports and seaports from those duties and expedite the movement of goods.

- **Health**: a state of complete physical, mental, and social well-being and not merely the absence of disease (World Health Organization).

- **ILAB**: Bureau of International Labor Affairs, USDOL.

- **Informal sector**: any economic activity that is not being regulated and registered by the corresponding government and, as such, is not tax-accountable.

- **Informal worker**: for the purposes of this Cooperative Agreement, it is a worker, whether employed or self-employed, who is NOT registered or enrolled in her/his country's social security system to be able to receive social protection benefits (e.g., pension). Informal workers can be found in both the formal and informal sectors.

- **Insecurity**: a self-reported perception of feeling unsafe, which may include, but does not require an element of violence.

- **Mental health**: a broad array of activities directly or indirectly related to the mental well-being component included in the World Health Organization's definition of health (see above). It is related to the promotion of well-being, the prevention of mental disorders, and the treatment and rehabilitation of people affected by mental disorders.

- **SALTRA**: Spanish acronym for "Salud, Ambiente y Trabajo" (Health, Environment, and Work). It is a network of academic and research institutions in the six Spanish-speaking countries of Central America, headquartered at the Universidad Nacional Autónoma (UNA) of Costa Rica. Its aim is to develop national and regional capacities in Central America for the

prevention of environmental and occupational hazards, particularly in the informal (i.e., undocumented) agriculture and construction sectors. Together with UTSPH and our colleagues at UPF, SALTRA conducted the First Central American Survey of Working Conditions and Health (I ECCTS), founded the Expert Network on Surveys of Working Conditions and Health, and helped conduct the II ECCTS.

- **Sampling frame**: the starting point from which a study sample is drawn. For the II ECCTS, the sampling frame was the most recent census in each of the six Spanish-speaking countries of Central America.

- **Segment**: refers to a census track segment, the smallest geographical unit from which census information is gathered. In contrast with a district or county, which are measured in size, segments are defined by a specific number of households (e.g., 60 in urban areas and 40 in rural areas), allowing comparisons by population density.

- **Social protections**: a system of benefits present in each of the six Spanish-speaking countries of Central America, including access to national health insurance and clinical services, sickness absence, disability, and retirement pension.

- **Survey of working conditions and health**: an interviewer-administered survey completed by workers (and/or employers) in which information is gathered on self-reported demographics, employment conditions, workplace risk factors, various aspects of health, and preventive resources.

- **University Pompeu Fabra (UPF)**: our collaborators at the Center for Research in Occupational Health (CiSAL, by its Spanish acronym) in Barcelona, Spain. Together with UTSPH and our colleagues at SALTRA, UPF conducted the First Central American Survey of Working Conditions and Health (I ECCTS), founded the Expert Network on Surveys of Working Conditions and Health, and conducted the II ECCTS.

- **USDOL:** United States Department of Labor.

- **The University of Texas Health Science Center at Houston (UTHealth) School of Public Health (UTSPH)**: the lead institution on this Cooperative Agreement with ILAB. Together with our colleagues at UPF and SALTRA, we conducted the First Central American Survey of Working Conditions and Health (I ECCTS), founded the Expert Network on Surveys of Working Conditions and Health, and conducted the II ECCTS.

- **Violence**: any act related to incidents of force or power inflicted by humans upon each other

that can either be physical, psychological (e.g., verbal threats), or sexual (e.g., gender-based violence) in nature. It includes incidences of self-inflicted harm if directly related to work. It can also include incidences of a mixed type like extortion (i.e., coercion via any kind of force, threat of violence, of damage to property damage, or to reputation, or of unfavorable action).

- **World Health Organization (WHO)**: a specialized agency of the United Nations which concerns itself with international health.

- **Worker**: for the purposes of this Cooperative Agreement, it is any person over the age of 17 years who has worked for pay for at least one hour in the previous week (or who would have done so but was temporarily absent).

- **Workers' rights**: a group of legal rights and claimed human rights having to do with labor relations between workers and their employers, usually obtained under labor and employment law. However, informal workers, are often not covered by these rights or laws, and therefore, enforcement will differ by country.

- **Working conditions**: the elements of a person's occupation, including job-related functions, responsibilities, tasks, products, environmental conditions, and risk/preventive measures, and conditions that may increase or decrease the chance of an adverse health effect.

- **Work-related violence (WRV)**: acts of violence occurring in any of the following locations: in the workplace, while commuting, or outside the workplace. It includes violence committed by any perpetrator whose relationship to the victim results from work or related to the place or type of work.

EXECUTIVE SUMMARY

The present document describes the results from a qualitative study conducted under a Cooperative Agreement on working conditions and health in each of the six Spanish-speaking countries in Central America (i.e., Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama) between the USDOL Bureau of International Labor Affairs (ILAB), Office of Economic and Labor Research (OELR), and The University of Texas Health Science Center at Houston (UTHealth) School of Public Health (UTSPH), and co-sponsored by the USDOL Chief Evaluation Office (CEO). Under this Agreement, UTSPH collected qualitative information via focus groups (FGs) "to generate greater scientifically grounded knowledge on the working conditions and health status of the Central American workforce, with a particular focus on work-related violence (WRV)."

The overall aim of this project is to contribute to the ongoing research on working conditions and health in the working population of Central America. The main objectives of this qualitative study (i.e., FGs) were to identify insights from those six Central American countries on labor rights, including discrimination and WRV, and to generate complementary qualitative contextual data on related priority topics. We conducted a series of 12 FGs between June and November of 2017. In all, there were 137 participants, with an average of 11 participants per group.

Overall, for many of the topics discussed, two main geographic clusters were identified, the "Northern Triangle" (Honduras, Guatemala, and El Salvador) and the nations of southern Central America (Nicaragua, Costa Rica, and Panama). This was useful for summarizing the most salient results from the FG sessions. Gender is also a necessary factor in understanding WRV. Both factors – context and gender – condition the ways in which WRV is experienced, the impact it may have, and appropriate measures to ameliorate its effects.

A. INTRODUCTION

A.1. Background and purpose

The present document describes the results from a qualitative study conducted under a Cooperative Agreement on working conditions and health in each of the six Spanish-speaking countries in Central America (i.e., Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama) between the USDOL Bureau of International Labor Affairs (ILAB), Office of Economic and Labor Research (OELR), and The University of Texas Health Science Center at Houston (UTHealth) School of Public Health (UTSPH), and co-sponsored by the USDOL Chief Evaluation Office (CEO). Under this Agreement, UTSPH collected qualitative information via focus groups (FGs) "to generate greater scientifically grounded knowledge on the working conditions and health status of the Central American workforce, with a particular focus on WRV."

The main objectives of this qualitative study were to identify insights from those six Central American countries on labor rights, including discrimination and WRV, and to generate complementary qualitative contextual data on related priority topics. As described in section "B.1. Overall plan and domains of inquiry," in each country, and disregarding other types of violence, we anticipated working conditions, inequalities, or labor rights could come up in focus groups' discussions as well. Each focus group addressed a specific set of work and employment experiences that were predetermined by USDOL: in Costa Rica, violence or threats experienced in relation to working on a call center; in El Salvador, violence or threats reported in relation to working in a faith-based organization; in Guatemala, violence or threats experienced in relation to participating in a worker organization; in Honduras, general working conditions and labor rights; in Nicaragua, gender inequalities in the workplace; and in Panama, workers' protections in free trade zones with an emphasis on rights, such as freedom of association, right to strike, and collective bargaining. A pre-determined set of prompt questions to guide the session was generated in collaboration with USDOL (see Appendix III: Focus Group Facilitator Guides).

Throughout this document, we refer to this as the FGs study and/or as the "Qualitative Study." These FGs were conducted in addition to a nationally representative survey (i.e., quantitative study) on working conditions and health via household interviews of workers in each of the six Spanish-speaking countries in Central America (Benavides et al. 2014). The results of the quantitative study will be presented in a separate report.

The value added by these FGs is that they help explore, in greater depth and detail, the life experiences and insights of stakeholders about some of the situations addressed in the survey, analyzing the perceptions they have about their experiences and reactions to these issues. As such, the FGs aimed to identify insights on topics centered on labor rights, including discrimination and WRV. FGs allow pursuing lines of inquiry that are unlikely to be fully or meaningfully captured with a survey. FGs also help enhance the understanding or contextualization of survey findings.

A.2. Organizational Chart: Roles and Responsibilities

The organizational chart for this Cooperative Agreement is shown in Figure 1. **The white boxes are those directly relevant to the FGs (i.e., qualitative study)**. The grey boxes correspond to other parts of the Cooperative Agreement.
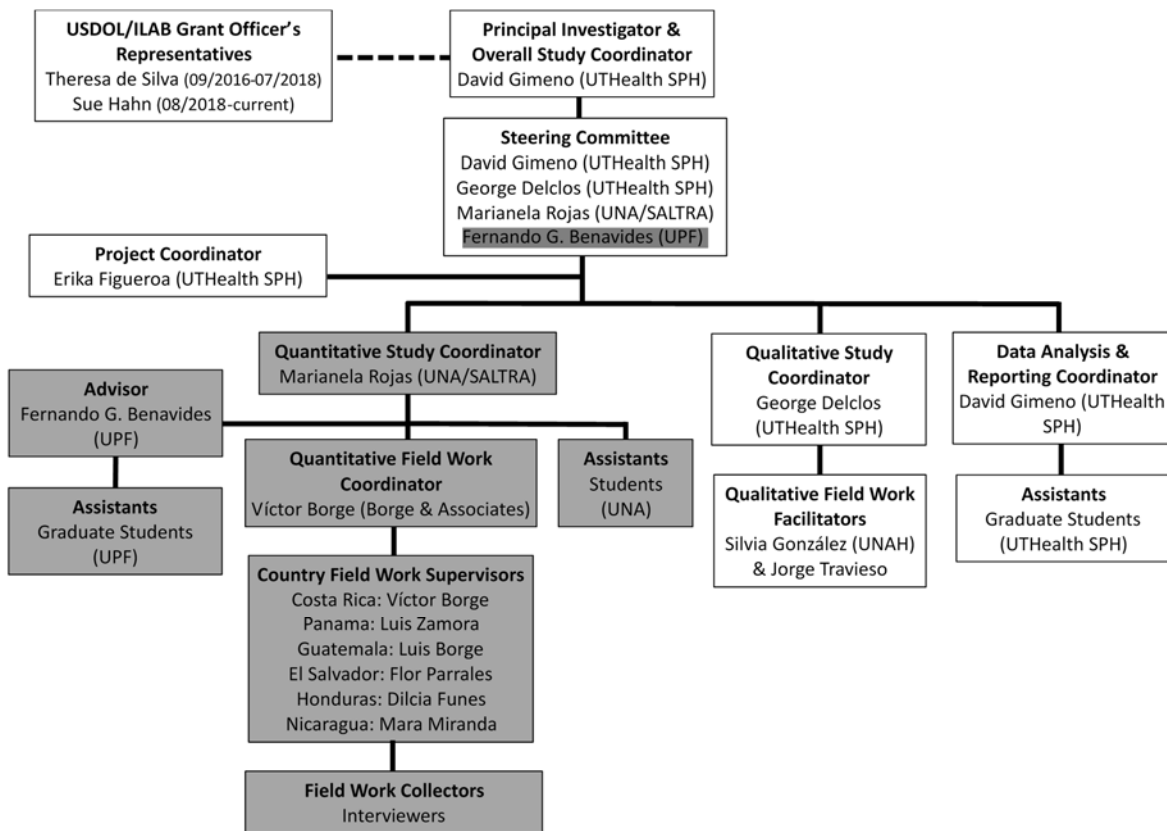
Note: USDOL/ILAB = U.S. Department of Labor Bureau of International Labor Affairs; UTHealth SPH = The University of Texas Health Science Center at Houston School of Public Health; UNA = Universidad Nacional, Costa Rica; SALTRA = Health, Work and Environment in Central America; UPF = Universitat Pompeu Fabra; UNAH = Universidad Nacional Autónoma de Honduras.

Figure 1. Organizational Chart with white boxes corresponding to those directly relevant to the focus groups (i.e., qualitative study) and grey boxes corresponding to other parts of the project.

A.2.1. Steering Committee

The project leadership was driven by UTSPH, with ILAB in collaboration. Roles and responsibilities for the activities housed at UTSPH were as follows: (1) **David Gimeno Ruiz de Porras, PhD**, Professor and Principal Investigator, was responsible for the overall direction of the project and ensured the successful completion of the FGs; (2) **George L. Delclos, MD, PhD**, Professor and the main UTSPH Co-Investigator, worked together with Drs. Gimeno and Rojas to oversee the logistics and application of the FGs. Both Dr. Gimeno and Dr. Delclos are faculty members in the UTSPH Department of Epidemiology, Human Genetics, and Environmental Sciences. Within this department, they are located in the Southwest Center for Occupational and Environmental Health (SWCOEH), a CDC/NIOSH-supported Education and Research Center (see www.swcoeh.org). In addition, **Marianela Rojas, PhD**, the SALTRA coordinator and a faculty member at the Universidad Nacional (UNA) in Costa Rica, was the liaison to each of the SALTRA partners, providing guidance in identifying pools of potential FG participants in their respective countries and enlisting their assistance in recruitment of a sufficient number for each FG session. Drs. Gimeno, Delclos, and Rojas were members of the Steering Committee, with representation from subcontract awardees and consultants, which helped guide the successful conduct of the FG study. They are also founders of the ECoTES network, an Expert Network on Working Conditions and Health in Latin America, which aims to contribute to the continuous improvement of information systems in occupational health in Latin America. Fernando G. Benavides, MD, PhD, consultant, is a Professor at the Universitat Pompeu Fabra (UPF) in Barcelona, Spain, directed the First Central American Survey of Working Conditions and Health (Benavides et al. 2014), and is a founding member of the ECoTES Network and a co-investigator in the second survey (quantitative study) under this Cooperative Agreement.

Erika Figueroa, MPH, was the Project Coordinator, tasked with keeping all aspects of the project on track. Since the three main collaborating institutions are also academic in nature (UTSPH, UNA, and UPF), we allowed for student participation via the scientific products that will be developed in collaboration with USDOL as part of the objectives of this Agreement.

A.2.2. FG facilitators and oversight

The FGs were facilitated by two experienced anthropologists. **Silvia González, MS**, faculty at the Universidad Nacional Autónoma de Honduras, has extensive experience conducting focus

groups and, most importantly, working with minority and rural Central American populations. She led the field testing of the focus group protocol conducted in Honduras in June 2016 (Gimeno and Delclos 2016) and performed the subsequent analysis of the transcripts. Ms. González's primary responsibilities under this Agreement included conducting all of the FG sessions, serving as the focus group facilitator in each of the six countries, performing the content analysis of the focus group transcripts, preparing the initial drafts of the focus group report, and participating in any papers involving focus group data. Ms. González was assisted in the facilitation of the FGs by her colleague, **Jorge F. Travieso, MS**, a Honduran anthropologist and ethnographic researcher who has been documenting various aspects of national culture for more than 30 years. Mr. Travieso's main area of expertise is the application of qualitative research methods, including focus groups, with a particular emphasis on indigenous, rural, and migrant populations in both Honduras and the other Spanish-speaking Central American countries. Ms. González led the FG consisting of female participants, and Mr. Travieso led those consisting of male participants.

In addition to Ms. González and Mr. Travieso, both the Principal Investigator, Dr. Gimeno, and the Co-Investigator, Dr. Delclos, from the UTSPH, attended all the FGs for quality control purposes. Drs. Gimeno and Delclos did not participate in the group, nor did they interact with the participants during the FGs dynamic.

A.2.3. Reviewer and editor

Dr. Emily Q. Ahonen reviewed and edited the final report to ensure clarity and a unified tone and that this report was responsive to the reviews solicited from the funders. Dr. Ahonen, Associate Professor in the Department of Social and Behavioral Health at the Richard M. Fairbanks School of Public Health, Indiana University, Indianapolis, Indiana, has a BA in Social Sciences, an MPH in Community and International Health, and a PhD in Biomedical Science and Public Health. Dr. Ahonen's primary areas of methodologic expertise are in mixed-methods research and the role of qualitative inquiry in the larger pursuit of epidemiologic knowledge, with a particular emphasis on qualitative design, data collection techniques, and analysis. Dr. Ahonen's research interests relate to the processes influencing people's health status focusing on the lived experiences of people themselves, and the specifics of context which impact health. Dr. Ahonen teaches and conducts research on qualitative inquiry, mixed-methods research, and community-based participatory research. Dr. Ahonen is fully bilingual in English and Spanish.

B. METHODS

B.1. Overall plan and domains of inquiry

The qualitative information was collected through a series of FGs conducted between June and November of 2017 (see Table 1). USDOL requested a total of 12 sessions, two FG sessions in each country with a target minimum of no fewer than eight persons per FG. These parameters were chosen for pragmatic reasons related to budget and time resources (Patton 2002). Moreover, there was a desire to achieve both depth of knowledge and relevant diversity of experiences on the topics posed in the FG, and to keep the groups small enough so that each member of the group would be more likely to have an opportunity to speak. In addition to practical concerns, parameters were also aligned with theory and prior research (Sandelowski 1995 and 2000; Patton 2002; Guest, Namey, and McKenna 2017; Namey et al. 2016). This suggested the total sample achieved through the 12 sessions would be adequate to achieve informational redundancy for thematic development about ideas addressed across multiple locations.

Table 1. Focus group domains of inquiry and target groups by country.

Country	Inquiry domain focus	Population of workers	Group composition** (no. participants)	Date
			Target	**Date**
Costa Rica	Work-related violence (WRV) in call centers	Call centers	(a) Female, mixed (11) (b) Male, managers (11)	11/18/2017 08/20/2017
El Salvador	Reporting of WRV	Faith-based organizations	(a) Females, mixed (11) (b) Males, mixed (12)	06/13/2017
Guatemala	WRV against trade unionists or work organizing	Trade unions (workers in *maquilas** and agriculture)	(a) Females, formal (14) (b) Males, formal (10)	08/21/2017
Honduras	General working conditions and labor rights	General working population	(a) Female, informal (11) (b) Male, informal (8)	06/17/2017
Nicaragua	Gender inequalities in occupational health and safety	General working population	(a) Male, mixed (17) (b) Female, mixed (13)	06/15/2017
Panama	Workers' rights protections in free trade zones (FTZ) with an emphasis on rights such as freedom of association, right to strike, collective bargaining, and the like	Free trade zone workers	(a) Female, inside FTZ (10) (b) Female, outside FTZ (9)	08/19/2017

Maquila is another term for *maquiladora*, a term used to refer to a factory (usually in a Latin American country) that is run by a foreign country and then exports products to that country.

**Mixed refers to the inclusion of informal and formal workers in the same FG. See Key Definitions (5–8) for definition of other terms.

Each focus group addressed a core group of components related to the magnitude of the specific problem being explored, how the participants experienced the problem, and any effects they believed that the problem had on them. Besides, each group also addressed a specific set of work and employment experiences that were predetermined by USDOL interests (Table 1). Finally, the FGs were also used to further clarify terminology and concepts identified as potentially confusing in a prior USDOL ILAB project with ILAB (e.g., the distinctions between "feeling unsafe" and "experiencing violence"; Benavides et al. 2014). In all, there were 137 participants, with an average of 11 participants per group.

B.2. General inclusion criteria

For the purposes of this Cooperative Agreement, and consistent with the CTESLAC uniform methodological criteria (Benavides et al. 2016), a worker was considered to be: a person: (1) over the age of 17 years (with no upper-end age limit), (2) who has worked at least one hour for a wage or salary, for profit or for family gain, paid in cash or in kind in the week before participation in research, or (3) who normally would have done so but was temporarily absent from work, and (4) who was a Spanish speaker. These criteria are the same used in the quantitative study, thus allowing the results of the two studies to inform each other.

Following USDOL requests, in each country, we held separate FGs based on gender identity. Moreover, unless the FG targeted a more specific population group, we sought to include both informal and formal workers (see Key Definitions, 5–8), and workers from a mix of rural and urban environments. Further, to the extent possible, we did not exclude people from minorities and/or persons with self-reported disabilities but, purposely, we did not identify any such participants in the FG session to preserve their confidentiality.

