

Survey of transgressive behaviour in the Danish games industry

Danish Producers' Association

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SUMMARY

In autumn 2021, the Danish Producers' Association commissioned a survey on transgressive behaviour in the games industry. In order to ensure an impartial survey, the Danish Producers' Association chose CRECEA, an authorised working environment advisor, to conduct an electronic questionnaire survey supplemented by a series of qualitative interviews. The aim of the survey was to uncover the nature and extent of transgressive behaviour in the industry in general – from sexual abuse and harassment to discrimination and abuse of power. A total of 342 respondents accessed the questionnaire, 254 of whom provided a full response. Five qualitative interviews were also conducted.

The questionnaire covered 18 different types of transgressive behaviour. For most questions, less than 5% of the respondents said they had been subject to or witnessed the transgressive behaviour. However, the questionnaire survey identified three key issues where transgressive behaviour occurred more extensively than in the other areas, ie, **unpleasant jokes, gender discrimination and verbal abuse/offensive language.**

Unpleasant jokes are the form of transgressive behaviour most commonly experienced, with respondents expressing that the industry is characterised by a general acceptance of racist and sexist jokes or comments, which are not necessarily perceived as malicious, but rather unprofessional and old-fashioned.

Similarly, **gender discrimination** is widely experienced, particularly among female respondents, who describe that they are not being taken as seriously as their equal male colleagues and that they often find themselves struggling more to be recognised for their qualifications and achievements.

The third most common form of transgressive behaviour is **managers or colleagues shouting or speaking aggressively or disrespectfully** to other people in the workplace – often during professional disagreements or stressful situations.

The industry's challenges thus seem to be rooted in its culture – and centred on verbal abuse, offensive language, blatant discrimination and harsh rhetoric. This is also reflected in the survey's qualitative survey, which paints a picture of challenges with stigmatisation and inappropriate industry jargon.

The respondents point to an increased focus on diversity, gender balance and equality as key elements in addressing the industry's challenges in this area. It is also emphasised that an active and well-integrated Code of Conduct can be the cornerstone of future efforts to promote a culture that ensures a sustainable Danish games industry.

INTRODUCTION

At the request of members of the Games Committee, the Danish Producers' Association commissioned a survey on transgressive behaviour in the games industry. Prompted by the many stories and cases that have emerged in the wake of #metoo, in line with other industries, the Games Committee wanted to commission its own survey of sexual abuse as well as of the extent of bullying, harassment, discrimination, etc. Against this background, the starting point for the survey was to uncover transgressive behaviour in the industry - this is not a well-being survey intended to form a picture of the general working environment. The aim is to identify existing problems, when they occur and who perpetrates the transgressive behaviour and, based on this knowledge, to launch preventive initiatives that can hinder or minimise the extent of such behaviour in the future. The ultimate goal is to create a safe and secure working environment for everyone.

METHOD

APPROACH

In order to ensure an impartial survey, the Danish Producers' Association chose CRECEA, an authorised working environment advisor, to conduct an electronic questionnaire survey supplemented by a series of qualitative interviews. CRECEA's consultants are certified specialists in mental health in the workplace and have many years of experience in questionnaire surveys of this type.

The questionnaire was developed with inspiration from the Danish National Research Centre for the Working Environment [*Det Nationale Forskningscenter for Arbejdsmiljø*] and several other validated questionnaires and tools for use in public and private enterprises, but adapted to the games industry's issues. The questionnaire was prepared in a Danish and an English version to accommodate the many nationalities in the Danish games industry.

To support the work, the Danish Producers' Association set up a reference group to assist with insights and industry knowledge for the organisation and distribution of the survey. The reference group consists of representatives from Triple Topping Games, SYBO Games, Game Hub Denmark and three employees from the secretariat of the Danish Producers' Association.

The survey focuses on uncovering the extent and nature of transgressive behaviour, while providing insights into where, when and how the transgressive incidents occur. It also examines the perceived consequences of transgressive behaviour and the general well-being at work in the light of what is experienced. Finally, respondents are asked how the workplace has dealt with reported incidents in this area.

DATA COLLECTION: QUESTIONNAIRE

The questionnaire covers a range of themes related to transgressive behaviour – from discrimination, harassment and sexual abuse to abuse of power and psychological manipulation.

The questionnaire included no questions about any generalised experience of episodes of transgressive behaviour, such as “Have you been subjected to sexual harassment?”, but instead included questions about specific experiences. This methodological choice was made in the light of international research which establishes that when respondents are asked about experienced transgressive behaviour in general, rather than specific incidents experienced as abusive or transgressive, far fewer incidents are reported*. Asking about the incidence of transgressive behaviour in a generalised way allows for a span of interpretation, resulting in responses that reflect an attitude or a social discourse on the issue rather than an actual incidence of transgressive behaviour. An important methodological approach in this survey was therefore to use action or situation-based question wording. The questions thus address specific incidents – for example, “Have you experienced unwanted physical contact such as touching, patting, kissing or hugging?” – which allows respondents to relate to the question without interpretation and thus give an answer based on their actual experiences of transgressive behaviour. However, this questioning technique elicits more reports of transgressive behaviour than is observed in surveys that generally ask about the incidence of transgressive behaviour on an overall level*. This fact is of course important if this survey is compared with other surveys on transgressive behaviour using different methods and question wording.