B.3. Specific target group and topics

The general eligibility criteria applied to all FGs, with the necessary modifications to fit the USDOL country-specific target groups and interests, as follows:

Costa Rica: Call centers perform any business involving person-to-person contact over a voice connection. Limited anecdotal reports about WRV for call center workers suggest that it is comprises of verbal abuse and threats from customers. Likewise, employer practices related to WRV are unknown. Although there are no reliable statistics, Costa Rica provides an excellent

opportunity since it is home to an estimated 300 call centers, many related to international corporations, and thousands of employees (Anderson 2012).

El Salvador: While there is no legal or universally accepted definition of the term "faith-based," we followed currently proposed typologies to define an FBO (Bielefeld and Cleveland 2013; Occhipinti 2015). For the purposes of this Cooperative Agreement, we define a FBO as "a group of individuals united on the basis of religious or spiritual beliefs." Traditionally, FBOs have directed their efforts toward meeting the spiritual, social, and cultural needs of their members. Realizing that there is a relationship between religious/spiritual beliefs and health, many FBOs (such as churches, temples, synagogues, and mosques) are developing health ministries and extending those ministries beyond their own members to include entire communities ("Faith-Based Organizations"). We explored the reporting of WRV from persons who worked or volunteered for an FBO during the last year. FBOs tend to orient their support to the poorest communities, who might be more vulnerable and exposed to violence than the general population (Krug et al. 2002). As such, and given the social position of FBOs, personnel in these organizations are in a unique position to prevent and respond to violence (Magner et al. 2015).

Guatemala: Historically, Guatemala is considered to be one of the most dangerous places for organized workers (International Labor Rights Forum 2017). Thus, we aimed to learn about WRV against trade unionists and other forms of work organizing. Although we did not exclusively aim to recruit people from any given industry, we had an interest in *maquilas* and the general agriculture sector. There, workers have traditionally been involved as community organizers, facing governmental opposition (United Nations 2013), and these experiences have been valuable later on for organizing in the U.S. when many Guatemalans immigrated there. (Oglesby 2019).

Honduras: In 2016, under a USDOL contract (Gimeno and Delclos 2016), we conducted FGs to examine WRV topics in detail. Because we already had specific information about WRV, under this Cooperative Agreement, we shifted our attention to general working conditions and labor rights without focusing on a particular occupation or industry.

Nicaragua: Over the past decade, Nicaragua has made considerable progress in narrowing the gender gaps in health status, education, and participation in political and economic life. Recent data show that Nicaragua is among the countries with the highest (i.e., more equality) scores on the gender equality index (World Economic Forum 2017). Still, being at the top of the ranking just means that, within Nicaragua, women seem to be doing similarly to men. The index does not say

anything about how women are doing in comparison to other women in Nicaragua or the status of women in their different social roles. Hence, under this Cooperative Agreement, we were interested in learning more about gender inequalities arising in the occupational health and safety environment.

Panama: In this country, we focused on the protection of workers' rights in the Free Trade Zone (FTZ) with an emphasis on certain rights such as freedom of association, right to strike, collective bargaining, and the like. Because of the special status of FTZs, it is reasonable to expect that the experience of work inside the FTZ may be different than the experience outside the FTZ (Schroeder 2017). For that reason, we conducted one FG among workers inside the FTZ and another FG among workers outside of this zone. Both FGs focused on women. We aimed to recruit similar workers from similar industries working inside and outside of the FTZ; however, because of differences in characteristics of workers inside and outside FTZs, a perfect match was not achievable (Cirera and Lakshman 2014).

B.4. Recruitment of FG participants

We engaged our local SALTRA partners in each of the six participating countries to guide and assist us with identifying potential participant pools, location sites, and setup to ensure respect for the idiosyncrasies and realities of each country and the target population of each FG. We provided our partners with a short, written information sheet (see Annex A) to attract the interest of potential participants. We used various outreach strategies, including making personal contact; distributing fliers, and contacting trusted employers, local unions, selected government agencies, teachers and other school personnel, churches, and community leaders guided by our local SALTRA partners. SALTRA also worked as the local field support, providing cultural and contextual knowledge to guide the FG sessions.

We used a combination of purposive (aka purposeful) sampling approach. The logic of purposeful sampling is to select research participants who, because of their personal characteristics or experiences, have deep and specific knowledge aligned with the research questions, which also facilitates maximum use of research resources (Patton 2002). Persons expressing interest in participating in the FGs underwent preliminary screening to ensure they met the inclusion criteria (see section B.2.). After this initial criterion sampling phase (Patton 2002; Palinkas et al. 2015), we employed snowball sampling. The snowball sample approach is well-suited to research

circumstances like ours, where persons with specific experiences are sought but are perhaps not easily identifiable or locatable. It refers to a technique for finding research subjects by which one subject gives the researcher the name of another subject, who, in turn, provides the name of a third one, and so on (Atkinson and Flint 2001). This sort of sampling is useful because it allows researchers to connect with potential "in-the-know" participants through others who have been deemed to have appropriate experience with the topic of study (Palinkas et al. 2015). It contrasts with a convenience sample in that, in a snowball sample, the phenomenon of interest plays a role in the selection of participants. Only those able to speak to the phenomenon of interest are selected. Because a convenience sample's only consideration is the ease of access, a convenience sample is not considered a purposeful sample (Patton 2002; Palinkas et al. 2015).

A relevant issue to consider is the limitation of snowball sampling regarding generalizability. The lack of a sampling frame in snowball sampling implies individuals in a population of interest would not have the same probability of being selected as study participants. Thus, findings from a snowball sample cannot be considered generalizable (Donmoyer 2008). However, whereas in quantitative research generalizability is typically equated with validity (Fergusson 2004), in qualitative research, we refer to validity as "the correctness or credibility of a description, conclusion, explanation, interpretation or other sort of account" (Maxwell 1996), where the aim of the research is not to generalize to a population but to develop a contextualized exploration of a phenomenon (Creswell 2005).

Finally, no direct questions regarding residence (i.e., legal/not legal) status, health, or of a sensitive nature were asked at this point. Once eligibility was established, the participant was invited and scheduled to attend one FG session. The local team carried out the following tasks before each session: (1) established the time and place for the sessions; (2) secured potential participants; and (3) re-contacted each person the day before each FG to confirm the time and place of the meeting, as well as their participation.

B.5. FG session dynamics

Before beginning a FG session, participants received a general description of the nature of the session, audiotaping, and measures to protect confidentiality. They were allowed to ask questions and then asked to provide written informed consent. Participants were told they could withdraw at any time before or during the focus group session. They were also free to not respond to specific

questions, yet continue to participate in the remainder of the session.

Each focus group session was guided by an experienced facilitator (i.e., Ms. González for female FGs and Mr. Travieso for male FGs; see section "A.2.2. FGs facilitators and oversight" for more details), using a standard approach detailed in the FG protocol (see Annex A). This approach consists of opening questions/introduction, followed by transition questions, leading to the central questions noted in the FG guidelines. FG guiding questions were prepared in advance by the research team. FG sessions were audiotaped to maximize the capture of discussion content.

Each session lasted from 90 minutes to two hours and was conducted in an environment designed to foster a sense of safety and trust on the part of participants. With our in-country collaborators, we selected suitable locations (i.e., a centric hotel) before the session day in each country. Each participant received USD 10 in compensation for their time, had travel expenses reimbursed, and was provided refreshments and snacks during the sessions. In prior similar FG activities in Central America, we had offered this amount of compensation and reimbursements, which were not considered to be conducive to inducement (Gimeno and Delclos 2016).

Once the FG discussion ended, we provided all participants with a list of key referral services available to them (see Annex A), considering that some topics of discussion might be sensitive for some, especially for persons who had experienced WRV. The handout clearly stated that it was for informational purposes only and that no services were being endorsed by the project team or the funding agencies, nor was it implied that any particular individual needed these services.

B.6. Protocol and facilitator guidelines

To effectively guide the conduct of the FGs, we developed a "Focus Group Protocol, Logistics and Facilitator Guides" (see Annex A). The protocol, first tested in Honduras in 2016 under a prior USDOL contract, describes a strategy for the creation of FGs, providing enough detail to assure the methodology is reproducible and that its techniques can be replicated in other populations and for other topics (Benavides et al. 2014).

The protocol includes detailed, although flexible, instructions describing the desired set up/environment, criteria for selecting participants, necessary facilitator skills, and overall considerations for conducting focus groups in vulnerable populations. In addition, we provided recommendations for FG logistics related to preparatory work, participant recruitment, how to create a safe environment, and the potential emotional risks to facilitators and participants. There

were template scripts for starting, directing, and ending the FG session, together with general guidelines for data collection (e.g., audio recording), data analysis, and report preparation. Included as appendices are the following documents (see Annex A): (1) the FG Initial Information Sheet, a written information sheet given to potential participants interested in the FG in the recruitment phase; (2) the FG Informed Consent Form, which was read to the FG participants, who were then asked to sign and date the form to confirm their voluntary participation; (3) the FG Guide, one per country, which was adapted to the specific theme of interest and contained guiding questions to introduce the session, converse on the magnitude of the theme of interest, and provide some lay definitions of what was to be discussed, as wells as questions to prompt participants about their experiences and perceptions; and (4) a country-specific list of Key Referral Services, distributed to all FG participants. All documents were reviewed by the UTSPH in-country local partners to ensure the use of consistent and culturally sensitive language.

B.7. Data collection and analysis

The conduct and analysis of the FGs were driven by the exploration of some general queries USDOL had a specific interest in. Thus, the report we present here follows a generic approach, one not explicitly guided by any particular theoretical background (e.g., phenomenology, grounded theory, and ethnography). Preliminary analyses began with a summary of the content of the discussion along the lines of the interview guide prompts, including any participant quotes that exemplified that part of the discussion (Miles, Huberman, and Saldana 2014). Transcription of the focus group audio files was then performed by Adept Word Management, Inc., on a fee-for-service basis. Analyses were carried out by two analysts with the support of ATLAS.ti, a software package developed for text-based qualitative analysis (ATLAS.ti 7 User Manual 2013). Formal analyses began with the individual focus group and followed standard content analysis procedures of distilling large amounts of data into smaller amounts that address the research question (Elo and Kyngäs 2008; Vaismoradi, Turunen, and Bondas 2013) using the following steps: reading transcriptions and highlighting meaningful sections of text aligned with domains of inquiry in each focus group; developing codes from those meaningful sections (using both analyst language and the language of participants themselves; Miles et al. 2014); and creating meaningful code groups and applying them to the text. After each focus group had been coded, men's and women's focus groups were next analyzed together for each country, summarizing patterns in the occurrence of

codes and code groups; this resulted in descriptive findings by country.

Further, throughout the report, we do not provide counts of the number of participants who are reporting something. Instead, we followed a common strategy in reporting qualitative research findings, used by most qualitative researchers, of not reporting the number of times something appeared during the FG sessions (Morgan 1998). In prior similar FGs we conducted in Central America, also in collaboration with USDOL, we followed this same strategy (Gimeno and Delclos 2016). Hence, our approach was to review, reflect, and write about what was associated with a particular idea. Further, we conducted the FGs under the a priori notion that they were designed to identify themes raised by participants, not to quantify agreement among FGs participants; using frequencies, counts, or percentages would be misleading. Hence, we did not record counts. Moreover, the number of people in a FG who made a particular observation does not necessarily imply how important an issue may be. An important idea may be said once, but generate a lot of non-verbal agreement (e.g., nodding), simply because all participants in the FG already share its relevance. Alternatively, something unimportant may be discussed for some time despite not being very relevant to the FG topic.

While FGs conducted in each country prioritized specific lines of inquiry (Table 1), there were domains that were common across groups. Moreover, given the reality that FG participants respond to questions and prompts posed to them (see Appendix III: Focus Group Facilitator Guides), additional subjects of conversation may arise even if they are not prioritized for special attention or explicitly asked (e.g., we may have asked about violence or threats experienced in relation to working in a specific job, but participants may have for some time discussed on general violence in the country, or on the role of gangs in their neighborhood). Further analyses identified such common domains and considered the content and patterns therein across FGs. Lastly, analysts used these patterns to elucidate any themes present across FGs in different countries (Vasmoradi, Turunen, and Bondas 2013).

Where possible and available, we added references to the statements made by the participants during the FGs. Participants, however, may have made statements based on their local experience, which might not link a particular reference to an external source, and so one is not given.

B.8. Human subjects protections considerations

The study protocol was reviewed and approved by the UTHealth Committee for Protection of

Human Subjects (Institutional Review Board [IRB]; https://www.uth.edu/cphs) (see Appendix 6).

C. RESULTS

In the text that follows, we present issues that were discussed by participants in FGs across the countries of study. First, language use and the ideas that usage communicates are relevant. As part of the FG aims, at the beginning of each focus group, we explored the differences in the participants' interpretation of the terms "safety" and "security," particularly in relation to violence. These terms are often used interchangeably, but do not refer to the same concept. Part of the difficulty with the terms is that, in Spanish, both "safety" and "security" are translated as *seguridad*. Thus, in Spanish, additional context or qualifiers are needed to properly understand the meaning of the term being used.

For all the FG participants, the expression "job insecurity" (*inseguridad laboral*) refers to the guarantee of employment (i.e., job instability). In contrast, when they speak of "security" (*seguridad*), they are referring to feeling safe in their social environment, as opposed to "insecurity" (*inseguridad*), which refers to not feeling safe from the social violence generated by crime, whether common delinquency or organized. In Honduras, men pointed to job insecurity as their main concern. On the one hand, they associate job security with a guaranteed salary, but they also value labor benefits, particularly access to social protections (e.g., social security, health insurance).

Costa Rican participants made fewer conceptual distinctions between different types of violence than participants in other countries. The word "violence" (*violencia*) is used practically as a synonym of "abuse" (*abuso*), but is different from "harassment" (*acoso*), which refers exclusively to sexual harassment. Although Costa Rican call center participants considered job security a priority, it did not appear to be a major concern. Several focus group participants said they considered this type of work as an intermediate step toward other educational or employment opportunities.

Beyond this clarification, where relevant, we specify particularities of the issue by country, by type of work or workers who engaged with the issue, or by gender of participants. Finally, we highlight an overall pattern in the data that points to the intertwinements of explicitly work-related issues and those that are more broadly rooted in the social context.

C.1. Working conditions

Guatemala's FG participants commented on physical discomfort, sometimes harm, suffered by *maquila* workers. Examples included repetitive movements while using sewing machines and uncomfortable chairs. Moreover, employees are asked to reach high production goals, which they consider excessive. Health concerns that they voiced included back pain, digestive problems, nervousness, stress, and mental health problems they related to the psychological damage suffered through verbal abuse. They also commented that working conditions in clandestine workshops could be even worse than in the *maquilas*. This is because these workshops usually represent cottage industries where the work is performed in private homes that generally lack employee policies, safety measures, emergency egress, or fire extinguishers.

Most participants from Costa Rica were "floor workers" (i.e., they provide direct attention to clients), and these workers highlighted that the nature of their work leads to high stress levels. They explained that call center workers must meet certain quantitative "metrics," which refer to variables, such as number of calls or clients attended, duration of calls, and so forth. These metrics then form the basis for their performance evaluations. The high work demands can, at times, create challenging situations to handle, but, according to the participants, this is not frequent. To some extent, the participants viewed work patterns as predictable, which helps employees develop strategies to manage them (Aasnæss 2008; White 2015). Even so, they explained that the high pressure at work can spill over at home, affecting relationships with their families and social lives. Several participants reported arriving at home on some days with little to no motivation to interact with family or friends. They described bad mood and tiredness, lacking the energy to interact with their families, crying easily, and being hypersensitive.

Call center jobs were described by participants in ways that align with definitions of precarious employment, characterized by minimum wage, easy dismissal, lack of follow-up about labor complaints, and lower than expected bonuses. This situation leads to feelings of job insecurity, a continuous desire to quit, vulnerability to the owners' interests, and a fear of being fired (Benach et al. 2014). The participants mentioned that call centers have very high levels of job turnover.

Stress, for these participants, was related to the need to reach the metrics required to earn more money. They explained that, every time a worker fails to meet the goals, they feel victimized for not earning the expected amount of money. It is difficult to report these situations because bosses and administrators are "all in the same boat." They consider this practice to be discriminatory since

the staff feels unprotected, never knowing what to expect in terms of their bonuses or other working conditions. Participants also described other unfavorable working conditions, including sitting in uncomfortable (and sometimes dirty) chairs for several hours and inadequate climate control, with air conditioners not being used in poorly ventilated areas or, on the contrary, being set to excessively cold temperatures. Overall, participants described call centers as "enslaving" and characterized by instability. Nevertheless, as one worker summarized, "Some people get used to this type of life, despite being intrinsically stressful."

C.2. Labor rights

Historically, labor laws arose out of various movements led by workers to obtain better working conditions (Boone 2015). Labor law can be defined as a "set of norms, principles, and institutions that protect and vindicate those who live by their material and intellectual efforts to achieve their historical destiny: socialize human life" (Borrel 2006). The right to work is "the norm that aims to achieve social justice in the balance of the relationship between work and capital" (De la Cueva 2007).

The characteristics of labor law, in general, are to seek:

- Fairness: resolve or fail labor disputes according to the statement of duty, conscience, or morality, attending to these rather than the literal nature of the law.
- Social justice: an ideological doctrine that strives for better and more generous treatment and rewards for workers.
- Harmonization of the interests of capital and labor.
- Protection for the workers since they are the weakest link in the employment relationship.

Two important influences on labor rights are the existence of unions and the right to strike (Clawson and Clawson 1999). Of the focus groups analyzed, data from Nicaragua stood out for the descriptions of union formation and stories of protest. Though the evidence was anecdotal, participants in these FGs (both men and women) appeared to be the highest educated of the FG participants. Still, we did not systematically collect data on education level. The women FG participants from Nicaragua consisted of trade unionists and workers from different branches. In contrast, other conducted FGs included very few people who said they were affiliated with unions. Nevertheless, given the snowball sampling strategy (see section "B.4. Recruitment of FG participants) we used for the recruitment of FGs participants, this finding could be a chance artifact

of the individuals participating in the FG.

Nicaraguan FG participants explained that unions in the country have emphasized achieving equal participation of women on their boards of directors, as they consider female participation can contribute to achieving important social advances in labor rights and politics. In addition, they stated that strikes are generally considered an accepted tool of protest when problems posed by workers are not resolved in other ways. This differed from FG participants in the other countries, who described reluctance to participate in strikes for fear of being fired or punished. It is important to note, however, that the FG sessions in Nicaragua were conducted before the social unrest related to new labor reforms began in the spring of 2018.

In Guatemala, the women's focus group consisted of *maquila* workers, many of whom reported they belonged or had belonged to committees or organizations that defend the rights of workers and women.[6] In this sense, the Guatemala women's FG presents a profile somewhat like that of the women's FG in Nicaragua, except that in Guatemala, there was more homogeneity in the type of work performed by most participants. Organizations for workers featured prominently in discussion in the women's FG. As background, in 1986, President Cerezo authorized the formation of the Guatemalan Union of Workers, a collective made up of 12 *maquila*-based unions. However, belonging to a formal union has since been stigmatized, as companies are generally opposed to them and any other worker groups (Abbott 2017).[7] Some of the labor organizations that were mentioned in the Guatemala group were the Association of Employed and Unemployed Women against Violence, ATRAHDOM (Association of Domestic and *Maquila* Workers in Guatemala), and the CALDH (Center for Legal Action in Human Rights). Focus group participants explained that m*aquila* companies do not view membership of their employees in these types of organizations favorably. VESTEX (Association of the Clothing and Textile Industry) is the association of the textile garment industry in Guatemala, and participants mentioned it reflects more of a "union of entrepreneurs." One participant said VESTEX could force employers to pay the corresponding benefits to workers. The women in the FG spoke extensively about protests calling for better working conditions. But these protests, they said, are also viewed unfavorably by

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[6] While in some workplaces there are ad-hoc committees or self-organized committees formed to try to negotiate better working conditions, none of these are likely to be formal, recognized trade unions. Although Guatemala is a member of the International Labor Organization, committed to respecting freedom of association, in Guatemala, unionization and strike rights are restricted and frequently employers are not held accountable for labor violations (REDLG 2018).