*PROSA [Danish trade union of IT professionals], 2020; Break the tone – and the code to get more women into IT. Survey of well-being, gender equality and sexual harassment among PROSA members. The survey was prepared by KVINFO [Denmark's knowledge centre for gender and equality] for PROSA, published March 2020.

The survey asks about specific incidents that respondents have personally experienced. Similarly, the questionnaire contains an identical series of questions where respondents can indicate that they have witnessed others at work being exposed to such incidents.

Respondents who confirm having been subjected to or having witnessed a specific transgressive incident are presented with a series of follow-up questions about where, when and how often such incidents occurred, who carried out the acts concerned and how unpleasant the experience was for the respondent according to a 10-point scale. Moreover, questions are asked about how the transgressive behaviour has affected the respondent's well-being at work and social relations with colleagues, etc. Finally, questions are asked about whom the respondent has spoken to, whether the respondent received the necessary help and support from someone at work, and whether the respondent feels that the workplace handled the incident appropriately.

An essential part of the questionnaire is a series of free-text fields where respondents can expand their answers with descriptions of the incidents. These comments are included in this report and provide important insights that elaborate on and exemplify situations where respondents experienced or witnessed transgressive behaviour.

DATA COLLECTION: DISTRIBUTION

The questionnaire was distributed to approximately 160 Danish game companies. All the companies were contacted via e-mail containing the survey link and an accompanying follow-up text outlining the questionnaire purpose and content. The e-mails were as far as possible

addressed to CEOs or other managers, who were asked to distribute the survey link to the employees of the company concerned.

This method of distribution was necessary as it was not possible to contact employees directly. The survey link is a so-called open link, which means it can be freely shared and anyone in possession of the link can access the survey. However, this also means respondents cannot be traced and the sender thus has no way of recording which companies the survey was distributed to and how many in the games industry received the link. Thus, it has not been possible to calculate a concrete response rate.

The Danish Producers' Association was the prime survey distributor, while GameHub Denmark was responsible for contacting the game companies in its network. The first distribution was made at the beginning of week 41 in 2021, followed by a reminder e-mail in week 43 before the final deadline of 29 October 2021, after which no further responses could be made.

DATA COLLECTION: QUALITATIVE INTERVIEWS

The quantitative survey is complemented by a series of qualitative interviews, which aim to provide a deeper insight into the games industry and the environment that characterises its workplaces. A qualitative survey is considered to provide insights into professional identities, industry jargon, status hierarchies, etc. that define the working environment, workplace behaviour and power positions in the industry. In particular, qualitative insights provide a better understanding of how abusive and transgressive behaviour are understood, perceived and experienced, which is essential for gaining a clearer picture of the consequences of a

transgressive working environment and the well-being factors affected.

Qualitative survey participants were recruited via the questionnaire survey, which offers respondents the opportunity to share their experiences in the industry in an interview. Five respondents asked to participate in this interview series, which was conducted by CRECEA during week 42 in 2021. These openly structured interviews, which lasted between 50 and 90 minutes, focused on information-gathering and followed up on the respondent's answers to the questionnaire. All interviews ended with a summary of what CRECEA could pass on to the Danish Producers' Association. Respondents were then given the opportunity to view notes from the interviews and comment on them. All respondents were anonymous and their identity known only to CRECEA.

DATA BASIS

The questionnaire survey was widely distributed in the games industry – with around 160 companies receiving an e-mail with information and a request to distribute the link to the survey to all their employees. It is estimated that the vast majority of active companies in the games industry received the survey, but it is impossible to say how many forwarded the survey to their employees. Accordingly, a concrete figure on how many companies participated in the survey is not available.

In total, 342 respondents completed or partially completed the questionnaire. The Danish games industry is estimated to number almost a thousand employees, which corresponds to an estimated response rate of around 35% of the employees in the industry*. The number of completed responses was 254, and an additional 88 respondents partially completed the questionnaire. This results in a completion rate of 74.2%.

It should be stressed that not all questions were answered by all respondents. In particular, many respondents failed to answer the follow-up questions when they had indicated having experienced an incident. Similarly, not all respondents answered the background questions about gender, age, ethnicity, etc., so the percentages given should not be taken as a proportion of the 342 respondents. This is also the case in the following review of the survey respondents' background data.

*An as yet unpublished edition of the report Danish Content Producers [*Danske Indholdsproducenter*] estimates the number of full-time equivalents in the games industry at 983 in 2020. The Danish Producers' Association will publish the next edition of Danish Content Producers in spring 2022.

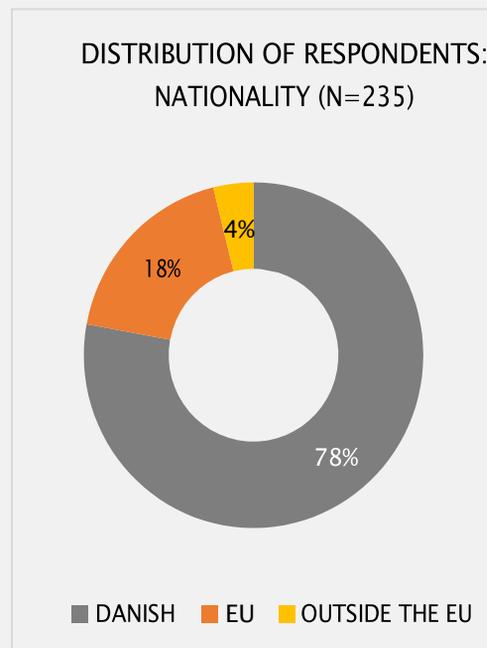
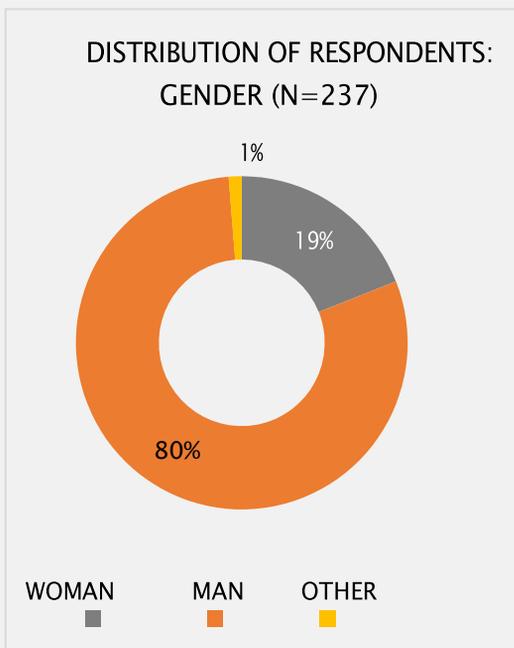
RESPONDENTS

Of the 342 respondents, 235 answered most of the background questions at the end of the questionnaire. The background questions are concerned with identifying the respondents' demographic data and the companies from which they come.

The majority of respondents are male, representing 80% of the responses, while female responses represent one fifth of the data basis, assuming that the group of respondents who failed to answer the demographic questions had the same gender distribution.

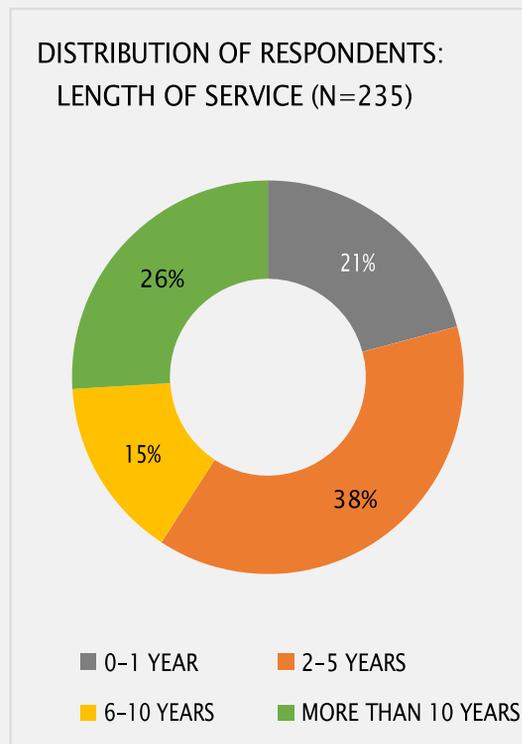
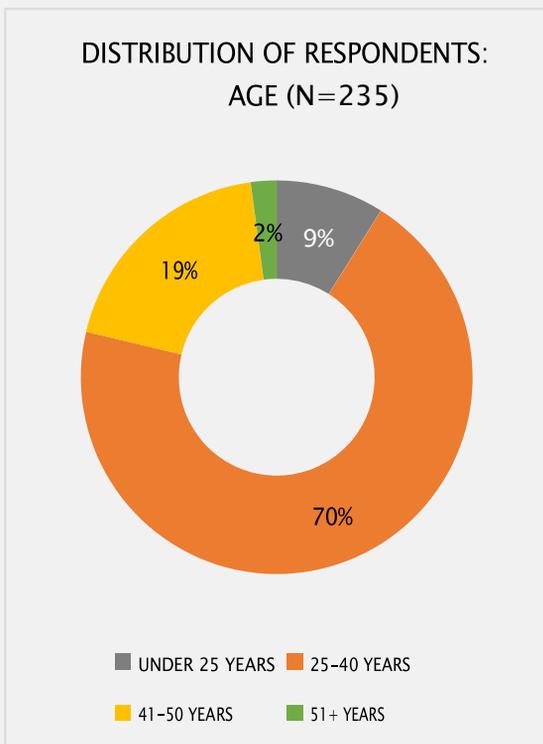
Respondents were also asked to estimate the gender distribution in their workplace - the average of these estimates results in a gender distribution of 77% men and 21% [women], which is consistent with the gender distribution in the respondents' background data.