[7] There are currently only four unions representing workers in the *maquila* industry, partly due to anti-union tactics (e.g., repress activism through intimidation and illegal detentions, or threat of them) (Delpech 2015).

employers. Participants explained that, in some cases, employers or managers of companies who feel attacked by employee protests resort to offering money to leaders to desist from their struggles, close worker organizations, and/or discourage efforts to create new worker representative groups. An additional concern in the FG of Guatemalan women related to what they described as the recent appearance of clandestine workshops that avoid establishing contracts with workers to avoid paying benefits. Focus group participants claimed that workers in these businesses are routinely denied bonuses, vacations, or other benefits.

The Guatemalan Ministry of Labor is where worker complaints are filed and should be the body that defends their rights (IBP 2013). Participants said that the Ministry officers often do take note of workers' demands, but they believed most of the allegations are not investigated. Consequently, they said, "there is still psychological violence," and FG participants reported feeling powerless when confronted with this type of abuse. However, as was the case in the Nicaragua FGs, in Guatemala, these institutions were reported to pay more attention to trade unionists or organizations than to individual workers when labor conflicts and the need to defend worker's rights arose.

Both the trade union members as well as non-affiliated FG female participants agreed that trade unions have clearly established widely known principles and objectives, which they summarized as a fight against injustice inflicted on workers. However, they also suggested that trade unions sometimes deviate from this objective for several reasons, including "politicization" and the insertion of partisan politics, corruption, and other social pressures, such as job insecurity. They stated that the influence of individual activists who have acquired a certain share of power can also be a factor in deviation from standard labor rights protections. They believed that such situations can generate conflicts and lead to the violation of workers' rights.

Many of the male Guatemalan FG participants were subsistence farmers, with no formal affiliation in a trade union organization. Some described participation in technical support groups for farmers, but otherwise their commentary on workers' rights was limited in scope (Global Forum 2018).[8] None of the farmers in the male FG reported belonging or having ever considered

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[8] Participants referred to the agricultural extension services, which are part of the National System of Agricultural Extension (SNEA by its Spanish acronym), Ministry of Agriculture, Livestock and Food. This program is the primary mechanism used by the government to assist farmers in adopting and implementing technological solutions to their specific agricultural problems and needs. However, little, if anything, is provided in terms of assistance on encouraging leadership and group organization to solve their problems.

affiliating with any type of farmers' organization. They were not aware of the potential struggle for the vindication of the farmers' rights. In contrast to the women's FG, none of the participants expressed ever considering the need for, or belonging to, any type of workers' organization or group to vindicate their rights. They related relying instead on strong family ties, which has allowed them to build important support networks.

Very different concerns about labor rights by gender were also highlighted in FGs in Honduras. The female FG meeting in Honduras consisted mostly of saleswomen in the informal sector of the economy. They sold goods in the center of Tegucigalpa, where they place their stalls despite a municipal prohibition, leaving them exposed to interactions with police about their work. Because their work was considered an illegal activity, and because they did not pay taxes, the women indicated feeling physically and psychologically abused. They did not have the option of protesting, had nobody to complain to, and felt they were not even protected by human rights organizations. Even though they discussed the National Association of Workers and Street Vendors of Honduras (ANATRAIH), this organization does not represent street vendors who do not follow the ordinances established by the mayor's office in their towns regarding street sales. They described feeling discouraged to self-organize in a different group, largely due to a great level of distrust among coworkers in this sector.

All the men who participated in the Honduran FG were employed in the small-scale services sector.[9] All of them depended on being hired by someone else, whether formally or informally, in order to work, although a few were additionally self-employed. The jobs these participants described were basically at a subsistence level, characterized by low wages and few to no benefits. They described feeling discouraged from looking for better jobs, that were more in line with their abilities or preferences, because they feared that they would only find work with even fewer benefits. Nonetheless, with few exceptions, male Honduran participants claimed to have adequate and safe work environments. However, most of them did not have a formal contract and/or worked in areas such as customer service at events, where long-term hiring is not an option. They did not

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[9] The small-scale service (e.g., restaurants, retail, catering, cleaning businesses) sector designates business conducted by what is typically referred to as Small and Medium-sized Enterprises (SMEs) or Small and Medium-sized Businesses (SMBs). These are enterprises or businesses which fall below certain limits. These limits may be defined differently by country and according to industry, ownership structure, revenue, or number of employees. In Honduras, SMEs are defined as those with a minimum of 11 and a maximum of 50 employees (National Congress of Honduras 2009).

believe that a written contract is necessarily a guarantee that the conditions of hiring or benefits will be respected because, as one participant stated, "there is no minimum wage, there are no rights."

Despite being viewed by the male FG participants as a guarantor of labor rights and provider of employment, the Honduran government was the subject of much criticism. Workers felt that, while there are laws that establish workers' rights, the government fails to enforce them. They described their challenges in dealing with the Ministry of Labor, such as: (a) bureaucratic hurdles, resulting in a long time to solve a problem and involving economic costs; (b) interacting with personnel who lack training because they are hired more for political reasons; (c) corruption, with ministry employees accepting bribes from employers to make resolutions that favor the company; and (d) deterrents to litigation, since going through the Ministry involves costs and risks. One participant noted, "The worker is the one that loses because he can even end up in jail" for raising concerns.

Men in the FG in El Salvador also discussed a lack of trust in government institutions. Although there is a mechanism for reporting violent or abusive acts through the police or prosecutors' offices, these institutions were perceived as incapable, inefficient, and corrupt by FG participants. In particular, participants suggested that the police have an image of complicity with organized crime. In addition, participants suggested that ignorance of the law contributes to a low number of formal complaints. Instead, they said, channeling complaints through local NGOs, such as education centers and FBOs where staff can be trained on laws protecting children's rights and human rights in general, was viewed as an alternative to formal means. The participants felt it was important to know the Salvadoran Law of Integral Protection of Children and Adolescents (LETINA), especially parents, and that increased awareness of Christian principles should be encouraged even among the authorities.

In Panama, participants (all women) lacked union training, had mid- to high-education levels, and were focused on improving quality of life and job stability. Three types of employment in the Colon area of Panama reflected the labor dynamics through which the participants in the FGs framed their discussion of labor rights: (a) public sector; (b) private sector within the FTZ; and (c) private sector outside the FTZ. Each employment type was described by participants as having its own forms of contracting and regulations for interaction at work, including criteria for promotion and unionization, among others, such that understanding the details is essential to examining their

impact on worker rights and the labor practices of employees and employers. Although Panamanian labor laws apply to all companies, participants explained that the existence of the three types of employment creates a complex labor scenario in the Colon area, which requires that workers have a general grasp of business laws and regulations as a key component of their work survival strategies.

Participants explained that the public sector is mainly dedicated to providing government services and approaches contracting in phases, beginning with probationary periods and temporary contracts, and ultimately culminating with the right to a permanent contract known as *nombramiento* (nomination). They further explained that public employees have unions and trade associations that safeguard worker rights and represent workers in cases ranging from collective bargaining agreements to the resolution of labor disputes. Participants reported that access to social insurance is one of the greatest perceived advantages of employment in the public sector and so is access to other benefits, such as retirement. Participants noted that, although some benefits can be lost if the employee is fired, their social security remains in effect even after the employee retires.[10]

A notable disadvantage of the public sector, as viewed by FG participants, is its politicization. They believed that collective negotiations carried out by the trade unions have resulted in important advances for workers. However, these advances are subject to the political vicissitudes and influence of the political parties. Because of this, they described the public sector as the most vulnerable to the political ups and downs of the country. Moreover, the politicization is perceived, among other things, as a generator of labor instability rather than as a source for negotiated gains.

The participants in the FG repeatedly contrasted the public and the private sectors. The latter was described as allowing workers access to medical care insurance only while they are under contract. Private sector companies, participants explained, are subject to the labor laws of the country, but participants perceived that the private sector companies emphasize their internal regulations and culture.

In Panama, the main government institution authorized to receive reports and resolve cases of abuse or workplace violence is the Ministry of Labor and Labor Development (MITRADEL). Trade unions or other worker organizations were described by participants as the main channels

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[10] It is possible that participants are confused about how benefits work for public servants given that, unfortunately, as is common in many countries, labor laws tend to be modified by every government at each change of administration, which also commonly leads to large waves of layoffs of public servants (Booth et al. 2018).

for the defense of workers' rights. One large union that was specifically mentioned was SUNTRACS, the Single Union of Construction and Similar Workers in Panama. The SUNTRACS General Secretary represents this organization of more than 40,000 workers across the entire country. According to participants, construction workers must pay union dues, even if they do not want to belong to the union. Although the Ministry has the capacity to resolve cases in favor of workers, it does not enjoy the full confidence of the FG participants, mainly due to perceived corruption: "The system has good intentions, but corruption trumps it," stated one participant. The payment of bribes by employers was mentioned as a frequent practice to which officials succumb with relative ease. Participants mentioned the Ministry of Labor "is sold" to entrepreneurs' interests, is more concerned with "issues of harassment," "does not work well," is "pure paperwork with no supervision," and "does not defend the employees." Participants described that, when faced with a complaint, MITRADEL gives the worker a form to be signed by the boss certifying that the complaint is correct, which is considered counterproductive.

None of the participants of the FGs in Panama said they belonged to a union. One mentioned her father had been a union member. However, he had a negative experience when his company dismissed him and the union did not help him despite his paying his dues and working for the organization. The perception reported in the FG was that many companies in the Panama FTZ do not allow unionization, although "it depends on the company."[11] Attempts at organization were described as susceptible to being countered by the employer: "As soon as they realize that there is a small group that is organizing within the company, all of these people disappear." Nonetheless, several participants had been involved in the "Strike against the 72 Law" in Panama, a law that allowed the sale of land in the FTZ, which entrepreneurs opposed. According to participants, this strike was endorsed and even encouraged by companies. However, paradoxically, once the strike was over, participants said that employees who had participated in strike activities were often later penalized by their company. A peculiarity of Panama in comparison to the discussions from the FGs in other countries was a discussion concerning the large presence of immigrants in the labor sector, particularly the undocumented ones. The presence of foreigners, both legal and undocumented, was viewed as an obstacle to the organization of the workers in the FTZ.

In Costa Rica, the FGs consisted of men and women who worked in call centers. The Ministry

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[11] This is despite the current U.S.-Panama Trade Agreement setting standards for protecting workers' rights, including collective bargaining and the right to strike (USTR n.d.).

of Labor supports workers' rights in Costa Rica, and call centers are subject to the general laws of the country. Most call centers belong to foreign companies (Mitchell and Pentzer 2008) that demand competitiveness, and workers described the fear that these companies could decide to close overnight without giving notice. This fear was described as challenging to the assertion of labor rights. Call centers have their own policies for reporting and resolving labor conflicts; however, according to participants, these vary by company. Participants stated that there are procedures that describe the channels available to workers for reporting conflicts and requesting support. Generally, they said, reports follow the labor hierarchy, with workers first reporting to their supervisor. Participants stated that if they circumvent the supervisor to report to a higher management level, this is frowned upon and can have consequences.

C.2.1. Discrimination and labor abuse

Several forms of labor abuse were mentioned, including discrimination against trade union members and the markedly differential treatment of different types of workers (referred to as "categories" of workers). They also described circumstances in which certain employees, including mid-level workers, personally paid for or provided some job-related expenses, such as their own tools, equipment, fuel, and travel allowances, which represents an additional form of abuse. In Guatemalan *maquilas*, FG participants described verbal abuse, such as name-calling, as common among workers.

An issue that came up in Guatemala, but not in the other countries was discrimination based on being a member of an indigenous minority. This group was described as "the population most abused by the bosses due to poverty," as having "unmet basic needs," and as "not having access to a complete education." The fact that some indigenous people "do not finish primary school" was viewed by participants as making them susceptible to abuse from others. Participants stated their belief that the Presidential Commission against Discrimination and Racism was an important advance in the protection of the indigenous peoples of Guatemala.

The presence of foreign workers was only discussed in the Panama FGs. In Panama, migrant workers, who were distinguished from foreign owners, were reported as coming mainly from Colombia, Venezuela, and Cuba. The perception among FG participants was that the numbers of migrant workers in Panama were high, and that this was having a profound impact on Panamanian society and its workforce. Participants stated that migration laws set forth specific criteria for

foreigners legally working in Panama; however, to obtain legal status, these workers face high costs and a complex bureaucracy. Consequently, according to participants, a large number of them reside illegally and work mainly in the informal sector (e.g., food sales, retail trade, vendors, street jugglers at traffic stops). Members of the FG said foreign workers may also work in the formal sector "without papers" but with the consent of employers, since employing migrants has its advantages. The employers even develop "tricks" to evade government supervision. The participants described these things and suggested foreign workers who reside illegally in Panama are hired in a discriminatory manner. In turn, participants believed that, in general terms, foreign workers are paid less, do not receive benefits or job protections, and cannot join unions or go to the Ministry of Labor to claim their rights. Participants believed that the foreign workers are, in essence, forced to accept these terms out of fear of being deported. They tied this belief to economic scarcity, suggesting that many foreign workers are in precarious financial situations, so they are willing, as one participant stated, to "work anywhere and do anything."

C.3. Generalized violence

FG participants from Guatemala reported strong feelings of insecurity and fears of violence attributed mainly to organized crime, particularly local gangs (*pandillas*) and transnational gangs (*maras*). In addition to concerns about their safety as citizens, they reported that this problem can also affect the job performance of public employees, particularly those who perform their duties in the field. As an example, participants described that the Ministry of Agriculture, Livestock and Food of Guatemala (MAGA, by its Spanish acronym) had identified some sectors and specific communities in the country where Ministry employees are not allowed to enter because of safety concerns. This situation prevents those employees from providing services to the population in those areas.[12] The participants suggested that the perceived criminal nature of much of the violence also prevents the Guatemalan population from reporting or even complaining about violent acts and insecurity.

Focus group participants from Honduras also clearly indicated general violence as one of their

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[12] We did not find evidence or examples of this in any MAGA document. In Guatemala, however, there is a long history of small farmers being evicted from their lands; an increasing accumulation of land in the hands of large state owners, particularly foreign but also illegal entities; and violence between indigenous communities, who typically live and work the land, and the government in relation to governmental land reform (FAPDA 2014; Vidal 2018).

main concerns. They described its pervasiveness as an underlying element in any activity and as a potential threat to job performance. The participants said that, although violence permeates all levels of society, it affects certain regions or sectors to a greater degree. The participants also pointed out other social problems, particularly corruption, as things that can affect their labor rights, but for which they don't see easy solutions.

Salvadoran FG participants described and commented on several types of violence at length. They identified structural or systemic violence that remained from the civil war, which reached such levels during that time that, in their views, violence became "normal." The FG participants consistently linked their responses to situations of violence and workplace abuse, suggesting that the presence of generalized violence may be a driver of views and attitudes for this group. Compounding this violence is a perceived lack of support by the authorities, which they believed also contributes to marginalization and violence.

School-related violence in El Salvador was also extensively discussed by the group. They cited threats to teachers, assaults near schools, and other risks for students. They reported that persons who must travel to get to school often have difficulty attending classes or evaluations because "if they leave the house, there is a risk that they may not return." The sentiment of the FG participants reflected the perception of a general feeling of widespread insecurity, fear of leaving the house, and among younger students, a barrier to properly carry out their studies.

Furthermore, FG participants explained that, over the past several years, a more ruthless type of violence has developed arising from organized crime, particularly gang-related (*pandillas/maras*). In Central America, these gangs are mainly present in Guatemala, El Salvador, and Honduras, but mostly headquartered in El Salvador. The gangs originally emerged in the United States and were founded by Central American immigrants (Arana 2005). They later returned to the Northern Triangle, where they now have a more transnational structure (Whelan 2018). The territorial nature of gangs and their violence were important to participants because these issues affect population mobility by restricting freedom of travel, among other things.

The FG participants said that areas run by the *maras* are well known by the general population, which, to a certain extent, can allow people to avoid problems by avoiding those areas. However, the sense of territoriality was described as extreme at times. Moreover, a person can suffer violence or even be killed simply because he or she comes from an area associated with a rival gang. Gang members check those who enter their territory "as if they ran a customs office" and may even ask

a person to undress to see whether or not they have tattoos identifying them as being from a rival organization. Ironically, by performing these surveillance activities, gangs, participants believed, also provide security within their own territory.

The Salvadoran participants who worked for an FBO mentioned that gang-related violence affects the performance of their activities and has an impact on their working lives. They explained that this is because church areas and their surroundings can be favorite places for assailants who wait until people leave a religious service to steal their belongings. This group suggested that one of the greatest dangers Salvadorans face is random violence resulting from confrontations between gangs. As they described it, this violence can happen anywhere, without warning, and manifests itself in different ways. This violence can even spill over into areas considered safe and unreachable, such as inside churches and schools. Religious workers in the FGs had recorded instances in which stray bullets from shootings in the street went inside their church, where a school operates. The unpredictable nature of this type of violence was described by participants as also leading to an uncertainty that has become a distinctive feature of Salvadoran daily life, increasing the stress and conditioning the population's view of the world.

Finally, the FGs in El Salvador also emphasized the amount of corruption in law enforcement and government agencies charged with maintaining order. Consequently, they said, workers are afraid to file formal complaints because they fear these authorities may be colluding with criminals and/or nothing good will come out of it. One participant summarized it this way: "Many of us don't go to the authorities because they are not going to do anything."

The extensive discussion of generalized violence in FGs in Guatemala, Honduras, and El Salvador contrasted with its relative absence as a point of discussion in the other focus groups. In the Nicaragua FGs, the perception of widespread social violence or organized crime structures was that it was not an issue. In Panama, there was consensus among the participants that insecurity (i.e., feeling unsafe) had increased in the country, but that it was concentrated in certain cities and not widespread. They viewed corruption as a major factor in terms of insecurity and noted that it flourished thanks to the complicity of authorities, police, politicians, and entrepreneurs. The Costa Rica FGs had a distinctly different impression of violence in their country as compared to the views of FG participants in the other five countries. Overall, the Costa Rican participants felt that the level of violence in the general community was low. This perception extended to their own experience with violence and the consequences derived from having to face violent situations.

The International Labor Organization (2004) defines WRV in its code of practice relating to "workplace violence in services sectors and measures to combat this phenomenon" as "any action, incident, or behavior that departs from reasonable conduct in which a person is assaulted, threatened, harmed, injured in the course of, or as a direct result of, his or her work" (Wieser and Mata-Greenwood 2018). Regarding the criteria to determine whether these violent acts are work-related, the standard approach in literature is to include all violent acts that occur within the workplace. However, the ILO code of practice is more expansive, defining the workplace as "all places where workers need to be or to go by reason of their work and which are under the direct or indirect control of the employer." The "Opinion on Violence at the Workplace" by the European Commission's Advisory Committee on Safety, Hygiene and Health Protection at Work (2001) states that "violence can be defined as a form of negative behavior or action in the relations between two or more people, characterized by aggressiveness, sometimes repeated, sometimes unexpected, which has harmful effects on the safety, health, and well-being of workers at their place of work. […] Violence manifests itself in many ways, ranging from physical aggression to verbal insults, bullying, mobbing and sexual harassment."

We used these two definitions to guide the FG discussions. Overall, the perceptions on WRV varied by country. In addition, not all FG sessions centered on WRV, so contributions by country were greatest for El Salvador and Costa Rica but more tangential for the remaining countries. Nonetheless, a few common patterns emerged. As with general violence, there was a difference between the Northern Triangle countries and those in the southern part of Central America.

In Honduras, the women's FG represented the informal sector while men were service sector employees. Participants in Honduras identified several types of violence (e.g., physical, psychological, and verbal) and agreed that physical violence and psychological abuse are the most common in their work environment. They perceived insecurity as a perpetually present issue in Honduras that affected the entire society in all activities, including work. They described a constant sense of uncertainty, particularly related to the fear that ordinary citizens can be affected by random violence, even in locations not usually considered risky. For example, a participant described a case in which a barber shop was the site of a shootout when hit men came to execute a client. Concerning occupations at risk of violence, FG participants singled out watchmen (*vigilantes*, or security guards), who they described as usually inadequately trained and equipped, salespersons

and delivery workers who must visit areas considered high risk. They also mentioned other jobs involving direct contact with clients, which can lead to abuse or minor physical harm. Women in the Guatemalan FGs added that the latent feeling of violence is present on a daily basis at work and believed that this affects workers' mental health.