A full 78% of the respondents state their nationality as Danish, while 18% are from the EU and 4% from countries outside the EU.



The age distribution of respondents shows a clear predominance of people in the 25–40 age group, while a fifth are in the 41–50 age group, and only a handful of respondents say they are over 50.

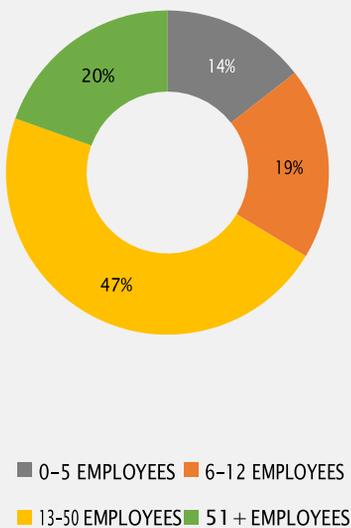
This age distribution is also reflected in the length of service, with almost 60% of respondents reporting having been in the industry for less than six years. However, 26% have a length of service of more than 10 years, while the group of respondents with 6 to 10 years of service is relatively small.



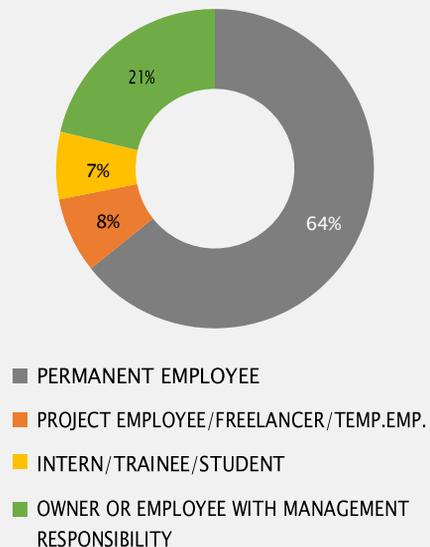
Survey respondents are broadly represented across small and large game enterprises. Half the respondents report being employed in a medium-sized enterprise with 13–50 employees, while 20% work in an enterprise with more than 50 employees. This leaves the final third of respondents working in small enterprises with 1–12 employees.

Of the respondents, 64% are permanent employees, while 21% are owners or employees with management responsibility. A further 8% are project employees, freelancers or temporary employees, while 7% are interns, trainees or student assistants.

DISTRIBUTION OF RESPONDENTS:
SIZE OF ENTERPRISE (N=235)



DISTRIBUTION OF RESPONDENTS:
AFFILIATION (N=235)



RESULTS

QUANTITATIVE SURVEY

The questionnaire survey asked respondents to consider whether they had experienced or witnessed 18 specific incidents while working in the Danish games industry. The 18 questions covered a range of themes related to transgressive behaviour – from discrimination and sexual abuse to abuse of power and psychological manipulation.

The results of the questionnaire survey seem to suggest that the incidence of experienced transgressive behaviour is relatively low for the vast majority of themes.

The following report on the results will focus on the **three most common issues – unpleasant jokes, gender discrimination and verbal abuse/offensive language**. The report considers the responses within these three issues in detail, then briefly outlines insights from **other themes** where more than five respondents confirm having experienced the transgressive behaviour concerned. Although the Danish Producers' Association is of course aware of the themes in which fewer than five respondents have experienced or witnessed the transgressive behaviour concerned, these themes are not presented in the summaries of this report.

The reporting of responses is based on the respondents' personal experiences, but the types of transgressive behaviour most frequently experienced by the respondents personally are generally consistent with the types of transgressive behaviour that respondents report having witnessed. The extent of the respondents' personal experiences as well as witness reports will thus be presented under each section.

Quotations from respondents' comments on each question have been added. The most representative comments have been selected to give a picture of the respondents' experiences when they have been exposed to transgressive behaviour. All comments have been translated into Danish.

UNPLEASANT JOKES

Responses to the 18 questions on transgressive behaviour in the survey show that one type of experience is significantly prevalent among respondents. This is the question about whether they have experienced lewd or sexist/derogatory/racist stories or jokes that they found unpleasant. Thus, unpleasant jokes have been identified as a key issue and the report will therefore outline the survey findings in this area.