Schools as unsafe workplaces and teachers as at-risk workers were extensively discussed in El Salvador. In Honduras and Guatemala, schools were described as places gangs can use for recruitment, extortion, and blackmail. Thus, FG participants explained that in some cases, schools function as spaces where circles of violence are reproduced. Parents expect their children to be educated on the right values in schools, but risk the exact opposite when they encounter classmates who promote violence, corruption, cheating, and disrespecting teachers. Participants in the FGs also mentioned that teachers may have no other option but to pass poorly performing students out of fear of revenge from criminal parents. Moreover, they said, teachers are unlikely to report this because they worry about information leaking outside the school and leading to reprisals against the teacher and their family.

Participants further explained that, in Guatemala, El Salvador, and Honduras, schools, like other social spaces, such as sports stadiums, identify with the predominant gangs in their area. They related cases in which a gang occupies and takes over the control of a school. Unfortunately, students attending these schools are perceived as being associated with gangs, even when they do not belong to them. Participants explained that this form of territoriality also hinders the work of officials and teachers whose work requires them to move between zones. The perception of the participants was that teachers and other school employees may, at times, try to help students cope with the daily violence they experience in their environment, including at home. However, the participants thought that those employees have limited resources because few institutions have the trained personnel or equipment needed to provide this type of consultation.

Churches, as workplaces, were described as places where violence may occur. There have been cases of gangs that have tried to "collect rent" (i.e., extort money) from churches. In addition, conflicts may arise based on the perceived religious affiliation of one gang versus another. El Salvador FG participants reported that, even inside churches, there can be situations of abuse and psychological violence. The violence in FBOs was classified by participants into three categories: (1) administrative, (2) among members of the congregation, and (3) among workers. Some members of the FG described arrogant and abusive religious leaders who are capable of expelling

those they consider a threat to their authority from the congregation. Some of the participants noted that, in Protestant churches, pastors can be both abusive and manipulative. For example, there have been cases of pastors who manipulated their interpretation of the Bible to their advantage as an instrument for managing the congregation, and the participants viewed this as a form of mistreatment.

Concerning the southern part of Central America (Costa Rica, Nicaragua, and Panama), cases of WRV were described along the lines of sexual abuse or harassment, with less emphasis on crime and extortion. In Panama, according to the participants, many of the companies in the FTZ are owned by foreigners, particularly Asians, who usually organize their businesses based on a family structure. Among the Panamanian FG participants, foreign employers had a reputation for overburdening their employees. They described these employers as distrustful of their employees, to the point that some did not allow two family members to work together because of suspicion of complicity in dishonest acts. All of the Panamanian FTZ FG participants said that they were aware of cases of WRV and abuse, although not all had experienced it themselves. Physical violence was described as unusual and occurring more among coworkers, usually for personal reasons. Rather than physical violence, much of the abuse described in the Panamanian FGs was psychological, like swearing or shouting in front of customers, or invading personal space, such as pointing a finger in front of an employee's face while yelling at them. They repeatedly stated that foreign entrepreneurs are prone to mistreating their employees in this manner. In addition, they described workers who deal directly with clients are especially vulnerable to similar mistreatment by the client and, in that situation, explained that it is difficult to defend themselves because doing so could lead to adverse job consequences. Some abusive clients threaten to complain to the boss about what they consider poor service. Overall, the types of violence reported in both of the Panama FGs do not compare to the levels and forms reported in the Northern Triangle FG sessions. Specifically, usage of weapons, death threats, extortion, or physical assault were not described.

The FG participants pointed out that, although there is some variability in terms of the companies they work for, the overall levels of violence and insecurity do not vary much between workplaces. Male call center participants all agreed that the most intense and frequent type of abuse they experienced was verbal, coming from the customers they dealt with over the phone. This situation was described as almost nonexistent in companies that provide restricted services (e.g., one type of product), but common in companies providing a wider array of services because

then there was a greater variety in the client population. They said, the verbal abuse stems from what the customer considers to be poor service. However, they reported that some clients from the United States also complain about the fact that the telephone service is being provided by a "Third World country," and at times, they adopt racist overtones, which sometimes manifest as linguistic discrimination.

Call center employees described handling these kinds of customer aggression without reporting it to superiors or the authorities. The strategy they frequently adopt is to "mutear" (from the English "to mute") the call, which refers to muting the microphone while the client is still talking. They do not cut off the call so that this is not considered a transgression of their job responsibilities, except in restricted services companies. The FG participants did not consider muting a call to represent an act of aggression or violence toward the client. Aside from aggressive clients, though, call center operators had some difficulty coming up with examples of circumstances that could lead to a violent event in their workplaces. In summary, violence in the context of call centers is, above all, verbal in nature and was not described as related to crime or attempts at extortion.

C.4.1. Discrimination and gender-related violence

In the Nicaragua FG, the men discussed their perspectives on gender inequality in the work environment, citing unequal treatment between coworkers (i.e., equals) and between employers and employees. In the latter case, they stressed that gender inequality frequently translates into discriminatory business "policies," which, while not necessarily official, are nevertheless practiced. Examples given by participants included avoiding hiring women in case they should become pregnant, or refusing to hire women for certain kinds of work (e.g., in bars) because the women might be harassed by the men in the workplace. The participants considered that there is more sexual harassment in rural areas, which they ascribed to geographic isolation, social dynamics, and low educational levels.

The participants pointed out that significant changes have taken place in gender relations, although much remains to be done. They believed that the most marked manifestation of change was Nicaraguan society's acceptance of women in paid labor as that was traditionally a male role. Some of the advances were attributed by participants to the Sandinista Revolution and its effect on gender relations in the workplace.

Sexual harassment was one of the most frequent forms of gender-related abuse reported in the

men's Nicaragua FG. Examples they provided were the practice of offering a job to women based upon their perceived attractiveness or asking for sexual favors in exchange for certain job positions. They believed favored women had better working situations – better equipment, better vehicles, better incentives – but then risked being discriminated against by their co-workers for this special treatment. The participants suggested that, in the *maquilas*, sexual harassment occurs for men as well. Participants attributed this to the large number of personnel in *maquilas*, which they believed favors promiscuity. Finally, they believed that additional forms of discrimination, such as discrimination against older workers, also affect gender relations, especially for women.

Participants held the view that victims or witnesses of WRV feel that, due to gender differences, they have few options to file complaints or seek solutions. They stated that they thought few companies have regulations and protocols to follow in case of violence or gender abuse complaints. Instead, they suggested, instead, that they probably follow legal regulations (e.g., Nicaraguan Government 2013), which, among other things, defines labor harassment and makes reporting of sexual harassment compulsory. In the workplace, unions are their best option, and participants noted that unions have been working hard in this area. Other options for channeling complaints are government agencies, such as the police and the prosecutor's office.

The discussion on discrimination and gender-related violence among FG participants in Guatemala centered on women who work in the *maquilas*. Forms of discrimination mentioned included abuse of power, restrictions on medical appointments, age-related discrimination, and being forced to lift heavy loads. The participants suggested that many women in *maquilas* also experience work-life imbalance issues, resulting in poor living and poor working conditions. They gave the example of single mothers, who juggle handling their job with raising their children without help or because of a shortage of day-care centers. Part of the FG discussion centered on how women were treated by the *maquila* owners and how the employer-employee relationship differed by the owner's nationality. Although local owners were not necessarily viewed as ideal by participants, the worst scenarios were reported in foreign-owned companies, the majority of which were owned by Korean individuals (as opposed to corporations) (Kim and Lee 2017; *Korea Herald*/Asia News Network 2018). A commonly described form of mistreatment was the use of denigrating expressions or nicknames (i.e., "featherbrain," a foolish, scatterbrained person). Other women participants mentioned how some Korean bosses in the *maquilas* hit their employees if they are not satisfied with the employee's work. The participants suggested that this type of

aggressive behavior was related to employees' physical and psychological problems, such as trauma, low self-esteem, fear, and generally feeling unsafe in the workplace.

In Honduras, the women FG participants indicated that physical abuse is common among informal workers, and occurs on a near-daily basis regardless of age, illness, or even pregnancy and/or the presence of children. They explained that the local police frequently carry out raids on street vendors to eject them from the area, and these displacements are sometimes achieved through physical means.

Interestingly, in Panama, the participants generally did not self-identify as being victims of gender discrimination, but they gave several examples of sexual harassment, which was said to be relatively common. For example, saleswomen are sometimes required to use their physical appearance to attract customers and sell more by dressing in a "sexy way," "with less clothing." They said that, in the FTZ, women are frequently seen as sexual objects. A situation was mentioned where a saleswoman had been sent to another country for breast surgery so she would be more attractive to clients. Other examples included salary raises offered by supervisors to lower-level employees in exchange for sexual favors.

While the female call center participants from Costa Rica did not describe situations of physical violence either at work or in their social environments, this contrasted with stories of sexual harassment coming from bosses, coworkers, and phone customers. This topic dominated the FG session, as participants recognized it to be one of the most serious and pervasive problems in call centers. The participants explained workplace sexual harassment as related to gender values existing in the broader society. They also said it usually occurred in contexts where men hold senior or managerial positions, while women hold lower positions and earn lower salaries. Power relations are then based on this hierarchy. However, although they ascribed most cases of abuse of authority to males in senior positions, participants mentioned that female bosses can also be implicated. They described call centers as places where looks are important and, together with the hierarchical power structure, that makes women vulnerable to sexual games or flirting. In this context, sexual harassment can be verbal or physical. They described verbal abuse as recurrent, especially in the relationships between bosses/supervisors and employees of either gender. For example, if a female operator is considered "good-looking" and dresses in a certain way, bosses may assume that she is trying to attract them, so they initiate a conquest ritual that women consider disrespectful and abusive. The participants suggested that women are depersonalized by being

turned into sexual objects, minimizing the value of their other attributes and resulting in a form of sexist discrimination. They believed that, as a result of depersonalization, self-esteem also declines, leading to anxiety and dissatisfaction in their workplace for those experiencing it.

Both the male and female Costa Rican call center participants also discussed violent and sexual verbal encounters by customers during telephone calls and explained that employees do receive some training on how to handle these calls. However, hanging up the phone on an abusive customer is prohibited, allowing them to take advantage of the operators. More than one female participant commented that some customers masturbate during the call, yet the employees are not allowed to hang up. They explained that, although the Costa Rican INAMU (National Institute for Women) is the institution that defends women's rights in the country, phone-based harassment or violence is not considered legitimate enough to denounce.

D. DISCUSSION

D.1. Main results

The World Health Organization (WHO) defines violence related to health stating that it is "the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community that either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment or deprivation" (Krug et al. 2002). The ways in which violence was discussed by our focus group participants from the "Northern Triangle" nations (Guatemala, Honduras, El Salvador) – in terms of national history, crime, random physical violence, extortion, and the dangers to citizens that can result from drug trafficking in a society – aligns with multiple components of the WHO definition of violence very clearly. Discussion of violence among FG participants in the southern Central American nations (Nicaragua, Costa Rica, and Panama) revolved around other things, namely gender-based discrimination regarding employment opportunities, working conditions, and sexual harassment in the workplace. Less physical, these forms of violence involve the exercise of power dynamics that participants indicated affected the well-being of those experiencing them.

In its "World Report on Violence and Health," the WHO describes seven different forms of violence: youth violence, child neglect, violence by intimate partners, abuse of the elderly, sexual violence, self-directed violence, and collective violence (Krug et al. 2002). WRV is not specifically highlighted, and our study design does not support generalizations. Yet, social environments are likely to be mutually porous (Jovchelovitch et al. 2020). Thus, there might be a spillover effect in that violence in the broader society might make its way into the experience at work, and vice versa, in ways pertinent to the context of this report (Baron et al. 1998). That is, the experience of work is not separate from broader life but part of it. Therefore, it makes sense that the texture and nuances of WRV would also be embedded in the particulars of broader social experience in places and time. While history and current societal conditions, such as those indicated by participants, are "known," the explicit consideration of both the directly work-related and the "non-work" components that condition WRV are not usual in occupational safety and health research (Ahonen et al. 2018). If WRV and relevant leverage points for intervention are to be fully understood and optimized, factors that are traditionally about work should be considered alongside broader societal factors as relevant in the design and conduct of future research and intervention on WRV in this

part of the world.

Our results seem to suggest that gender might play a key role in how WRV is experienced, how it is witnessed, and what its consequences are for workers. This perspective adds to the existing knowledge base, which suggests that work is experienced differently by different genders (Messing 1997; Messing and Mager Stellman 2006; Armstrong and Messing 2014). Moreover, work is a place where the flexible personal resources that enable people to live healthy lives are accumulated, and social fault lines, such as gender, condition access to and experience of work, consequently affecting accumulation of resources, with consequences for health (Masters, Link, and Phelan 2015; Fujishiro et al. 2019). Therefore, understanding WRV from a gender perspective may also help to understand population health inequalities that occur along lines of gender and provide a policy and regulatory focus for influencing it.

D.2 Strengths, limitations, and recommendations

Overall, the conduct of the focus groups went smoothly, without any major delay in the planned timeline or unanticipated adverse events. We believe we were able to create a comfortable environment in which participants could share their experiences and opinions. Although some people may be more prone than others to share their ideas, we did not encounter any major difficulty in addressing a particular theme or topic. In our experience, this was possible thanks to: (a) working with experienced focus group facilitators with direct knowledge of Central America, (b) implementing a focus group protocol and guidelines specifically designed for this project (see Annex A: Focus Group Protocol, Logistics and Facilitator Guides), and (c) applying a well-developed methodological approach to the analysis of focus group data.

In the current project, we were able to overcome obstacles identified in previous work (Gimeno and Delclos 2016) caused by confusion between "safety" and "security," which in Spanish are not translated into two different terms, as opposed to English. We prepared the sessions so the participants had a clearer operational definition to better distinguish the two terms. By qualifying the term insecurity as "job/workplace insecurity" (*inseguridad en el trabajo*), we made clear that the conversation was referring to "job instability/permanence." In contrasts, we used "safety" (*inseguridad*) to refer to "being or perceiving somebody or a situation as not safe or lacking protection." As indicated above (see the beginning of the Results section), as part of the general study, we started each focus group by asking the participants about their interpretation of the terms

"safety" and "security," which in Spanish are often used interchangeably, given their translation into the same term. With this effort, we found some elements of cultural homogeneity across the focus groups. Hence, we observed that FG participants in all countries were able to distinguish between, for instance, "job insecurity," referring to the guarantee of employment and working conditions, and just "insecurity," which refers to feeling unsafe due to local social violence, derived from criminality, common or organized. Yet, depending on the country, participants perceived a different level of concern for one or the other (i.e., job security versus insecurity). This also allowed participants to distinguish insecurity from exposure to violence (i.e., any type of behavior, whether physical, psychological, verbal, or otherwise, intended to hurt somebody or something), whether as victim or witness. We recommend that future projects use this approach and these terms to accurately differentiate these concepts.

Our focus groups centered on workers as participants and provided valuable understandings about the influence of context on the experience of WRV. This will aid both our planned survey-based research projects and other future research projects. The specific goals of future research endeavors would also frame important research design choices. For instance, efforts to better understand the influence of broader social context on WRV could take a variety of tacks. Recruiting similar groups of workers and using the same FG guides across the six countries of the region would build clarity on how the particulars of time and place rather than a specific occupation or type of industry shape the experience of WRV for people whose experience of work and occupation of certain social categories is otherwise similar. Another angle would be to aim to more deeply understand each national context as its own case. In this scenario, researchers might explore WRV from the perspectives of multiple stakeholders, including government workers, employees of labor ministries, security forces charged with addressing complaints about working conditions and violence, and employers. Such an approach would yield thick descriptions of how WRV emerges, functions, and influences workers and could be highly relevant to developing appropriate interventions.

A few final caveats should be kept in mind when interpreting our results. As discussed above (see section "B.4. Recruitment of FG participants), the snowball sampling recruitment strategy prevents the generalization of our findings. Thus, the conclusions of this report may not necessarily be representative of the target populations of each FG in Central America. The topics for this study were selected a priori, and specific domains of inquiry were assigned by country in collaboration

with our USDOL partners. While there was resulting information overlapping across countries by nature of the subject matter, and we did highlight cross-country comparisons where possible, the study design precludes reliable cross-country comparison. Future studies should consider the tradeoffs between having a more in-depth discussion of a concrete topic versus covering a wider array of topics at the expense of less depth.

D.3. Conclusions

The present report describes the results of a qualitative study based on focus groups conducted under a Cooperative Agreement between the USDOL Bureau of International Labor Affairs, Office of Economic and Labor Research, and The University of Texas Health Science Center at Houston School of Public Health, and co-sponsored by the USDOL Chief Evaluation Office (CEO). Under this Agreement, the overall aim of this study was to gain insight on the working conditions and health status of the Central American workforce, with a particular focus on work-related violence.

Overall, for many of the topics discussed, two main geographic clusters were identified, the "Northern Triangle" (Honduras, Guatemala, and El Salvador) and the nations of southern Central America (Nicaragua, Costa Rica, and Panama). This division was useful for summarizing the most salient results from the FG sessions. Gender is also a necessary factor in understanding WRV. Both factors – country context and gender – condition the ways in which WRV is experienced, the impact it may have, and interventions to lessen its effects.

Although we did generate interesting results in each of the six Spanish-speaking countries in Central America (i.e., Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama), given the methodological limitations of focus groups to produce generalizable findings, these results may not necessarily reflect the actual state of WRV in Central America. This would be the objective of future studies using other designs that would allow greater generalizability.

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F. ANNEXES

Annex A
Focus Group Protocol, Logistics, and Facilitator Guides

Focus Group Logistics and Facilitator Guides

Part of
DOL Grant # IL-29677-16-75-K-48
Working Conditions and Health in Central America

By

The University of Texas
Health Science Center at Houston
School of Public Health

For

US Department of Labor (USDOL)
Bureau of International Labor Affairs (ILAB)
Office of Economic and Labor Research (OELR)
and
USDOL Chief Evaluation Office (CEO)

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30 November 2018

Acknowledgment and Disclaimer

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A. FOCUS GROUP SESSION SET-UP AND CONDUCT

A.1. Instructions for the Use of the Focus Group Protocol

(a) Date of Construction/Revision

April 25, 2017

(b) Purpose

The objective of the focus group protocol is to present a strategy of focus group formation. We are providing sufficient detail to ensure the focus groups are reproducible and so these techniques may be utilized in other populations on other topics. This document is used to facilitate and guide the focus group discussions. Each focus group session may take on a life of its own. Questions are used to encourage in-depth discussion, and completion of all questions is not mandatory.

(c) Who Uses It

The focus group facilitator, assistants, and other members of the research team, as needed.

(d) Stage of Project Where this Form is to be Used

Focus group data collection.

(e) Definition of Items and General Instructions for Use

This protocol guides the facilitators through the face-to-face focus group data collection process. All questions should be read in the order in which they are written. Facilitators should be sure to read through the specific instructions for their job (facilitator or assistant facilitator).

A. 2. Participant Selection, Incentives, and Notification Strategies

No direct questions regarding residence (legal/not legal) status, health, or of a sensitive nature will be asked at this point. Once eligibility has been established, the participant will be invited and scheduled to attend a focus group meeting. Participants will be told the session starts approximately 15 to 30 minutes prior to the actual starting time to give participants time to arrive, get settled, and fill out any necessary paperwork.

(a) Incentives to Participation

At the end of the focus group session, participants will receive a token incentive payment of USD 10 for their participation, and refreshments will be available during the focus group sessions. This amount is the same as we have offered to focus group participants in prior similar activities in Central America, and is not an amount considered to be conducive to inducement[13].

(b) Systematic Notification Procedure

The local contractors who will facilitate the focus group sessions will do the following prior to the sessions:

1. Set meeting time and place for the focus group session
2. Contact potential participants by phone or in person
3. Contact (phone or in person) each person the day before the focus group to remind them of the focus group place and time.

A.3. Characteristics of Focus Group Sessions

Each focus group session will be guided by either Ms. González or Mr. Travieso. Each will use both this focus group protocol and a separate facilitator discussion guide to assure the various questions are adequately considered and that the aspects to be discussed respond to the study objectives.

Before beginning a session, participants will receive a general description of the nature of the session, audiotaping and measures to protect confidentiality. They will also be given an opportunity to ask questions and then asked to provide written informed consent. Participants will be told they can withdraw at any time before or during the focus group session. They will also be free to not respond to specific questions and yet continue to participate in the remainder of the session.

We will follow standard practices to protect participant confidentiality during the focus group sessions[14]. This will apply to all phases of the focus group study: at the time of recruitment (e.g., informing participants of the use of data, intended users, and how the study results will be

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[13] Gimeno, D., and G. L. Delclos. 2016. *Work-related violence Research Project: Overview and Survey Module and Focus Group Findings; Final End of Project Report.* Purchase Order DOL-OPS-15-P-00239. US Department of Labor/International Labor Affairs/Office of Economic and Labor Research/The USDOL Chief Evaluation Office.

[14] Kaiser K. Protecting Respondent Confidentiality in Qualitative Research. *Qual Health Res.* 2009; 19(11): 1632-41.

disseminated), data collection (i.e., by instructing and reminding participants during the session not to mention their full names or any other specific information that could identify them), analysis (i.e., by removing any potential identifiers that may have been inadvertently recorded, assigning different numbers to participants), and reporting (i.e., by altering identifying characteristics as well as specific quotations and examples that may lead to unintended identification of participants but without modifying the original meaning of the quote). Finally, once the analysis of the transcribed audio files is completed, the recordings will be deleted. Although absolute protection of confidentiality cannot be guaranteed since, for instance, focus groups participants may talk about the discussion outside of the focus group, the measures to protect confidentiality we propose are in line with standard focus group methodology and have been approved by our IRB.

A typical focus group session lasts anywhere from 90 minutes to two hours and is conducted in an environment that fosters a sense of safety and trust on the part of participants. Together with our collaborators, we will identify suitable locations well in advance of the session day in each country.

Each session will follow a standard focus group methodological approach: opening questions/introduction followed by transition questions leading to the central key questions focused on work-related violence or, as otherwise appropriate, for the theme of a given group. Focus group guiding questions will be prepared in advance by the research team and incorporated into the Facilitator Guide. Sessions will be audiotaped, with participant consent, to maximize capture of discussion content.

To the extent possible and after consulting with our local partners and ILAB, we will offer focus group participants information on local referral services available to them considering that the topics of discussion may be highly sensitive for participants and could raise some traumatic memories and effects, especially for persons who experienced WRV. Our experience from the 2016 field test indicated participation would not be affected since the referral information will be given to all the focus group participants only after the discussion and in a controlled setting.

However, we anticipate it may be difficult to know the actual accessibility, affordability and reliability of these services in each of the six countries, where they exist. So, if referral services are listed on any handouts, the handouts would clearly state that it is for informational purposes only and that these services are not being endorsed per se by the project team or the funding agencies. We will also ask our local partners to contact these services to ensure, to the best of our

abilities, the services are currently operating and appear to be otherwise appropriate for inclusion. Details on the preparatory work, setup, focus group conduct, data analysis, and report preparation are provided below.

(a) Composition

We will conduct at least 12 focus groups in the six Spanish-speaking countries of Central America (two per country) with around 10 to 14 participants per group. Given the sensitive nature of certain topics, primarily WRV, labor rights, employment conditions, and gender inequalities in health and safety, etc.) most, but not all, focus groups will be separated by sex, as per Table 1.

People from racial and ethnic minorities will not be purposely excluded from participation in any of the groups. In fact, people with disabilities will be specifically sought out, especially for the sessions on WRV, labor rights, and gender inequalities. As recommended[15], we will place a special emphasis on conducting targeted efforts to attract participants with disabilities. These efforts will occur in collaboration with our local country partners, specifically to explore community linkages with disability-related organizations.

(b) Equipment and materials

Prior to the focus group session, the research team will assemble the following materials:

- Informed consent forms (see Appendix II)
- A printed Facilitator Guide (see Appendix III)
- Log sheet
- Two recorders, one with an external microphone. The second recorder will serve as a backup and can be a simple digital recorder with a built-in microphone.
- A full set of extra batteries. Whenever possible, the recorder will be plugged into an outlet, with batteries being reserved for unexpected loss of power and backup.
- Notepads and pens
- Tape recorded, supplemented by written notes and observations.
- Refreshments (e.g., water, tea, coffee) and light snacks on a separate Table in the discussion room.

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[15] Kroll AT, Barbour R, Harris J. Using focus groups in disability research. *Qual Health Res.* 2007; 17(5):690-8.

In addition, the team will:

- Arrive in advance of the session to set up the equipment.

- Keep wires and cables to a minimum and properly secured to avoid anybody tripping on them.

- Place the microphone in an inconspicuous location but where it captures the audio without barriers.

- Test all recording equipment prior to the session and periodically verifying its correct functioning throughout the session.

(c) Environment

Facilitators and the rest of the research team to host focus group sessions will select environments that:

- Are within a reasonable distance from the participant's worksite or home

- Are in an indoor setting, preferably climate-controlled and conducive to making participants feel comfortable.

- Have comfortable, adjustable temperature and lighting

- Have seating arranged in a circle

- Are held in a room having a door to maintain the privacy of the discussion

- No one under the age of 18 will be permitted to stay in the focus group room

- Quiet space to ensure all comments are heard

(d) Reduction of Barriers to Participation

- Sessions will be held during non-work hours (evenings or weekends)

- Child care services will be offered to those who need it

(e) Facilitator

- Welcomes participants as they arrive

- Prior experience with Spanish speaking group discussions and focus group facilitation

- Uses pre-determined questions to guide the session, but completing all questions is not mandatory (See Appendix III: Focus Group Facilitator Guides)

- Establishes a non-oppressive environment

- Will not hint at the judgement of participants

- Will have an open and caring demeanor

- Will be prepared to encounter and handle the most sensitive of experiences/events

(f) Assistant Facilitator

The Assistant Facilitator will have the following responsibilities and capabilities:

- Handles logistics of setting up the focus group

- Welcomes participants as they arrive

- Takes careful notes. These are important in case the recorder fails or the tape is inaudible, but also to note body language or other subtle but relevant clues that may complement the audio.

- Monitors recording equipment

(g) Analysis and Reporting

- Upon completion of the focus group session, the audio files will be sent electronically to Adept Word Management, Inc., for transcription on a fee-for-service basis (http://adeptwordmanagement.com).

- Systematic thematic analysis, with content analysis and open coding using the focus group as a unit of analysis instead of an individual, will be used. The content analysis and coding will be performed using ATLAS.ti, a software package developed by QSR International for text-based qualitative content analysis.

- The report will be shared with the researchers (e.g., PI, Co-Investigator, Regional Coordinator, SALTRA partners, etc.) who may have been present at the focus group session for verification purposes, that is, to ensure that what is reported corresponds with the procedures that were followed during the focus group sessions.

- Appropriate reporting. Ms. González will prepare detailed focus group reports in Spanish for each country, and overall, for Central America. These reports will be reviewed jointly by Drs. Gimeno, Delclos, and Rojas, and then returned to Ms. González for revisions. Once Drs. Gimeno, Delclos, and Rojas are satisfied with the draft reports, they will be sent to Adept Word Management for translation to English. These English versions will be reviewed for accurate translation and then forwarded to USDOL-ILAB and designees for review. Once the final

reports are accepted, each will be adapted to a 508-compliant format. This step will be performed by SSB BART Group (http://www.ssbbartgroup.com), which we have used in the past in federally-funded projects.

A.4. Facilitator Job Skills

The following are important skills and personal traits the focus group facilitators should have:

(a) Facilitator must assure she/he:

- Can exercise unobtrusive control of the discussion
- Inspires trust
- Prepares participants for the sensitive questions that are coming

(b) Be Mentally Prepared

- Alert and distraction-free
- Must be a good listener
- Must be trained in the questions

(c) Use Purposeful Small Talk

- Create a warm and friendly environment
- Observe the participants for seating arrangements

(d) Make Introductions

Standard introduction:

- Welcome participants
- Provide an overview of the topic
- Lay out the ground rules
- Begin with the first question

(e) Use Pauses and Probes

Five-second pause probes:

- *"Would you explain further?"*

- *"Would you give an example?"*

- *"I don't understand"*

(f) Control Reactions To Participants

- Verbal and nonverbal

- Head nodding

- Short verbal responses (Avoid: "That's good," "Excellent")

(g) Use Subtle Group Control

- Avoid a few group members to take over the conversation

- Keep the group focused on the topic

(h) Use Appropriate Approach to Concluding a Session

  Three-Step Conclusion:

- Summarize with confirmation

- Review the purpose and ask if anything has been missed

- Thank participants and dismissal

A.5. Assistant Facilitator Job Skills

(a) Set-up for the Focus Group Session

- Assist with equipment & refreshments

- Arrange the room

- Welcome participants as they arrive

- Obtain and/or witness the informed consent (See Appendix II)

(b) Record the Discussion

- Operate recording equipment (dual units)

- Tape-record the entire discussion; verify proper functioning of equipment throughout the session

- Take notes throughout the entire discussion

(c) During the focus group session

- Sit in a designated location during the discussion

- Do not participate in the discussion

- Ask questions when invited

(d) Control reactions to Participants

- Verbal and nonverbal cues

- Head nodding

- Short verbal responses (Avoiding comment such as: "That's good," "Excellent")

(e) Conclusion

- Give an oral summary to the group

- Make any changes as necessary

(f) Post-Discussion

- Debrief with the facilitator and other research team members

- Provide feedback on analysis and reports

A.6. Note Taking and Recording

(a) These Are The Main Responsibilities of The Assistant Facilitator

The sessions will be recorded in duplicated using high-quality digital recording equipment, so the facilitator should not be expected to take written notes during the discussion, except when helpful to the facilitator.

(b) Clarity and Consistency of Note Taking

Anticipate that others may use your field notes. Notes sometimes are interpreted days or weeks following the focus group when memory has faded. Consistency and clarity are essential.

(c) Field Notes Contain Different Types of Information

It is essential that this information is easily identified and organized. Field notes should contain:

- **Quotes**

  Listen for notable quotes: statements that illustrate an important point of view. Listen for sentences or phrases that express a particular point of view. Place the name or initials of the speaker after the quotations and note the time. Usually, it is impossible to capture the entire quote. Capture as much as you can with attention to the key phrases. Use three periods ... to indicate that part of the quote was missing.

- **Key points and themes for each question**

  Typically, participants will talk about several key points in response to each question. These points are often identified by several different participants. Sometimes they are said only once, but in a manner that deserves attention. At the end of the focus group, the facilitator moderator will share these themes with participants for confirmation.

- **Follow-up questions that could be asked**

  At times, the main facilitator may not follow-up on a key point or seek an example of a vague but critical point. The assistant may wish to follow-up with questions at the end of the session.

- **Big ideas, hunches, or thoughts of the recorder/assistant facilitator**

  Occasionally the assistant facilitator will discover a new concept. A light will go on and something will make sense that did not make sense before. These insights are helpful in later analysis.

- **Miscellaneous**

  Make notes of factors that might aid in the analysis such as passionate comments, body language, or non-verbal activity. Watch for head nods, physical excitement, eye contact between certain participants, or other clues that would indicate a level of agreement, support, or interest.

B. CONSIDERATIONS FOR FOCUS GROUPS WITH VULNERABLE POPULATIONS

Due to the possibly sensitive nature of the various themes to be discussed during the12 focus group sessions, some of which may address gender discrimination, a number of considerations should be taken into account while conducting this research.

B.1. Creating a Rapport

Facilitators should consider using the following strategies to develop and enhance the rapport between facilitators and participants before and during the session:

- Use similar communication styles as the participants
  - Language/ speech tone and patterns
  - Posture
  - Breathing patterns
- Make conversation with the participants before the focus group session begins
  - Speak to participants while they fill out paperwork and get settled
  - Ask about their job, family, etc.
- Show an interest in the participants' lives
- Use active listening skills when making "small talk" before the session
- Be as welcoming as any gracious host

B.2. Creating a Safe Environment

During the focus group session, the facilitators need to maintain a neutral but supportive atmosphere so participants feel comfortable disclosing their experiences. When participants begin to "open up" it is important that the facilitators give them the opportunity to disclose as much as they are comfortable. If a participant becomes uncomfortable or abruptly ends her/his disclosure about a particularly sensitive topic, the facilitator should not continue to probe the participant. People who have experienced violent incidents may suffer additional emotional and psychological damage if they feel pressured to discuss their experiences when they are uncomfortable doing so.

Almost all of the focus group sessions will be separated by the gender of the participant to help create an open atmosphere in which the participants feel safe and comfortable. Ideally, the head facilitator in these groups should be of the same gender as the participants to further ensure

participants feel comfortable disclosing their experiences.

B.3. Emotional Risks to Facilitators and Participants

When conducting sensitive research, it is important to acknowledge the emotional risks undertaken by the facilitators and participants. While it is understandable that some participants may become emotional when discussing their personal experiences, it should also be acknowledged that one group member's disclosure might serve as a "trigger" for another group member. It should also be understood that, from time to time, the facilitators may experience their own emotional impacts from the information disclosed during a focus group session. For these reasons, it is imperative any participant who wants information about follow up counseling receives it, and that the facilitators are given enough time between sessions to "decompress." Disclosure of sensitive information in focus groups can impact not only the person disclosing, but also those who are listening. It is important to ensure all potentially impacted individuals are given access to follow-up care.

C. FOCUS GROUP QUESTIONS AND SCRIPT

C.1. Outline of Focus Group Session

(a) Welcome

Introduce facilitator and assistant

(b) Our topic today is on _____

The results will be used to identify certain risk factors for _____ in Central American Countries. You were selected because you are a worker (or, where applicable, a union member or member of a faith-based organization) in Central America who volunteered to be a part of this focus group.

(c) Guidelines and initial instructions

- There are no right or wrong answers, only differing points of view.
- This session will be tape-recorded, so we ask that only one person speaks at a time.
- Please use first names only, real or fictitious (make one up, if preferred).
  - o Note: For the written transcripts of the recordings, and as an additional measure to protect the participant's confidentiality, numbers (e.g., Participant 1, Participant 2, etc.) will be assigned to each participant. In the transcripts, the facilitators will use their field notes to link each person's transcript with the corresponding participant number assigned during the session. Although the transcribers will not have the linking information, professional transcribers are experienced at detecting different persons based on voice differences.
- Remind the audience member that they do not need to agree with others, but you must listen respectfully as others share their views.
- Please turn off your cell phones. If you must take a call, please exit the room quietly and return as soon as possible.
- My role as moderator will be to guide the discussion
- Please remember to talk to each other. We want an open discussion about these issues.

C.2. Beginning the Focus Group Discussion Script

"*Good morning/ afternoon/evening, and welcome to this focus group session. Thank you for*

taking the time to join us to talk about _____. My name is _____ and assisting me is _____. We're both with __ (agency name) __. We are here to learn about your experiences with _____. We are having discussions like this with several people like you in this and other Central American countries. This session will take between 90 minutes to two hours depending on how the discussion goes. Before we get started, I want to make sure everyone has filled out and signed these consent forms (if no one speaks up then move on. If someone says they did not sign give them a copy to sign before moving on).

You were invited because you volunteered to be a part of the focus group. During this focus group, we hope to gain a better understanding of your experiences with _____. Please take a moment to ensure your cell phones or pagers are turned off. If you must take a call, please exit the room quietly and return as soon as possible.

My role as the facilitator is to guide the discussion. I will start off by asking a question, and I may ask additional questions to help understand an experience or opinion, but I will not do most of the talking today.

Please remember that what people say during this session should not be repeated outside of the group. There are no wrong answers but rather different points of view, so please be respectful of others opinions and experiences. Please feel free to share your point of view even if it differs from what others have said. Keep in mind that we're interested in what all of you have to say and your personal experiences with _____. Remember to talk to each other throughout the discussion. We want an open discussion about these issues.

We will be recording this session so that we do not miss any comments made during the discussion. People often say very helpful things in these discussions and we can't write fast enough to get them all down. Keeping that in mind, we would appreciate it if only one person spoke at a time to ensure we can understand everyone during the discussion and on the recorded tapes. We will be on a first-name basis, and we won't use any names in our reports. Please use first names only, real or fictitious (make one up, if preferred). Once we have finished analyzing the tapes, we will destroy them, and we will not save any version of the audio recordings. We assure you that your comments, answers, and observations will be kept confidential.

Does anyone have any questions before we begin? (Answer any questions that the participants may have).

Great, let's get started. Let's find out some more about each other by going around the circle and telling us all your first name. If you don't want to give us your first name, that's OK; just make one up and we will refer to you by that name during the session."

At this point, the facilitator may proceed to the focus group questions.

C.3. Focus Group Questions

Approximately 8 to 12 questions should be used for the discussion. Since time is limited, avoid spending too much time on background information and concentrate on the important issues you wish to cover.

Focus group participants will not see the questions they are being asked so, to make sure they understand and can fully respond to the question or prompt, questions should be:

- Short and to the point
- Focused on one dimension of the topic you are covering
- Unambiguously worded
- Open-ended or sentence completion
- Non-threatening or embarrassing
- Worded in a way that they cannot be answered with a simple "yes" or "no" answer (use "why" and "how" instead)

There are three general types of questions used during focus groups:

1. Engagement questions: introduce participants to and make them comfortable with the topic of discussion;
2. Exploring/probing questions: those that get to the "heart" of the discussion;
3. Exit question: used to check if anything was missed in the discussion

C.4. Ending Questions
(a) All Questions Considered

This question asks participants to reflect on the entire discussion and then offer their positions or opinions on topics of central importance to the researchers.

Examples: "*Suppose you had one minute to speak with lawmakers about _____ _____, what would you say?*" or "*Of all the things we discussed, what is the most important to you?*"

(b) Summary Question

After providing a brief oral summary of the session, the facilitator should ask: "*Does this summary reflect our discussion today?*"

(c) Final Question

The facilitator reviews the purpose of the study and then asks the participants: "*Would you like to add anything else?*"

C.5. Concluding the Focus Group Session Script

"*Thank you all for taking the time to participate in this focus group. If any of the topics discussed here today have caused you any distress or discomfort, we have provided you with a sheet of referral sources in your community. If you would like more information on these services, you are welcome to ask me or my assistant, privately. Again, thank you for coming and have a great day.*"

D. DATA ANALYSIS

D.1. Facilitator-Assisted Systematic Analysis Process

(a) Start While Still In The Group

- Listen for inconsistent comments and probe for understanding

- Listen for vague or cryptic comments and probe for understanding or clarification.

- Consider asking each participant a final preference question

- Offer a summary of key questions and seek confirmation

(b) Immediately After The Focus Group

- Draw a diagram of the seating arrangement

- Spot check the tape recording to ensure proper operation (this will have been done several times by the assistant facilitator throughout the session)

- Conduct facilitator and assistant facilitator debriefing

- Note themes, hunches, interpretations, and ideas

- Compare and contrast this focus group to other groups

- Label and file field notes, tapes, and other materials

(c) Soon After The Focus Group--Within Hours Analyze Individual Focus Group

- Make back-up copies of all tapes.

- Analyst (Ms. González) listens to the tape and reviews field notes

- Analyst prepares draft notes of the individual focus group in a question-by-question format with amplifying quotes.

- Facilitator/analyst shares report and notes for verification with other researchers who were present at the focus group

(d) Data Analysis

After each session, audiotapes will be sent for transcribing and translation to English. This will be performed by Adept Word Management, Inc. (see http://adeptwordmanagement.com), a fee-for-service basis, experienced, U.S.-based company that can transcribe in various languages, including Spanish. Audio files are uploaded onto a secure server. Turnaround for transcriptions is

generally less than one week (longer for translations), and transcriptions have been reliable and cost-effective.