“It is normal for colleagues to use derogatory linguistic terms for homosexuality.”

OWN EXPERIENCES

A total of 43 respondents answered yes to having experienced lewd or sexist/derogatory/racist stories or jokes that they found unpleasant during their employment in the Danish games industry. There were 281 respondents, which means that the 43 respondents represent 15%.

The respondents' descriptions of their experiences with lewd or sexist/derogatory/racist stories or jokes that they found unpleasant show clearly that both men and women have experienced this. The comments describe racist and sexist jokes, which are decoded as expressions of a stereotypical view of human nature and a callous or sexualised form of humour. Many respondents do not necessarily perceive the behaviour as malicious, but rather as narrow-minded, with the transgressive behaviour being perceived as unprofessional and old-fashioned. The general perception is that the incidents are not serious and do not necessarily need to be reported or require workplace intervention.

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QUANTITATIVE SURVEY

However, it is an issue that colleagues talk about.

Quite a few respondents also answered the follow-up questions, and the emerging picture shows that the issue of lewd or sexist/derogatory/racist stories or jokes is quite topical - 21 respondents say they have experienced it in the past year. Such stories or jokes are mainly told during normal working hours, with 11 respondents experiencing this weekly, nine respondents experiencing it monthly and 13 respondents less frequently. Respondents indicate that both colleagues and managers tell lewd or sexist/derogatory/racist stories or jokes. The extent to which the respondents find this unpleasant varies significantly, but 15 respondents say it has limited their feeling of being a respected member of the workplace, while 14 say it has limited their participation in social events, and 13 report that it has limited their trust in other people. However, 10 respondents say that their experiences of lewd or sexist/derogatory/racist stories or jokes have not limited their well-being at work. Twenty-eight respondents say that they do not believe the workplace has dealt with the incidents appropriately.

“[I’ve experienced] casual racism and just general locker-room humour that doesn’t belong in a professional environment.”

WITNESSES

Twenty-five respondents report having experienced lewd or sexist/derogatory/racist stories or jokes during their employment in the Danish games industry that were unpleasant for others. There were

245 respondents, of whom the 25 correspond to 10%.

The descriptions here also suggest that racist and sexist jokes are a cultural trend prevalent in several workplaces.

The comments are seen as tiresome and inappropriate rather than malicious, and several respondents write that the behaviour only provokes insignificant reaction. However, a few respondents indicate that protesting against the comments as offensive has put an end to the behaviour.

“A former colleague told many jokes about women and their bodies and number of brain cells (?!) [...] The management (two women, both present) just laughed at these jokes and probably thought it was funny.”

The majority of those who answered follow-up questions say their experiences were more than a year ago, but a picture emerges of relatively frequent behaviour; seven respondents say they have witnessed lewd or sexist/derogatory/racist stories or jokes that others found unpleasant on a weekly basis, while another seven answer monthly. The incidents described mainly involve colleagues, but nine respondents report having experienced managers subjecting others to this. About a third of the 25 respondents report that their experiences have limited their well-being at work and their trust in other people.

GENDER DISCRIMINATION

The questionnaire contains seven questions on discrimination, asking respondents whether they have experienced being excluded/demeaned or not taken seriously on the basis of sexuality, nationality, ethnicity, gender, age, religion or physical/psychological diagnosis or disability. The survey results show that discrimination based on gender, age and nationality is most common, but the number of respondents experiencing gender discrimination is particularly prominent. Thus, gender discrimination has been identified as a key issue and the report will therefore outline the survey findings in this area.

PERSONAL EXPERIENCES

A total of 30 respondents reported that they had been demeaned/excluded or not taken seriously because of their gender while working in the Danish games industry. There were 310 respondents, of whom the 30 correspond to 10% of those who answered this question.

According to the respondents' descriptions, both men and women experience being demeaned/excluded or not taken seriously because of their gender, but there is a clear predominance of women's experiences in the comment section. Women describe not being taken as seriously as their male peers and often struggling more to be recognised for their competencies and achievements. Several respondents also mention being excluded from meetings, projects and communities where their male colleagues assume they do not have the required qualifications to participate or because they "do not fit in".

"[at meetings, for example, where] women are given less speaking time. But there is a general culture problem."

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QUANTITATIVE SURVEY

Only 23 responded to (some of) the follow-up questions, and the emerging picture shows that gender discrimination currently exists, with 14 respondents reporting having experienced it during the past year. Such incidents primarily took place during normal working hours, but incidents in professional contexts outside normal working hours are also reported. Both colleagues and managers are the primary perpetrators of the gender discrimination experienced by respondents, while six respondents report having been subjected to this behaviour by external entities/communities.

“The boss constantly downplays my ideas and suggestions and prefers to hear the same identical sentence said by a male colleague.”