After completing and receiving of the transcripts, the focus group data will be analyzed by Ms. Gonzalez with content analysis and open coding, using the focus group as a unit of analysis instead of an individual. Demographics will be summarized using Stata MP 13.0 (StataCorp, College Station, TX) or other versions accessible by USDOL. The content analysis and coding will be performed using ATLAS.ti, a software package developed by QSR International for text-based qualitative content analysis. As is the case in quantitative analysis, there are software packages for qualitative data analysis that are designed to facilitate the preparation and systematization of the data, but analytical decisions are still researcher-driven. Therefore, Ms. Gonzalez will:

- Compare and contrast results by categories of individual focus groups
  - Based on quotes from the participants across countries and topics, a number of possibilities may arise. For example, we might identify a major theme and a minor theme and then discuss the variability of the comments by different types of groups (e.g., by gender).
- Look for emerging themes by question and then overall
  - We will create separate reports by country or theme, first providing an overview summary of the findings and then adding descriptions related to sub-sets of views or elaborating on the specific the topics identified in the analyses of the focus groups.
- Construct typologies or diagram the analysis
  - Based on the analysis of the participants' responses, it may be possible to identify different types of people (i.e., typologies) across countries. Narrative and, if feasible, graphical depiction of these typologies will be provided.

(e) Report Preparation

The main focus group analyses performed will align with the main indicators for Objective 2 of the Cooperative Agreement, specifically:

1. Completion of two focus groups in each country, stratified by gender with satisfactory verbal participation of most participants of each focus group;
2. ILAB's acceptance of main supporting outputs, which will identify emerging themes and

worker typologies based on participants' literal answers, stratified by country.

Ms. González will prepare separate drafts reports in narrative style in Spanish by country or theme (depending on the length of each country report, either as chapters within one large Final Qualitative Study Report or as stand-alone reports), each with a 150-word abstract **(Output 1** of the Cooperative Agreement), and provide them to Drs. Gimeno and Delclos for their review and editing. Once a final version is obtained, it will be translated to English by Adept Word Management, reviewed, and edited by Drs. Gimeno and Delclos, and submitted to USDOL/ILAB for review and approval. All reports will be complete, professionally well-written, well organized, and will reflect rigorous analysis. The reports will use a few quotes to illustrate the findings.

Finally, we will also ask the participants thoughts about providing referral sheets on local resources for work-related violence and protection of labor rights, for use in the quantitative study. We will specifically ask them whether or not offering this type of information could be problematic, and their ideas on how to reduce potential reluctance to receive such information.

FOCUS GROUP INITIAL INFORMATION SHEET
(TO BE GIVEN UPON EXPRESSING INTEREST IN PARTICIPATING
AND BEFORE THE DATE OF THE FOCUS GROUP SESSION)

You have expressed interest in participating in what is called a "focus group." A focus group is a meeting of anywhere from 8 to 14 persons in which we, as researchers, try to learn more about a particular topic by listening to you and your experiences. We appreciate your interest in helping us out. We also know your time is valuable and are especially thankful for your assistance.

This is a research project led by The University of Texas School of Public Health from Texas in the United States. We are collaborating with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. The project is funded in cooperation with the United States Department of Labor Bureau of International Labor Affairs, only for research purposes. Before we were allowed to meet with you today, our study had to be reviewed and approved by ethics committees in both Central America and in the United States.

Today we just want to give you a little information on the project. If you agree to continue, we will go into more detail on the day of the session, and ask you at that time to give us your written permission to continue. If you are still interested in participating after reading this information sheet, we will schedule you for the focus group session on a given day and time. You should expect the session to last anywhere from 90 minutes to 2 hours. We will either provide transportation for you to go to the meeting place or reimburse you for your travel.

In this research, we are trying to better understand [*ADD COUNTRY-SPECIFIC THEME*] in [*NAME OF COUNTRY*] by asking you about your experiences through the work you do. We would like to use this time as an opportunity to learn from you about your work experiences and those of others you may have worked with.

You should feel free to ask us any questions about your participation, and you have the right to have those questions answered to your satisfaction. We will never force you to answer any question you do not feel comfortable answering. We will not ask for and do not want the names of anyone involved nor the place where you work. Everything you say will be kept confidential. Nothing you say will be shared with any authorities.

You can leave the study at any time without any repercussions. The only risks to participating in this study are possible loss of confidentiality or that we ask questions that could make you feel a little uncomfortable. We have several safety measures in place to minimize the risk of either of these two things happening. On the day of the focus group session, we will go into more detail regarding all of this.

At the end of the focus group session, you will receive USD 10 (or its equivalent in your local currency) in appreciation for participating in the discussion group today.

Please ask us any questions you have now. If you agree to proceed, you will have another opportunity to hear more details on the study, and be given a chance to ask any questions or express any concerns you might have. We will do our best to answer them to your satisfaction.

We thank you for your interest in our study and look forward to your participation, if you agree to proceed.

Appendix II
Focus Group
Informed Consent Form

THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER – HOUSTON

Title: Working Conditions and Health in Central America - Focus Groups
(Protocol No. HSC-SPH-16-0803)

1. **INVITATION TO TAKE PART**: You are being asked to take part in a study titled "Working Conditions and Health in Central America - Focus Groups," carried out by Doctors David Gimeno and George Delclos.

   Your decision is voluntary, and you may choose not to participate, or leave the study at any time. If you choose not to participate, or leave the study, this will not affect your job nor will it harm you in any other way. You may refuse to answer any question that you are asked or that is printed on any form.

   This research project, number HSC-SPH-16-0803, has been reviewed by the Committee for the Protection of Human Subjects (CPHS) of the University of Texas Health Science Center - Houston.

2. **BACKGROUND:** In Central America, information about labor rights, work-related violence, and discrimination is limited, incomplete, dispersed and, therefore, unreliable. This constitutes a barrier to making adequate decisions that would reduce work-related violence and discrimination. This study will help us learn a bit more about these issues.

3. **PURPOSE OF THE STUDY**: The purpose of this study is to collect information about labor rights and work-related violence and discrimination experienced by Central American workers.

4. **PROCEDURES:** You are being asked to participate in this study because you have a paying job and are at least 18 years old. If you accept, you will be asked to take part in what is called a focus group session. Each focus group session consists of a meeting of about 12 people. We will carry out a total of two sessions. We request that you take part in only one group meeting. On the day of that meeting, first, all the participants will introduce themselves informally before beginning the group meeting. Next, you will be given some information about the session, its taping, and how we will protect any private information about you. You will also be given the opportunity to ask questions. After we have answered all of your questions, you will be asked to sign your consent, in which you state that you will take part in this study.

   Once you have signed this informed consent, you will be asked to complete a short, one-page questionnaire in which information about your age, sex, ethnicity, income level, and educational level is requested.

The meeting will be directed by a facilitator who will be assisted by a helper, a member of our research team, who will take notes in a notebook. The facilitator will give you an identification number, and the helper will use these identification numbers to keep a record in his or her notebook of the first sentences each one of the speakers say. This will later be used to write down what was said during the focus group session. After this, the facilitator will begin the focus group session with an introduction, followed by a first question in which each participant will be asked to introduce him or herself with his or her first name only. There are no right or wrong answers; we are only interested in your experiences and opinions. The facilitator will then continue asking questions related to this study. At the end of the session, the helper will summarize the discussion. You will be asked to identify yourself with your first name only during the discussion. The focus group session should last between 1 and a half and 2 hours. You will be asked to arrive about 30 minutes before the session begins.

5. **RISKS AND DISCOMFORTS**: There is no known risk or discomfort related to this study. You may be asked some sensitive questions during the focus group session. You are not required to answer any question you do not want to answer. There is also a small risk of loss of confidentiality, but we take several steps to make sure this does not happen.

6. **BENEFITS**: The fact that you take part in this study will help us better understand working conditions and their potential health impact on workers in Central America. You will receive no direct benefit for taking part in this study.

7. **ALTERNATIVES:** The only alternative to taking part in this study is not taking part in this study.

8. **LEAVING THE STUDY:** Taking part in this research study is voluntary and you may refuse to take part or stop taking part AT ANY MOMENT, without any consequence for you. The researcher has the right to take you off the study at any time. Being taken off this study may be due to non-compliance with the study protocol or because the study has ended.

9. **COSTS, REIMBURSEMENT, AND COMPENSATION:** You will not have any direct or indirect expense for taking part in this study. To compensate you for the time you participated in the focus group session, you will be given $10 (U.S. dollars), in your country's currency, at the end of the session.

10. **CONFIDENTIALITY:** You will not be personally identified in any report or publication derived from this study. Any personal information that is obtained about you during this study will be confidential, as indicated by law. A special identification number will be used to identify you during the study and only the researcher will know your name. The audio-tapes will be destroyed after we have transcribed all of the information we need from them.

11. **QUESTIONS**: The Study Primary Investigators (Dr. Gimeno and Dr. Delclos) will be glad to answer any additional questions at any time and can be contacted at +1 201 276 9011 or +1 713 500 9459 (or +1 713 818 8527), respectively.

12. SIGNATURES: Sign only if you have understood the information that has been given to you about the research and if you decide to take part in the study. Make sure all of your questions have been answered and that you understand the study. If you have any questions or doubts about your rights as a participant in the Research study, call the Committee for the Protection of Human Subjects at +1 7135003985. If you decide to take part in this research study, you will be given a signed copy of this consent.

_____

Subject's name in block letters

_____

Subject's signature/Date

_____

Signature of Person obtaining consent /Date

_____

Name of person obtaining consent in block letters

This research study (HSC-SPH-16-0803) has been reviewed by the Committee for the Protection of Human Subjects (CPHS) of The University of Texas Health Science Center - Houston. For any questions about subjects' rights, or to report an accident related to the research, call CPHS at +1 713 500 3985.

Appendix III
Focus Group
Facilitator Guides

A. FOCUS GROUP FACILITATOR GUIDE – COSTA RICA

NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted as appropriate.

Opening speech from the focus group facilitator

- We are involved in a project focused on getting a better understanding of violent or threatening events you may have experienced or are aware of because of the work you do in a call center. We would like to use this time as an opportunity to learn about your work experiences and those of others you may have worked with or for.
- We will not ask for and do not want the names of anyone involved nor the place where you work. Everything you say will be kept confidential. Nothing you say will be shared with any authorities.
- We are particularly interested in violence or threats experienced by you in relation to the workplace (whether your own or others), though other types of violence may come up in our discussions as well. When we say 'violence,' we are referring to violent acts perpetuated by anyone related to your work, such as co-workers, customers, or your managers, including not just physical assaults but also threats of physical assault. This can include things like yelling, actions that cause fear or discomfort, unwanted sexual gestures or touching, or unwanted pressure to date someone or have sex, or various other behaviors. We want to be sure you understand that we are interested in events whether or not they caused you or others to be physically injured or require any medical care.
- This project is led by The University of Texas School of Public Health and in collaboration with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. It is funded in cooperation with the U.S. Department of Labor Bureau of International Labor Affairs strictly for research purposes.

Regarding your participation and how the session will be conducted

- To reduce the risk of potential loss of privacy, we ask that anything discussed here is kept confidential and not discussed outside. Please use first names only, real or fictitious (make one up, if preferred) and do not mention any other specific information that could identify you.
- Recordings of your voice will not be used for purposes other than transcription, and all recordings will be destroyed after the analysis is completed. We will not associate any personal information with anything you may have said.
- We will tape-record the session only because we cannot remember everything you say.
- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.
- Please feel free to ask any questions, and you should expect to have them answered to your satisfaction before agreeing to participate today.
- After we read through the informed consent form with you and you are in agreement, please initial, sign and date the consent form and return it to one of us.

Regarding token incentive payment

- You will receive USD 10 (or its equivalent in your local currency) in appreciation for participating in the discussion group today. This will be distributed at the end of the session.
- You will be asked to sign a form when you receive your gift. This is for accounting purposes only, and the form will be destroyed after the study is finished.
- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

Start

- Again, we'd like to thank you for your time and contribution to the discussion today. Shall we start?

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Domain	Questions	Probes
Introduction	You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record. Just so we can make sure everyone knows each other, let's go around the Table and have each person say your first name, if you have a contract for your job, where your job is located and what type of company you work for. …I will start…. ***Before moving into the questions, provide the definition of violence again**: There are many different types of <u>work-related violence</u> (including violence in the work setting). We'd like to clarify that when we say 'violence,' we are referring to acts that might include <u>physical assault</u> such as aggressive physical contact like hitting, biting, scratching, pushing, shoving, and spitting, regardless of whether an injury was sustained. We're also interested in learning about <u>threats of a physical assault</u> which involves any verbal expression of intent to harm, inappropriate language or aggressive behavior such as shaking fists, destroying property or throwing objects that cause a worker to feel scared, uncomfortable or frightened about their well-being. We're also interested in learning about <u>emotional abuse</u> that might stem from hurtful attitudes, verbal remarks, or gestures, including sexual harassment. Remember that we are also asking specifically about "work-related" violence, that is any violence, as defined previously, occurring in the workplace, while commuting, or outside the workplace committed by anybody whose relationship to the victim is a result of the place or type of work of the victim. Today, because of your work in a call center, we would like to know about your experiences in regards to work-related violence.	
Magnitude of violence problem	To start, we'd like to get an idea about your overall concerns about work-related violence working in a call center. In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"? In general, do you feel safe working in a call center? What are your thoughts on the amount of violence at your workplace? Do you think other workers experience the same amount of violence as you? More? Less? Why? Has the amount of Work-related violence changed over time? How	

	so? What do you think caused this change?	
Worker experiences and perceptions	Can someone tell us about a time they felt threatened or scared while at work because of a violent manager, coworker, or customer? Who can tell us about a time you were physically or verbally assaulted or witnessed a physical or verbal assault while at work? From your experience, what are some things that could lead to a violent event? What about customers? Are customers violent? Have customers made you feel threatened? What are some of the reasons you think your manager, coworkers, or customers are violent? Does your manager threaten to fire you or decrease your pay if you do not meet a certain quota for the number of calls you need to complete?	Tell me more about where you were, what you were doing, and who the perpetrator was? Can you walk me through the whole experience step-by-step? (*Note: For certain experiences, this probe is completely inappropriate. Ensure this probe is used cautiously) Do you think they act this way toward all people or only toward you or certain kinds of people? Which kinds of people, and why?
Personal effects of WRV	What kind of consequences did you suffer from the experiences we just discussed? Did any of the experiences we just discussed cause you to become angry, anxious, or depressed? Did you suffer any physical or mental disabilities as a result of your experiences? In what ways did these experiences affect your relationship with your co-workers, friends, or family?	Would you explain further? Would you give an example? How did that make you feel?
Job effects of WRV	After you were assaulted or threatened, was your job affected? How? Were you able to maintain a similar productivity as before? Were you able to get promotions, or did you lose your job? If you lost your job, how hard was it to find another job?	How did you handle (losing your job/ lowered productivity/ not getting promotions)?

B. FOCUS GROUP FACILITATOR GUIDE – EL SALVADOR

NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted as appropriate.

Opening speech from the focus group facilitator

- We are involved in a project focused on getting a better understanding of violent or threatening events that may have been reported to you or are aware of because of the work you do in your faith-based organization (FBO). We would like to use this time as an opportunity to learn about your work experiences and those of others you may have worked with or for.
- We are particularly interested in violence or threats people you know may have been informed or reported on about in relation to the workplace (whether your own or others), though other types of violence may come up in our discussions as well. When we say 'violence,' we are referring to violent acts perpetuated by co-workers or managers, including not just physical assaults but also threats of physical assault. This can include things like yelling, actions that cause fear or discomfort, unwanted sexual gestures or touching, or unwanted pressure to date someone or have sex, or various other behaviors. We want to be sure you understand that we are interested in events whether or not they caused people to be physically injured or to require any medical care.
- This project is led by The University of Texas School of Public Health and in collaboration with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. It is funded in cooperation with the U.S. Department of Labor Bureau of International Labor Affairs for strictly research purposes.

Regarding your participation and how the session will be conducted

- To reduce the risk of potential loss of privacy, we ask that anything discussed here is kept confidential and not discussed outside. Please use first names only, real or fictitious (make one up, if preferred), and do not mention any other specific information that could identify you.
- Recordings of your voice will not be used for purposes other than transcription and all recordings will be destroyed after the analysis is completed. We will not associate any personal information with anything you may have said.
- We will tape-record the session only because we cannot remember everything you say.
- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.
- Please feel free to ask any questions, and you should expect to have them answered to your satisfaction before agreeing to participate today.
- After we read through the informed consent form with you and you are in agreement, please initial, sign, and date the consent form and return it to one of us.

Regarding token incentive payment

- You will receive USD 10 (or its equivalent in your local currency) in appreciation for participating in the discussion group today. This will be distributed at the end of the session.
- You will be asked to sign a form when you receive your gift payment. This is for accounting purposes only, and the form will be destroyed after the study is finished.
- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

Start

- Again, we'd like to thank you for your time and contribution to the discussion today. Shall we start?

Domain	Questions	Probes
Introduction	You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record. Just so we can make sure everyone knows each other, let's go around the Table and have each person say your first name, current job, if you have a contract for your job, where your job is located, and what type of company you work for. …I will start…. ***Before moving into the questions, provide the definition of violence again**: There are many different types of work-related violence (including violence in the work setting). We'd like to clarify that when we say 'violence' we are referring to acts that might include <u>physical assault</u> such as aggressive physical contact like hitting, biting, scratching, pushing, shoving, and spitting, regardless of whether an injury was sustained. We're also interested in learning about <u>threats of a physical assault</u> which involves any verbal expression of intent to harm, inappropriate language, or aggressive behavior such as shaking fists, destroying property, or throwing objects that causes a worker to feel scared, uncomfortable, or frightened about their well-being. We're also interested in learning about <u>emotional abuse</u> that might stem from hurtful attitudes, verbal remarks, or gestures, including sexual harassment. Remember that we are also asking specifically about "work-related" voiolence, that is any violence, as defined previously, occurring in the workplace, while commuting, or outside the workplace committed by anybody whose relationship to the victim is a result of the work or the place or type of work of the victim. Today, because of your work in an FBO, we would like to know about your experiences in regards to work-related violence.	
Magnitude of violence problem	To start, we'd like to get an idea about your overall concerns about work-related violence through your observations or dealings with the persons your organization serves. In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"? What are your thoughts on the amount of violence you have observed or hear in your FBO from the people you serve? What role does your FBO play in counseling the people you serve? Do you think other workers have observed or heard the same amount of violence as you? More? Less? Why?	Do you think this happens to all people or only to you or certain kinds of people? What kind of people?

	Has the amount of Work-related violence you may have observed or heard about changed over time? How so? What do you think caused this change?	
Reporting	What are your options if you want to report an incident you observed or heard about? Who can you report these incidents to? How do you usually report these incident(s), verbally or in writing?	Could you explain what you meant by ____.
	Does your FBO provide any guidance or protocols on how to handle a situation when a person reports or describes a work-related violence incident?	
	What types of incidents do you think should be reported? Should an event be reported only if someone is seriously injured?	
	How often do events that you have heard about get reported?	
	What do you think keeps people from the community or workplace from reporting all work-related violence incidents?	
	Do people assume violence is just part of their community or workplace?	Why do you think this is?
Relationship of WRV with societal violence	Do you think the amount of violence you witness or heard about during your job is related to crime in the surrounding areas?	Why do you think ____?
	Do you think the amount of crime in the surrounding areas has changed in the last year or remained the same?	Can you please explain further?
	Do you think the amount of violence and crime would change if more incidents were reported? Would it change if the actions taken in response to reports were different? How might this response be improved?	

C. FOCUS GROUP FACILITATOR GUIDE – GUATEMALA

NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted as appropriate.

Opening speech from the focus group facilitator

- We are involved in a project focused on getting a better understanding of violent or threatening events you may have experienced or are aware of because of your participation in an existing trade union or other kind of worker organization or from any attempts to form a union or other kind of worker organization. We would like to use this time as an opportunity to learn about your work experiences and those of others you may have worked with or for.
- We are particularly interested in violence or threats experienced by you in relation to your union role in the workplace (whether your own or others), though other types of violence may come up in our discussions as well. When we say 'violence' we are referring to violent acts perpetuated by co-workers or your managers including not just physical assaults but also threats of physical assault. This can include things like yelling, actions that cause fear or discomfort, unwanted sexual gestures or touching, or unwanted pressure to date someone or have sex, or various other behaviors. We want to be sure you understand that we are interested in events whether or not they caused you or others to be physically injured or to require any medical care.
- This project is led by The University of Texas School of Public Health and in collaboration with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. It is funded in cooperation with the U.S. Department of Labor Bureau of International Labor Affairs for strictly research purposes.

Regarding your participation and how the session will be conducted

- To reduce the risk of potential loss of privacy, we ask that anything discussed here is kept confidential and not discussed outside. Please use first names only, real or fictitious (make one up, if preferred), and do not mention any other specific information that could identify you.
- Recordings of your voice will not be used for purposes other than transcription and all recordings will be destroyed after the analysis is completed. We will not associate any personal information with anything you may have said.
- We will tape-record the session only because we cannot remember everything you say.
- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.
- Please feel free to ask any questions and you should expect to have them answered to your satisfaction before agreeing to participate today.
- After we read through the informed consent form with you and you are in agreement, please initial, sign, and date the consent form and return it one of us.

Regarding token incentive payment

- You will receive USD 10 (or its equivalent in your local currency) in appreciation for participating in the discussion group today. This will be distributed at the end of the session.
- You will be asked to sign a form when you receive your gift payment. This is for accounting purposes only, and the form will be destroyed after the study is finished.
- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

Start

- Again, we'd like to thank you for your time and contribution to the discussion today. Shall we start?

Domain	Questions	Probes
Introduction	You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record. Just so we can make sure everyone knows each other, let's go around the Table and have each person say your first name, current job, if you have a contract for your job, where your job is located and what type of company you work for. …I will start…. ***Before moving into the questions, provide the definition of violence again**: There are many different types of work-related violence (including violence in the work setting). We'd like to clarify that when we say 'violence' we are referring to acts that might include <u>physical assault</u> such as aggressive physical contact like hitting, biting, scratching, pushing, shoving, and spitting, regardless of whether an injury was sustained. We're also interested in learning about <u>threats of a physical assault</u> which involves any verbal expression of intent to harm, inappropriate language or aggressive behavior such as shaking fists, destroying property or throwing objects that causes a worker to feel scared, uncomfortable or frightened about their well-being. We are also interested in learning about <u>emotional abuse</u> that might stem from hurtful attitudes, verbal remarks, or gestures, including sexual harassment. Remember that we are also asking specifically about "work-related" violence, that is any violence, as defined previously, occurring in the workplace, while commuting, or outside the workplace committed by anybody whose relationship to the victim is a result of the place or type of work of the victim. Today, because of your membership in a trade union or other workers' organization, or your attempts to form one of these, we would like to know about of your experiences in regards to work-related violence.	
Magnitude of violence problem	To start, we'd like to get an idea about your overall concerns about work-related violence. In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"? In general, do you feel safe doing your job while being a member of a union or worker organization? Do you know of fellow members that don't feel safe? Have you or any of your fellow union or worker organization members changed your behavior because of violence or threats? Have other workers quit the union because of violence?	Do you think this happens to all people or only to you or certain kinds of people? What kind of people?

	What are your thoughts on the amount of violence at your workplace? What types of violence are most common? Is it different for men and women? Do you think other workers who are not part of a union or worker organization experience the same amount of violence as you? More? Less? Why? Has the amount of Work-related violence for those individuals in unions or worker organizations changed over time?	How so? What do you think caused this change?
Worker experiences and perceptions	Can someone tell us about a time they felt threatened or scared while at work because of a violent manager, owner, security, or coworker? Who can tell us about a time they were physically assaulted or witnessed a physical assault or a violent threat while at work? From your experience, what are some things that could lead to a violent event? When a co-worker that belongs to a union or worker's organization is assaulted or threatened, do you think it is ever their fault or that they are partly responsible for it? Do you feel that coworkers who belong to a union or worker organization suffer more violent events in the workplace than those coworkers who do not belong to a union?	Tell me more about where you were, what you were doing, and who the perpetrator was? Can you walk me through the whole experience step-by-step? (*Note: For certain experiences, this probe is completely inappropriate. Ensure this probe is used cautiously)
Personal effects of WRV	What kind of consequences did you suffer from the experiences we just discussed? Did any of the experiences we just discussed cause you to become angry, anxious, or depressed? Did you suffer any physical or mental disabilities as a result of your experiences? In what ways did these experiences affect your relationship with your co-workers, friends or family, the union, or other worker organization? Did you report your experience to any government authorities, including the police, the ministry of labor, etc.? Did you feel they took your complaint seriously and investigated it properly?	Would you explain further? Would you give an example? How did that make you feel?
Job effects of WRV	After you were assaulted or threatened, was your job affected? How? Were you able to maintain a similar productivity as before? Were you able to get promotions, or did you lose your job? If you lost your job, how hard was it to find another job?	How did you handle (losing your job/ lowered productivity/ not getting promotions)?

D. FOCUS GROUP FACILITATOR GUIDE – HONDURAS

NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted as appropriate.

Opening speech from the focus group facilitator

- We are involved in a project focused on getting a better understanding of the general working conditions and labor rights in Honduras as well as of situations where attempts to exercise your labor rights may have resulted in violent or threatening events. We would like to use this time as an opportunity to learn about your work experiences and those of others you may have worked with.
- We are particularly interested in the general working conditions and labor rights as they occur in your workplace (whether your own or others), although other types of working conditions and labor rights in Honduras may come up in our discussions as well. When we say "working conditions" we are referring to working time, remuneration, physical conditions, and mental demands that exist in the workplace. We want to be sure you understand that we are interested in events whether or not they caused you any physical or mental injury or required any medical care.
- This project is led by The University of Texas School of Public Health and in collaboration with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. It is funded in cooperation with the U.S. Department of Labor Bureau of International Labor Affairs for strictly research purposes.

Regarding your participation and how the session will be conducted

- To reduce the risk of potential loss of privacy, we ask that anything discussed here is kept confidential and not discussed outside. Please use first names only, real or fictitious (make one up, if preferred), and do not mention any other specific information that could identify you.
- Recordings of your voice will not be used for purposes other than transcription and all recordings will be destroyed after the analysis is completed. We will not associate any personal information with anything you may have said.
- We will tape-record the session only because we cannot remember everything you say.
- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.
- Please feel free to ask any questions and you should expect to have them answered to your satisfaction before agreeing to participate today.
- After we read through the informed consent form with you and you are in agreement, please initial, sign, and date the consent form, and return it to one of us.

Regarding token incentive payment

- You will receive USD 10 (or its equivalent in your local currency) in appreciation for participating in the discussion group today. This will be distributed at the end of the session.
- You will be asked to sign a form when you receive your gift payment. This is for accounting purposes only, and the form will be destroyed after the study is finished.
- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

Start

- Again, we'd like to thank you for your time and contribution to the discussion today. Shall we start?

Domain	Questions	Probes
Introduction	You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record. Just so we can make sure everyone knows each other, let's go around the Table and have each person say your first name, current job, if you have a contract for your job, where your job is located and what type of company you work for. …I will start…. ***If the focus group participants appear not to understand the concept of violence, revisit the concept before moving into the questions**: There are many different types of work-related violence (including violence in the work setting). We'd like to clarify that when we say 'violence' we are referring to acts that might include <u>physical assault</u> such as aggressive physical contact like hitting, biting, scratching, pushing, shoving, and spitting, regardless of whether an injury was sustained. We're also interested in learning about <u>threats of a physical assault</u> which involves any verbal expression of intent to harm, inappropriate language or aggressive behavior such as shaking fists, destroying property or throwing objects that causes a worker to feel scared, uncomfortable or frightened about their well-being. We are also interested in learning about <u>emotional abuse</u> that might stem from hurtful attitudes, verbal remarks, or gestures, including sexual harassment. Remember that we are also asking specifically about "work-related" violence, that is any violence, as defined previously, occurring in the workplace, while commuting, or outside the workplace committed by anybody whose relationship to the victim is a result of the place or type of work of the victim. Today, we would like to know of your experiences in regards to the general working conditions and labor rights in Honduras as well as in situations where attempts to exercise your labor rights may have resulted in violent or threatening events.	
Magnitude and knowledge of working conditions and labor rights	To start, we'd like to get an idea about your overall concerns about your current working conditions and labor rights. In general, how would you describe your current working conditions? Do you feel safe completing your daily tasks at work? Do you know your worker's rights within your workplace? Can you list the rights that you feel you are entitled to? Can you list the rights that you feel are not entitled to? Do you know how to report a violation of workers' rights?	

	Do you feel comfortable reporting violations of workers' rights? How many hours do you work per day? How many rest periods do you get during your work day?	
Worker experiences and perceptions	Do you feel that you receive an adequate amount of rest and breaks during your workday?	
	Does your workplace make you feel anxious?	If yes, in what way?
	Are you and your coworkers encouraged or recognized for workplace accomplishments or achievements?	
	Are you encouraged to work safely?	If so, what are you told to do? Wear PPE, respirator masks, etc.?
	Have you had any unpleasant encounters with your manager or coworkers that have caused you to feel distressed at work?	If yes, what happened?
	In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"?	Do you think this happens to all people or only to you or certain kinds of people? What kind of people?
	Do you feel safe requesting time off for personal incidents, such as sickness or death in the family?	If no, why?
	Do you fear that you may lose your job if you miss a day of work?	If yes, what do you think might happen if you were to … (take a day/request breaks, etc.)?
	Do you fear that you may lose your job if you were to request additional rest periods or breaks during your work-day?	
	Do you fear disclosing any medical illness or disabilities to your manager or coworkers?	Would you give us an example?
	Do you fear not being able to complete your workplace tasks?	
Personal effects of working conditions and labor rights	What kind of consequences did you suffer from the experiences we just discussed?	Would you explain further?
	Did any of the experiences we just discussed cause you to become angry, anxious, or depressed?	Would you give an example?
	Did you suffer any physical or mental disabilities as a result of your experiences?	How did that make you feel?
	In what ways did these experiences affect your relationship with your co-workers, friends, or family?	

E. FOCUS GROUP FACILITATOR GUIDE – NICARAGUA

NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted as appropriate.

Opening speech from the focus group facilitator

- We are involved in a project focused on getting a better understanding of gender inequalities in occupational health and safety in Nicaragua which you may have experienced because of the work you do. We would like to use this time as an opportunity to learn about your work experiences and those of others you may have worked with.

- We are particularly interested in gender inequalities as they occur in your workplace (whether your own or others), although other types of gender inequalities in Nicaragua may come up in our discussions as well. When we say "gender inequalities," we are referring to the idea that women and men are not considered equal in the workplace, which allows the unequal treatment or perceptions of individuals wholly or partly due to their gender. We want to be sure you understand that we are interested in events, whether or not they caused you any physical or mental injury or required any medical care.

- This project is led by The University of Texas School of Public Health and in collaboration with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. It is funded in cooperation with the U.S. Department of Labor Bureau of International Labor Affairs for strictly research purposes.

Regarding your participation and how the session will be conducted

- To reduce the risk of potential loss of privacy, we ask that anything discussed here is kept confidential and not discussed outside here. Please use first names only, real or fictitious (make one up, if preferred), and do not mention any other specific information that could identify you.

- Recordings of your voice will not be used for purposes other than transcription and all recordings will be destroyed after the analysis is completed. We will not associate any personal information with anything you may have said.

- We will tape-record the session only because we cannot remember everything you say.

- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.

- Please feel free to ask any questions and you should expect to have them answered to your satisfaction before agreeing to participate today.

- After we read through the informed consent form with you and you are in agreement, please initial, sign, and date the consent form and return it to one of us.

Regarding token incentive payment

- You will receive USD 10 (or its equivalent in your local currency) in appreciation for participating in the discussion group today. This will be distributed at the end of the session.

- You will be asked to sign a form when you receive your gift payment. This is for accounting purposes only, and the form will be destroyed after the study is finished.

- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

Start

- Again, we'd like to thank you for your time and contribution to the discussion today. Shall we start?

Domain	Questions	Probes
Introduction	You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record. Just so we can make sure everyone knows each other, let's go around the Table and have each person say your first name, current job, if you have a contract for your job, where your job is located and what type of company you work for. …I will start…. Today, we would like to know of your experiences related to gender inequalities in occupational health and safety in Nicaragua, that we can understand this better.	
Magnitude of gender inequality problem	To start, we'd like to get an idea about your overall concerns about gender inequality in your workplace. In general, do you feel like you are treated differently compared to those coworkers of the opposite sex? Do you feel that you have faced discrimination in your workplace because of your gender? In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"?	If so, in what ways? Do you feel this was intentional or maybe unintentional discrimination?
Worker experiences and perceptions	Does it make a difference if your manager or coworkers are of different genders? Have you been denied any extra compensation or job promotion because of your gender? Do you think coworkers of the same gender as you are treated with more respect? Less respect? Do you think your workplace rewards members of the opposite sex more often for doing the same amount of workplace tasks? Are the men asked to perform more dangerous tasks in the workplace than the women? Are members of the opposite sex told to wear more protective personal equipment when completing certain types of tasks? Are members of the opposite sex told they are inferior or superior the other sex?	Would you explain further? What happened? In what way? Why do you think these situations happen?

Personal effects of gender inequality	What kind of consequences did you suffer from these experiences?	Would you explain further?
	Did any of the experiences we just discussed cause you to become angry, anxious, or depressed?	Would you give an example?
		How did that make you feel?
	Did you suffer any physical or mental disabilities as a result of your experiences?	
	In what ways did these experiences affect your relationship with your co-workers, friends, or family?	

F. FOCUS GROUP FACILITATOR GUIDE – PANAMA

NOTE: This English version is for DOL-ILAB and UT CPHS (IRB) use only. The Spanish version will be in Spanish as spoken in Central America and adapted as appropriate.

Opening speech from the focus group facilitator

- We are involved in a project focused on getting a better understanding of workers' rights protections in free trade zones in Panama which you may have experienced because of the work you do. We would like to use this time as an opportunity to learn about your work experiences and those of others you may have worked with.
- We are particularly interested in workers' rights protections in free trade zones emphasizing rights such as freedom of association, right to strike and collective bargaining as they occur in your workplace, although other types of workers' rights may come up in our discussions as well. When we say "workers' rights" we are referring to certain ways in which you must be treated by your employer under the law, for example involving freedom from discrimination and the freedom to form and participate in a union or other workers' organizations. We want to be sure you understand that we are interested in events whether or not they caused you any physical or mental injury or required any medical care.
- This project is led by The University of Texas School of Public Health and in collaboration with researchers from SALTRA [Salud, Ambiente y Trabajo, a network of universities and research institutions in Central America]. It is funded in cooperation with the U.S. Department of Labor Bureau of International Labor Affairs for strictly research purposes.

Regarding your participation and how the session will be conducted

- To reduce the risk of potential loss of privacy, we ask that anything discussed here is kept confidential and not discussed outside. Please use first names only, real or fictitious (make one up, if preferred) and do not mention any other specific information that could identify you.
- Recordings of your voice will not be used for purposes other than transcription and all recordings will be destroyed after the analysis is completed. We will not associate any personal information with anything you may have said.
- We will tape-record the session only because we cannot remember everything you say.
- You are not required to answer anything you do not feel comfortable answering. Also, we encourage you not to talk to each other during the discussion group.
- Please feel free to ask any questions and you should expect to have them answered to your satisfaction before agreeing to participate today.
- After we read through the informed consent form with you and you are in agreement, please initial, sign, and date the consent form and return it to one of us.

Regarding token incentive payment

- You will receive $10 USD (or its equivalent in your local currency) in appreciation for participating in the discussion group today. This will be distributed at the end of the session.
- You will be asked to sign a form when you receive your gift payment. This is for accounting purposes only and the form will be destroyed after the study is finished.
- In a separate document, we have compiled a list of key referral services you may find helpful in case you or someone you may know needs such services. You will receive this with your gift payment when the discussion group ends. We are giving this list to everyone, whether or not they think they might need one of these services.

Start

Again, we'd like to thank you for your time and contribution to the discussion today. Shall we start?

Domain	Questions	Probes
Introduction	You will not be asked to provide your full name. Please only use your first name during the discussion today. If you use your full name in the session, it will not be written down or kept in any record. Just so we can make sure everyone knows each other, let's go around the Table and have each person say your first name, current job, if you have a contract for your job, where your job is located and what type of company you work for. …I will start…. Today, we would like to know of your experiences with respect to workers' rights protections in free trade zones in Panama, so that we can understand them better.	
Magnitude of worker's rights in free trade zones	To start, we'd like to get an idea about your overall concerns about worker's rights. I would like to go around the Table and start asking each one of you to describe what differences you may be aware of or have noticed between workers employed in the free trade zone and workers employed outside the free trade zone? In general, how well do you know your rights as a worker? Do you feel you have a good idea of what protections you have under the law to defend those rights? Do you think that workers in free trade zones experience any type of discrimination? Is there or has there ever been a union in your workplace? Are you or have you ever been a member of the union? Are you or have you ever been a union leader or organizer? Would you consider participating in a strike against your employer? In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"?	What rights do you think are most important? What are some examples? On what basis do you think workers are most likely to face discrimination? Why or why not?
Worker experiences and perceptions	Do you have a say in the amount of work demanded from you each day? For example, can you ask that the amount of work demanded be lowered if it's more than you can handle? How would you describe your work pace? Do you need to have a fast pace to accomplish your workload? Do you fear your employer may violate your worker rights? Have you ever been threatened or punished for participating in a union or	How? Who carried out the threat or punishment? How did

	workers' organization?	you know it was motivated by your participation in the union or workers' organization?
	Do you think workers that are members of the union or workers' organization are treated differently than those who are not members?	How? By whom? Can you provide specific examples?
	Do you fear you may lose your job or face any other sort of punishment if you do not agree with certain practices done by your employer?	Why?
	Do you feel that employing your worker protections could cause you to lose your job or face any other sort of punishment?	Why?
	Do you fear not being paid or any other sort of punishment for participating in collective bargaining?	Why?
	Do you fear participating in freedom of association in your workplace?	Why?
	In general, how much would you say that "feeling unsafe" and violence are related? And, how would you say that the term "work-related violence" relates to the terms "work-related aggression" or "work-related mistreatment"?	
Personal effects of workers' rights protections	What kind of consequences did you suffer from the experiences we just discussed?	Would you explain further?
	Did any of the experiences we just discussed cause you to become angry, anxious, or depressed?	Would you give an example?
	Did you suffer any physical or mental disabilities as a result of your experiences?	How did that make you feel?
	In what ways did these experiences affect your relationship with your co-workers, friends, or family?	

LIST OF REFERRAL SERVICES
LISTA DE SERVICIOS DE REFERENCIA
COSTA RICA

Estimado/a participante,

Nos gustaría darle las gracias por su tiempo y contribución a la discusión de hoy. Hemos compilado una lista de los principales servicios de referencia que le puede ser útil en caso de que usted o alguien que usted conoce pudiera necesitar este tipo de servicios.

La información contenida en esta lista no implica la aprobación o la opinión de la universidad ni de Borge y Asociados acerca de la calidad de los servicios.

David Gimeno & George Delclos
The University of Texas School of Public Health

Dear Participant,

We would like to thank you for your time and contribution to the discussion today. We have compiled a list of key referral services you may find helpful in case you or someone you know should need such services.

The information in this list does not imply any endorsement or opinion of the university or Borge and Associates about the quality of services.