The degree of discomfort experienced by respondents when being excluded/demeaned or not taken seriously because of their gender varies widely. The majority of respondents' answers were in the 6-8 range on a 10-point scale, which is at the high end. The consequences of transgressive behaviour are considerable - 10 respondents report that it has affected their well-being at work, while 14 report that gender discrimination has limited their feeling of being a respected member of the workplace. Several respondents also report that the transgressive behaviour has limited their trust in other people, their participation in work-related social events and their participation on social media. Six respondents report that gender discrimination has limited their ability to get a job.

Several respondents talked with colleagues or others from the workplace, but of the 21 respondents who answered the questions “Have you experienced getting the help and support you need from someone at your workplace?” and “Do you feel that the workplace handled the incident appropriately?”, the majority (12 and 13, respectively) answered no.

WITNESSES

In addition, 22 respondents report that, during their employment in the Danish games industry, they have witnessed others at work being demeaned/excluded or not taken seriously because of their gender. A total of 251 respondents answered the question, with 22 representing 9%.

“We are simply not as highly respected for our knowledge and skills as our male colleagues. It’s quite common, but feels exhausting at times.”

As was the case for the descriptions by respondents who had personally experienced gender discrimination, both men and women have witnessed others being discriminated against, but women clearly predominate. Again, the nature of the experiences centres on a general cultural tendency where women are not recognised for their professionalism, abilities and logic, but some respondents also report having experienced male colleagues or managers refusing to receive instructions from female colleagues or managers.

The picture that emerges is that respondents’ witnessed experiences do not occur frequently or are not very recent – most respond that the witnessed experiences are more than a year old and that the behaviour is experienced less frequently or once. However, seven respondents say it has affected their well-being at work and their trust in other people. The majority of those who respond that they have witnessed others at work being demeaned/excluded or not taken seriously because of their gender say that they supported or talked with the victim. Half the respondents report that they also talked with other colleagues about it, but only a handful report having confronted the person engaging in the transgressive behaviour.

VERBAL ABUSE AND OFFENSIVE LANGUAGE

The questionnaire survey reflects that employees in the Danish games industry relatively frequently experience being shouted or yelled at in an unwanted manner. As such, verbal abuse and offensive language is identified as a key issue and the report will therefore outline the survey's findings in this area.

"I find that I or others are not spoken to nicely, are repressed, spoken to harshly or disrespectfully."

PERSONAL EXPERIENCES

Twenty-five respondents report having experienced someone shouting or yelling at them in an unwanted manner while working in the Danish games industry. A total of 268 answered the question, of whom the 25 correspond to 9%.

Respondents' descriptions of their experiences reflect managers and colleagues speaking disrespectfully, harshly or shouting at them – often in connection with professional disagreements. Several respondents point to specific individuals who engage in this type of behaviour, or to situations where managers or colleagues are under particular pressure.

"Shouting, manipulation and denigration happened very regularly. Some colleagues felt much worse than I did, which resulted in stress, insomnia and vomiting during working hours."

Only eight respondents report having been shouted or yelled at in an unwanted manner in the past year – the other respondents' experiences date further back. The incidents took place during normal working hours – and the frequency is relatively limited.

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QUANTITATIVE SURVEY

Respondents find it very unpleasant – most (18) answers are between 7 and 10 on a 10–point scale. This is also reflected by indication from 18 respondents that the transgressive behaviour has limited their well-being at work, while 17 respondents indicate that it has limited their experience of being a respected member of the workplace. Most of those who answered the follow-up questions said they had spoken to someone at work about their experiences, but felt they did not get the help and support they needed from the workplace. Twenty said they did not feel the workplace handled the incident appropriately.

“A new colleague was yelled at and degraded until she started to cry. It was her first day [...]”

WITNESSES

In addition, 20 respondents report having experienced someone shouting or yelling at others in an unwanted manner while being employed in the Danish games industry. In total, 242 answered the question, of whom the 20 represent 8%.

The descriptions revolve around managers shouting at employees – either in public or behind closed doors, but problems are also mentioned with managers referring to or talking about employees in a condescending manner to other employees as a form of intimidation or punishment.

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Two-thirds of respondents say the incidents occurred more than a year ago and that primarily managers tend to act in this manner, with eight respondents saying they witnessed it on a weekly basis. As many as 13 respondents report that their experiences have limited their well-being at work, while nine respond that it has limited their trust in other people. Fifteen report that they spoke to the people who were shouted at, while 13 discussed it with colleagues.

“When our boss was unhappy with a piece of work, he would ask people if the person who had carried out the work ‘just wasn’t good at the job’ and ‘if we should even keep this person’, in front of everyone.”

LESS COMMON THEMES

In addition to the three key issues identified and described above, responses to five of the survey questions show that more than five respondents report having been subjected to the type of transgressive behaviour concerned. The types of behaviour are digital harassment, comments about appearance, unwanted physical contact, psychological manipulation and other abuse of power. These five issues are dealt with relatively briefly, as the proportion of respondents who have experienced or witnessed the five types of transgressive behaviour is quite small.