David Gimeno & George Delclos
The University of Texas School of Public Health

Línea Directa sobre Tráfico de Personas - The Global Human Trafficking Hotline
Tel: 1-844-888-FREE (1-844-888-3733) --- help@befree.org

SERVICIOS DE ASESORAMIENTO, ASISTENCIA Y TERAPIA
COUNSELING, ASSISTANCE AND THERAPY SERVICES

1. **Instituto Nacional de las Mujeres**
   Dirección: San José, San Pedro. Costado Oeste del Mall San Pedro, Oficentro SIGMA, San José, Costa Rica
   Teléfono: (506) 25278400

2. **Red Feminista contra la Violencia hacia las mujeres**
   Teléfono: (506) 25502776

3. **Centro Costarricense de Derechos Humanos (ACODI)**
   www.acodicr.org

4. **Corte Interamericana de Derechos Humanos**
   Avenida 10, Calles 45 y 47 Los Yoses, San Pedro, San José, Costa Rica.
   Teléfono: (506) 22805074
   http://www.corteidh.or.cr/

5. **Atención a personas LGBTI**
   400m sur y 175m este de la agencia del Banco Nacional de San Pedro, Casa 2000, San José.Teléfono Teléfono: (505) 2222 6096
   E-Mail: cipacdh@racsa.co.cr
   www.cipacdh.org

6. **Delegación de la Mujer**
   Centro de atención del INAMU, situado de la entrada principal del Museo Nacional, 75m al Sur, sobre el Boulevard del circuito judicial.
   Rotonda El Periodista 150 m. al sur OFIPLAZA EL RETIRO Edificio No. 6 Managua.
   Teléfonos: (506) 2255-1368 / 2233-7895

7. **Casa de Derechos**
   Del Palacio Municipal, 100 m oeste y 50 m sur, frente al parqueo de la Funeraria del Recuerdo, Desamparados, San José.
   Teléfono (506) 2250-9105 / 22194976

8. **CENDEROS (Centro de Derechos Sociales del Migrante trabajador)**
   Barrio México, de Castros Bar, 100m norte, 100m oeste, 1 cuadra norte, 1 cuadra al este. Casa del fondo, calle sin salida.
   Teléfono: (506) 24702122
   http://cenderos.org

9. **Fundación Rahab (Atención integral a las mujeres y hombres víctimas de la violencia)**
   Avenida 12, entre Calles 11 y 13, del BCR, 175m este, diagonal al teatro Chaplín, Paseo de los Estudiantes, San José.
   Teléfonos: 2248-2095 / 2248-0929
   E-mail: info@fundacionrahabcr.org
   www.fundacionrahabcr.org

10. **Instituto WEN** - Atención a población masculina en termas de violencia o equidad de género, paternidad y sexualidad
    De la Bomba El Higuerón 75m sur, casa a mano izquierda, San Pedro, Montes de Oca, San José.
    Teléfonos: 2225-7511
    Línea de apoyo para Hombres: 2234-2730
    E-mail: info@institutowemcr.org
    http://institutowemcr.org

SERVICIOS MÉDICOS Y PSICOLÓGICOS – *MEDICAL AND PSYCHOLOGICAL SERVICES*
1. **Hospital Carit (Hospital de las Mujeres)** Frente a la parada de la MUSOC, Plaza Víquez, San José Teléfono: 2523-5902
2. **Albergues Temporales para mujeres afectadas por la violencia** Teléfono: 911
3. **Hospital Instituto Nacional de Seguros** Teléfono: 2296-9599

SERVICIOS LEGALES – *LEGAL SERVICES*
1. **Poder Judicial - Secretaría Técnica de Género** Edificio de la Corte Suprema de Justicia, 4to. piso. Barrio González Lahman, Avenidas 6 y 8 / Calles 17 y 19 Teléfono: (506) 2295-4289 E-mail: sec_genero@poder-judicial.go.cr
2. **Poder Judicial - Denuncias / apoyo ciudadano** Edificio de la Corte Suprema de Justicia, 4to. piso. Barrio González Lahman, Avenidas 6 y 8 / Calles 17 y 19 Teléfono: 8-8000-OIJ (8-8000-645) E-mail: cicoOIJ@poder-judicial.go.cr
3. **Ministerio del Trabajo** Dirección Nacional de Inspección Edificio Presbítero Benjamín Núñez, Barrio Tournón Teléfono: (506) 2542-0040
4. **Defensoría de los Habitantes** BarrioMéxico, Calle22, Avenida 7 y 11. De la estación de Bomberos de Barrio México 200 metros Oeste y 75 metros al Sur Teléfonos:4000-8500; 800-258-7474 http://www.dhr.go.cr
5. **Instituto Nacional de Seguros** Clínica factores Psicosociales Teléfono: 2296-9599   4351 E-mail: avilaht@ins-cr.com

LIST OF REFERRAL SERVICES
LISTA DE SERVICIOS DE REFERENCIA
EL SALVADOR

Estimado/a participante,

Nos gustaría darle las gracias por su tiempo y contribución a la discusión de hoy. Hemos compilado una lista de los principales servicios de referencia que le puede ser útil en caso de que usted o alguien que usted conoce pudiera necesitar este tipo de servicios.

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David Gimeno & George Delclos
The University of Texas School of Public Health

Dear Participant,

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David Gimeno & George Delclos
The University of Texas School of Public Health

Línea Directa sobre Tráfico de Personas - The Global Human Trafficking Hotline **Tel: 1-844-888-FREE (1-844-888-3733) --- help@befree.org**

SERVICIOS DE ASESORAMIENTO, ASISTENCIA Y TERAPIA
COUNSELING, ASSISTANCE AND THERAPY SERVICES

1. **Instituto Salvadoreño para el Desarrollo de la Mujer (ISDEMU)**
   Programa integral para una vida libre de violencia de las mujeres
   29 Avenida Norte, Casa #1013 San Salvador
   Teléfono: 2510-4300

2. **Ciudad Mujer**
   Calle José Martí, #15, Col. Escalón, Atrás de la Residencia Presidencial, San Salvador
   Teléfono: 503 2244-2700
   E-mail: atencion@ciudadmujer.gob.sv

3. **Instituto Salvadoreño del Seguro Social**
   Centro de atención psicológica para pacientes del ISSS. Punto seguro 2244 4777
   http://www.isss.gob.sv/index.php?option=com_content&view=section&layout=blog&id=5&Itemid=54

SERVICIOS MÉDICOS Y PSICOLÓGICOS – *MEDICAL AND PSYCHOLOGICAL SERVICES*

1. **Instituto de Medicina Legal**
   Boulevard Tutunichapa y Diagonal Universitaria, San Salvador
   Teléfono: 7467 9891

2. **Hospital Nacional Rosales**
   25 Av Norte y 1ª Calle Poniente, San Salvador
   Teléfono: 2231 9200

3. **Instituto Salvadoreño del Seguro Social**
   Hospital General Alameda Juan Pablo II y 25 Av. Norte, San Salvador
   Punto seguro 2244 4777
   http://www.isss.gob.sv/

4. **Cruz Roja Salvadoreña**
   Teléfonos: 2222 5155 y 2239 4914
   http://www.cruzrojasal.org.sv

SERVICIOS LEGALES – *LEGAL SERVICES*

1. **Procuraduría para la Defensa de los Derechos Humanos (PDDH)**
   5a Avenida Norte y 19 Calle Poniente #12, Polígono W, San Salvador
   Teléfonos: 2520 4301 y 25204302

2. **Fundación de Estudios para la Aplicación del Derecho (FESPAD)**
   25 Calle Poniente No. 1332 Colonia Layco, San Salvador
   Teléfono: 503 2236-1888 fespadinfo@fespad.org.sv

3. **Instituto de Derechos Humanos de la UCA (IDHUCA)**
   Bulevar Los Próceres, San Salvador
   Teléfono: 2210 6600 exts. 435 - 436 y 517.
   http://www.uca.edu.sv/idhuca/

4. **Socorro Jurídico Universidad de El Salvador**
   Final 25, Avenida norte, Ciudad Universitaria, Facultad de Ciencias Jurídicas.
   Teléfono: **2511-2105**

LIST OF REFERRAL SERVICES
LISTA DE SERVICIOS DE REFERENCIA
GUATEMALA

Estimado/a participante,

Nos gustaría darle las gracias por su tiempo y contribución a la discusión de hoy. Hemos compilado una lista de los principales servicios de referencia que le puede ser útil en caso de que usted o alguien que usted conoce pudiera necesitar este tipo de servicios.

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SERVICIOS DE ASESORAMIENTO, ASISTENCIA Y TERAPIA
COUNSELING, ASSISTANCE AND THERAPY SERVICES

1. **Fundación Sobrevivientes**
   Sitio Web:info@knhguatemala.org

2. **S.O.S Mujeres**
   31 av. 1-13 zona 7, Colonia Utatlán
   Teléfono: (503) 2439-8631
   cicam@cicam.org.gt

3. **Oficina Nacional de la Mujer:**
   E-mail: faso@wikiguate.com.gt

4. **Grupo Guatemalteco de la mujer**
   2a. calle 8-28, zona 1, Edificio Los Cedros, Tercer Nivel, Ciudad de Guatemala, C.A.
   Teléfonos: 2250-0235 y 2230-2674
   http://ggm.org.gt/quienes-somos

5. **Albergues para víctimas De Violencia Sexual**
   4a. Calle 5-51, zona 1, Guatemala, C.A.
   Teléfono: (502) 2504-8888
   http://www.svet.gob.gt/albergues

6. **CEFEMINA (Centro Feminista de la Información y la Acción)**
   Teléfono: 2224-61-90

7. **Red de la no violencia contra las mujeres**
   Organismo Judicial de Guatemala

8. **Nuevos Horizontes**
   Email: nhcoordinadoras@gmail.com
   http://www.ahnh.org

9. **Defensoría de los Derechos de las Mujeres en Guatemala**
   E-mail: codefemguatemala@codefem.org

10. **Instituto de la Defensa Penal Publica** 7a.
    Avenida 10-35 Zona 1, PBX: 25015757
    Teléfono (504) 25015757
    E-mail: uinfo@idpp.gob.gt

SERVICIOS MÉDICOS Y PSICOLÓGICOS – *MEDICAL AND PSYCHOLOGICAL SERVICES*

1. **Centro de Atención CAIMUS**
   2a. calle 8-28, zona 1, Edificio Los Cedros, Tercer Nivel, Ciudad de Guatemala, C.A.
   Teléfonos: 2250-0235 y 2230-2674.
   E-mail: ggm@ggm.org.gt

2. **Servicios Médicos El Buen Samaritano**
   Calzada San Juan 1-83 Centro Comercial Plaza Florida Local 516, Zona 7 de Mixco Colonia Belén.,
   Guatemala 01057, Guatemala
   Teléfono: 24325657

3. **Hospital Roosevelt**
   Calzada Roosevelt, Guatemala 01011, Guatemala
   Teléfono: (502) 2321 7400

4. **CAPs Centro de Asesoría Psicológica**
   5A Calle, Guatemala
   Teléfono: (502) 2441 4995

SERVICIOS LEGALES – *LEGAL SERVICES*
1. Poder Judicial Palacio de Justicia 21 Calle 7-70 Zona 1. Centro Civico, Guatemala http://www.oj.gob.gt/
2. Ministerio de Trabajo y Previsión Social 7 avenida 3-33 Zona 9 - Edificio Torre Empresarial Línea de Consultas o Denuncias Laborales: 1511.
3. Defensoría de los Habitantes Barrio México, Calle 22, Avenida 7 y 11. De la estación de Bomberos de Barrio México 200 metros Oeste y 75 metros al Sur Teléfonos: 4000-8500; 800-258-7474 http://www.dhr.go.cr/

LIST OF REFERRAL SERVICES
LISTA DE SERVICIOS DE REFERENCIA
HONDURAS

Estimado/a participante,

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SERVICIOS DE ASESORAMIENTO, ASISTENCIA Y TERAPIA
COUNSELING, ASSISTANCE AND THERAPY SERVICES

1. **El Teléfono de la Esperanza**
   Florencia Norte 1 calle 1 Ave. Casa 4048 2 Nivel, Tegucigalpa
   Teléfonos: (504) 2232 1314, (504) 2232 2707; E-mail: tegucigalpa@telefonodelaesperanza.org,
   San Pedro Sula: (504) 5580808, 902500002; E-mail: sanpedrosula@telefonodelaesperanza.org

2. **Asociación Calidad de Vida**
   PO Box 15247, Tegucigalpa M.D.C.
   Teléfono: (504) 2221 6606
   E-mail: calidadv@compunet.hn
   www.calidaddevida.hn

3. **Centro de Derechos de la Mujer (CDM)**
   P.O. Box 4562, Tegucigalpa, Provincia Francisco Morazán, Honduras
   Teléfonos: (504) 221-0459, (504) 221-0657, (504) 221-1464
   E-mail: cdm@cablecolor.hn, cdm@sdnhon.org.hn, cdmsps@sigmanet.hn, cdm@cdm.sdnhon.org.hn

4. **Centro de Prevención, Tratamiento y Rehabilitación de Víctimas de Tortura**
   Teléfonos: (504) 232-4204
   E-mail: cptrt@multivisionhn.nety, cptrt@sdnhon.org.hn
   www.rds.org.hn/victimastortura

5. **Casa Renacer (Sandra Zambrano)**
   Teléfonos: (504) 2238-9308, 96933675 y (504) 3294-9572

6. **Ministerios Nuestras Pequeñas Rosas**
   Tel. (504) 2552 - 4473 Ext 109

7. **Casa Alianza**
   Calle Morelos Avenida Cervantes, frente Óptica Matamoros Tegucigalpa
   Teléfonos: (504) 22373623, 22373556, 22371494, 22223957 y 22382190.

8. **Alternativas y Oportunidades**
   Barrio el Jardín Frente a la Antigua Casa Presidencial
   Teléfono: (504) 2238-6905

SERVICIOS MÉDICOS Y PSICOLÓGICOS – *MEDICAL AND PSYCHOLOGICAL SERVICES*

1. **Hospital Escuela: Clínica de servicios prioritarios**
   Teléfono: (504) 2213 1744

2. **Clínica Periférica Las Crucitas: Clínica de Servicios Especializados** (Dra. Ana Guillén)
   Teléfono: (504) 2201 8483

3. **Centro Salud Alonso Suazo** (Dr. Jorge Luis Larga Espada)
   Teléfono: (504) 9985 7742

4. **Centro de Salud El Manchen** (Dra. Magdalena García)
   Teléfono: (504) 9970 1577

5. **Centro Salud Villa Adela** (Dr. Oswaldo Caballero)
   Teléfono: (504) 9989 9337

6. **Centro Salud Los Pinos** (Dra. Mireya Mineros)
   Teléfono: (504) 3347 5366, (504) 9954 8646

SERVICIOS LEGALES – *LEGAL SERVICES*
1. **Ministerio Público, Fiscalía de la Mujer y Fiscalía de delitos sexuales** Edificio Lomas Plaza II, lomas el Guijarro, Ave. República Dominicana 1101 Teléfonos:(504) 2221 3099; (504) 2221 5620
2. **Centro de Atención y Protección de los Derechos de la Mujer (CAPRODEM)** Comayaguela, en frente de la estación de Autobuses La Paz, Tegucigalpa Teléfono: (504) 2221 4912
3. **Centro de Atención a Víctimas de Abuso Sexual (CAVAS)** Tel (504) 25509630

LIST OF REFERRAL SERVICES
LISTA DE SERVICIOS DE REFERENCIA
NICARAGUA

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SERVICIOS DE ASESORAMIENTO, ASISTENCIA Y TERAPIA
COUNSELING, ASSISTANCE AND THERAPY SERVICES

1. **Red de masculinidad por la igualdad de género (REDMAS)**
   De la Rotonda El Güegüense, 4c. abajo, 1c al lago
   E-Mail: redmas.nicaragua@gmail.com

2. **Centro de Comunicación y Educación Popular (CANTERA)**
   Teléfonos: (505)-2278-0103 * (505)-2277-5320
   E-Mail: cantera@cablenet.com.ni
   http://www.canteranicaragua.org

3. **Centro Nicaragüense de Derechos Humanos (CENIDH)**
   http://www.cenidh.org
   Teléfono: (505) 2266-8940

4. **Confederación de Trabajadores por Cuenta Propia (CTCP-FNT)**
   Rotonda Metrocentro, 150 mts. al Oeste, CIPRES, Managua, Nicaragua
   Teléfono: (505) 2270 6417
   E-Mail: http://www.ctcpnicaragua.org

5. **Central Sindical de Trabajadores José Benito Escobar (CST-JBE)**
   Antigua casa del obrero Managua.
   Teléfono: (505) 2222 6096
   E-Mail: cstjbemanagua@gmail.com

6. **Federación de Mujeres Trabajadoras Domésticas y de Oficios Varios de Managua (FETRADOMOV)**
   Antigua casa del obrero Managua.
   Teléfono: (505) 2264-6518
   E-Mail: andreamorpe@gmail.com

7. **ATC** – Asociación de Trabajadores del Campo
   Rotonda Mentrocentro 120 mts abajo. Complejo Cipres, Managua, Nicaragua
   Teléfono: (505) 22784575

8. **3F Dinamarca**
   Los Robles H Colón 2c al sur, 10vs al oeste No.30 | Managua, Nicaragua.
   Teléfono: (505) 2701027

SERVICIOS MÉDICOS Y PSICOLÓGICOS – *MEDICAL AND PSYCHOLOGICAL SERVICES*

1. **Clínica Sí Mujer**
   Estatua Montoya 1c al Este, Calle 27 de Mayo Managua, Nicaragua
   Teléfono: (505) 2222-3287

2. **Centro de Mujeres IXCHEN**
   Villa Libertad Managua, Nicaragua
   Teléfono: (505) 22800245
   http://ixchen.org.ni/

3. **Centro de Prevención de la Violencia (CEPREV)**
   Villa Fontana casa # 23 Club Terraza 1/2 c. al lago. Managua, Nicaragua.
   Teléfono: (505) 22781637

SERVICIOS LEGALES – *LEGAL SERVICES*
1. **Corte Suprema de Justicia, Secretaría Técnica de Género** Km 7 1/2 Carretera Norte, Nivel Central Teléfono: (505) 2233 0187 E-mail: genero@poderjudificial.gob.ni; www.poderjudicial.gob.ni/genero/contactenos.asp
2. **Ministerio del Trabajo** Departamento de conciliación individual y colectiva Del estadio nacional Denis Martínez 400 mts al norte Teléfono: (505) 2222 2115 ext 124

LIST OF REFERRAL SERVICES
LISTA DE SERVICIOS DE REFERENCIA
PANAMÁ

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SERVICIOS DE ASESORAMIENTO, ASISTENCIA Y TERAPIA
COUNSELING, ASSISTANCE AND THERAPY SERVICES

1. **CEDEM -** Centro de Estudios para el Desarrollo de la Mujer
   Teléfono: (507) 228 4052
   E-mail: tspty@sinfo.net

2. **Centro de Apoyo a la Mujer Maltratada**
   Circunvalación, Casa 1-27, Mateo, Iturralde, San Miguelito, Panamá
   Teléfono: (507) 267-7757
   E-mail: cdamm@sinfo.net

3. **Centro de la Mujer Panameña**
   Calle 1ra Monte Oscuro entrando por Comasa, frente al mini súper Antonio
   Dirección: Panamá
   Teléfono: (507) 235 1350
   E-mail: cemppanama@gmail.com
   http://www.centromujerpanama.org/

4. **Red Feminista Centroamericana contra la Violencia hacia las Mujeres**
   E-mail: Gladys Miller cefa@cableonda.net
   http://www.redfeminista-noviolenciaca.org/node/20

SERVICIOS MÉDICOS Y PSICOLÓGICOS – *MEDICAL AND PSYCHOLOGICAL SERVICES*

1. **Instituto de la Salud Femenina, Panamá**
   Punta Pacífica, Cd. de Panamá
   Teléfonos: (+507) 204-8533 / 34 / 35, (+507) 204-8547

2. **Consultorios Médicos Royal**
   Torre A; Piso 2. 211, Panamá
   Teléfono: 6691 3122

SERVICIOS LEGALES – *LEGAL SERVICES*

1. **Ministerio de Trabajo y Previsión Social**
   Central Telefónica: 504-1500 / 504-1501
   Consultas Laborales: 504-1602
   Centro de Atención Ciudadana: 311
   https://www.mitradel.gob.pa/contactenos

2. **Defensoría del Pueblo**
   Vía Simon Bolivar (Transitmica), Plaza Agora, Piso 4, Panamá
   Teléfono: 500-9800
   https://www.mitradel.gob.pa/contactenos/