DIGITAL HARASSMENT

In the questionnaire survey, 11 respondents say they have experienced unwanted, abusive attention via e-mail, text messages or social media during their employment in the Danish games industry. The question was answered by 264 respondents, which means that the 11 respondents correspond to 4%. In addition, seven respondents state that, during their employment in the Danish games industry, they have experienced others being subjected to unwanted, abusive attention via e-mail, text messages or social media.

The respondents' descriptions of their experiences are relatively limited. It appears that both men and women experience unwanted, abusive attention via e-mail, text messages or social media. This occurs between colleagues, but is also to a large extent exercised by external persons.

COMMENTS ON APPEARANCE

Eighteen respondents report that they have experienced unwanted comments about their appearance or body while working in the Danish games industry. In total, 263 respondents answered the question, whereby 18 respondents correspond to 7% of the respondents having experienced this form of abusive behaviour.

The respondents' descriptions reflect slightly different experiences, but the comments do not generally tend to be perceived as problematic; some are perceived as patronising or as compliments that are more or less welcome. The majority of comments were written by women, although a few came from men.

UNWANTED PHYSICAL CONTACT

In the questionnaire survey, six respondents say they have experienced unwanted physical contact such as touching, patting, kissing or hugging while working in the Danish games industry. A total of 261 people answered the question, of whom the six respondents represent 2%.

The very few descriptions reflect unwanted physical contact in a range of situations from respondents whose managers try to kiss them, pat them on the bottom or give them a massage to respondents who generally experience touching - e.g. a hand on a shoulder, an arm around a waist or a hug - as unwanted. It can be inferred from the comments that both men and women practise the unwanted behaviour.

In addition, seven respondents report having experienced someone subjecting others to unwanted physical contact, such as touching, patting, kissing or hugging, while working in the Danish games industry. The question was answered by 241 people, of whom the seven represent

3%. The very few descriptions concern managers or male colleagues touching or attempting to kiss their female colleagues, who clearly find the behaviour transgressive and unpleasant.

PSYCHOLOGICAL MANIPULATION

A total of 18 respondents indicate that while employed in the Danish games industry they experienced someone psychologically manipulating them and/or subjecting them to “gaslighting” by dismissing their experience of a situation. The question was answered by 258 respondents, of whom the 18 represent 7%.

The respondents’ descriptions of their experiences show that they are predominantly subjected to various kinds of psychological manipulation by a manager or other leader. This manipulation may occur in concrete situations or as many smaller incidents that make the respondents feel highly insecure or anxious or that challenge their self-esteem; most respondents experience this as very unpleasant.

In addition, eight respondents report that while employed in the Danish games industry they experienced someone psychologically manipulating and/or “gaslighting” others by dismissing their experience of a situation. The question was answered by 241 people, of whom the eight respondents represent 3%.

ABUSE OF POWER

Six respondents report that they have experienced someone having otherwise abused his or her power towards them during their employment in the Danish games industry. A total of 257 people answered the question, of whom the six respondents correspond to 2%.

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QUANTITATIVE SURVEY

Only three of the six respondents chose to describe their experiences of abuse of power – two of them reporting that a manager pressed them to do work they did not want to do or had not consented to do. With this very limited data basis, it is difficult to draw a general picture of what they have been subjected to and how they experienced these other forms of abuse of power.

In addition, nine people report having experienced someone subjecting others to abuse of power while employed in the Danish games industry. The question was answered by 239 respondents, of whom the nine respondents represent 4%. As above, their descriptions of their experiences reflect an environment in which, for example, managers press employees to perform tasks outside their area of responsibility or threaten dismissal as a way of controlling staff behaviour.

OTHER INSIGHTS

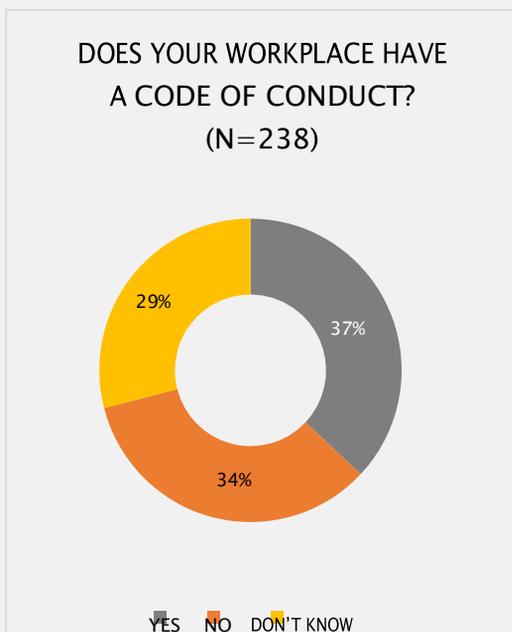
In addition to asking about respondents' experiences or witnessing of transgressive behaviour, the quantitative survey also includes a question about whether the respondent personally has behaved transgressively towards others or has had doubts about whether others have perceived his or her behaviour as transgressive. A total of 238 respondents answered this question – and 11 of them answered that they had behaved transgressively towards others, four responded that they had been accused of behaving transgressively towards others, while 26 responded that they had been in doubt about whether an incident they were involved in was perceived as transgressive. This corresponds to 5%, 2% and 11%, respectively, while the remaining 82% say they have not behaved transgressively towards other people. Respondents were given the

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opportunity to elaborate on their answer to the question, and the descriptions paint a picture of a group of people who acknowledge having told jokes or made comments about colleagues in a condescending or insulting manner – with several respondents noting that the jokes or comments had no underlying malicious intent, but that they made their joke or comment without thinking, and never imagined that their comments might be hurtful or offensive.

Finally, respondents were asked whether their workplace has a “Code of Conduct” or description in the staff handbook on preventing and dealing with transgressive behaviour. Of the 238 respondents, 37% said that the workplace had some material on the subject, while 34% answered “no” and 29% “don’t know”.



RESULTS QUALITATIVE SURVEY

This section briefly summarises the insights reported by CRECEA to the Danish Producers' Association following its interviews with five respondents. In this context, it is important to stress that the Danish Producers' Association is not aware of the respondents' identities, but has been informed that these individuals are CEOs, managers or similar persons in charge in the Danish games industry.

FROM "THE WILD WEST" TO PROFESSIONAL INDUSTRY

The interview participants describe the games industry as a young, international and technologically fast-growing industry in the Danish business world. Naturally reflecting the culture, values and norms of Danish society, the industry has therefore also been influenced by the general cultural changes and development of norms in society. In this context, it is pointed out that workplaces have put a dampener on festive activities and generally exercise greater restraint in their terms of expression. Cultural developments in the games industry thus reflect a current societal trend where people are becoming increasingly aware of how they refer to themselves and others and how they stigmatise each other. This phenomenon is not limited to gender, sexuality or ethnicity, but includes everyone.

Respondents explain that the young Danish games industry started as the "Wild West", but is now undergoing greater professionalisation, reflected in greater diversity in professionalism and age. Similarly, staff handbooks are increasingly being used as a tool to ensure respectful interaction.

DESIRES FOR DIVERSITY AND EQUALITY

The interviews point out that the industry faces challenges with diversity,

which is expressed in different ways. Respondents point to the limited diversity of applicants in most recruitment processes – not enough qualified applications are received from, for example, women, wheelchair users or minorities to underpin the desire to put together a diverse workplace. However, there is also confidence that the coming generations of qualified candidates for the industry will bring opportunities to recruit more diversely. Similarly, diversity can be enhanced through the fostering of a greater awareness of personal and cultural biases.

Diversity is a broad challenge, but gender balance is also a focus of the interviews. The foundation for the industry's gender imbalance is laid early, as demonstrated, for example, by children's games events, where most participants are boys. Furthermore, there is a gender pay gap in the games industry – including the fact that most programmers are men, and, since programmers have access to higher pay in other sectors such as the financial sector, they can exert pressure on programmers' pay in the games industry.

Respondents see the gender-disaggregated nature of the industry as a result of men traditionally entering the technical side of the industry and women the more creative functions of game development. Respondents also state that being a woman in the games industry at any level can be difficult. Finally, respondents point out that companies should take responsibility for stereotyping, for example, gender, age, race, disability, etc., in game design.

WORKPLACE CULTURE ON THE AGENDA

Interview participants emphasise that from now on the industry needs to focus on workplace culture – in particular the language used on a daily basis. Respondents stress that everyone is responsible for addressing

RESULTS

QUALITATIVE SURVEY

unfortunate turns of phrase and inappropriate language; management must take the lead, but everyone must join the conversation about striking the right tone in the workplace.

Developing/renewing/brushing-up and implementing a Code of Conduct will be a key task. The Code of Conduct must be adapted to each company and be a vital element of everyday work and as such become an integral part of the company's self-image. It is acknowledged that employees are increasingly looking towards companies with a culture focus, and therefore action in this area is seen as a necessary recruitment measure. Equally, a focus on workplace culture is considered necessary to ensure a sustainable Danish games industry, with a safe, healthy working environment that supports the development and retention of the most talented and experienced people – people essential to the production of Danish games.

CONCLUSION

The survey has provided a number of insights into the extent and nature of transgressive behaviour in the Danish games industry, highlighting key trends as well as cultural norms and structures in the working environment of game producers. Thus, the survey is a first step towards contributing to an understanding – and in the longer term the rejection – of a culture that normalises transgressive behaviour. Using the survey as a point of departure, the Danish Producers' Association will launch and support efforts and initiatives aimed at preventing and addressing transgressive behaviour in the Danish games industry.