

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE

Transgender Inclusivity within the Service Industry

A graduate project submitted in partial fulfillment of the requirements

For the degree of Master of Social Work

By

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Dedication

I want to dedicate this graduate project to people of trans experiences because through this research, I hope to be an overall better ally to your community. I want to give a special thanks to the few essential people who made this research project possible. To my amazing family, Erika Cruz, Elisha Faralan, Edward Faralan, & Cora Faralan, for inspiring me to strive for more and become a social worker. To Dr. David McCarty-Caplan for assisting me through every step of this graduate project and helping me develop my research skills. To my loving partner, Gregory Samuel, who provided encouragement and support in moments where I truly needed it.

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Abstract

Transgender Inclusivity within the Service Industry

By

Ejay Faralan

Master of Social Work

Purpose: The purpose of this work is to identify areas of improvements through the gaps between the experiences of transgender employees and management on the implementation and enforcement of transgender inclusive policies within the workplace. The research questions if transgender inclusivity is being effectively implemented and enforced within the service/hospitality industry. This qualitative study utilized the Clark and Braun Thematic Analysis in Psychology as a guide for cross-referencing responses given by Transgender individuals and individuals working as management within the industry. The primary researcher identified 5 themes through the coding process: belonging, employer support, exposure dictating concern, inclusivity indicators, and comradery. It is hoped that this insight helps transgender individuals better navigate through their service/hospitality career and improve the overall transgender inclusivity within the industry.

Keywords: transgender, inclusivity, hospitality, service, gender neutral, LGBTQ

Introduction

There is a significant increase of transgender-inclusive workplace laws throughout the United States, but the enforcement of these laws is weak, and little information is known about implementation and enforcement specifically within the service and hospitality industry. (Colvin, 2007; Yoder, J., & Mattheis, A., 2015). Employees working in this specific industry are at an increased rate of having face-to-face contact with clientele compared to industries in manufacturing, technology, and business (Yoder, J., & Mattheis, A., 2015; Employment by major industry sector, 2017). Openly transgender people risk forfeiting discretion in face-to-face work environments due to gender expression, increasing risk of stigmatization due to societies ingrained expectations of gender norms (Sawyer, K., & Thoroughgood, C., 2017; Letellier, P. 2003). Stigmatization of gender expression within the service and hospitality industry can lead to discrimination, harassment, and violence against transgender people (Colvin, 2007). The purpose of this work is to identify areas of improvements through the gaps between the experiences of transgender employees and management on the implementation and enforcement of transgender inclusive policies within the workplace.

There is an estimated 1.4 million transgender identifying adults in the United States, specifically a large portion are from ages 18-24, a time where adults enter the job market for the first time (Flores, A.R., Herman, J.L., Gates, G.L. and Brown, T.N.T., 2016). Eleven out of the top twenty most common jobs people have before moving to a more permanent career are in the service/hospitality industry, meaning transgender people have an increased probability of encountering a job requiring face-to-face interaction with clientele (Martis, 2018; Employment by major industry sector, 2017).

Progress in transgender visibility has led to Senate Bill No. 396 Employment: Gender Identity Expression and Sexual Orientation; which aims to regulate transgender inclusion workplace practices, and created TransCanWork; an organization that builds a culture nationwide for transgender people to thrive in the workplace. Significant data reports LGBT-inclusive companies and business attract top talent, win business and loyalty of discerning consumers, and harness the insight of LGBT employees to drive market innovation (Yoshina, S.A. 2016). The realization of benefits has prompted business to implement best practice for organizational gender expression inclusivity on an organizational level and individual level (Sawyer, K., & Thoroughgood, C. 2017).

Although there has been substantial progress made for the LGBTQ+ community as a whole in the workplace, there is little information known about the specific experiences and obstacles encountered by transgender people in industries where physical representation and face-to-face communication is imperative to the function of a job. (Human Rights Campaign, 2018; Laffin, T., 1999). The implementation of best practice for organization gender expression inclusivity on an individual level should 1. Offer mindfulness training or provide suggestions about how to locate stress management programs/trainings for those encountering discrimination or hostility stemming from gender expression 2. Ensure compassion from HR surrounding unique work life needs stemming from gender transition 3. Measure individual attitudes about gender identity/ behaviors toward those with non-traditional forms of gender expression within the general employee population 4. Measure and encourage ally behaviors within the general employee population (Sawyer, K., & Thoroughgood, C. 2017). There should be more research on whether transgender people working within the service and hospitality

industry received gender expression inclusivity on an individual level and how it impacted their workplace environment.

This study addressed this need by answering the question, is transgender inclusivity being effectively implemented and enforced within the service hospitality industry? To do so, this study will utilize the Clark and Braun Thematic Analysis in Psychology as a guide for cross-referencing responses given by Transgender individuals and individuals working as management within the service/hospitality industry. The purpose of this work is to identify areas of improvements through the gaps between the experiences of transgender employees and management on the implementation and enforcement of transgender inclusive policies within the workplace. It is hoped that this insight helps transgender individuals better navigate through their service/hospitality career and improve the overall transgender inclusivity within the industry.

Method

There is a significant increase of transgender-inclusive workplace laws throughout the United States, but the enforcement of these laws is weak, and little information is known about implementation and enforcement specifically within the service and hospitality industry. The purpose of this work is to identify areas of improvements through the gaps between the experiences of transgender employees and management on the implementation and enforcement of transgender inclusive policies within the workplace.

The primary investigator is conducting a qualitative study. There is no objective of realizing generalization through the sample. Researcher will post flyer on Facebook asking for participants to engage in study. Researcher will identify service industry organization within Los Angeles and contact them to see if they managers are willing to participate. Researcher will identify LGBTQ+ organizations within Los Angeles and contact them to see if they have any qualifying individuals willing to participate. Researcher will ask any consented participant if they know of any other eligible person willing to participate in the study and if they will contact them.

Participants.

The sample will be between 7-15 participants. The study intends to recruit two distinct groups of participants. Group one's inclusion criteria for enrollment is 1. Age 18 and over 2. & Identifies as transgender 3. & Previously or currently works in the service/hospitality industry. Participants will not be interviewed if they do not meet all three criteria for group one. Group two's inclusion criteria for enrollment is 1. Age 18 and over 2. & Previously or currently holds a middle or upper management position in the service/hospitality industry. Participants will not be interviewed if they do not meet all

two criteria for group two. Exclusion criteria for enrollment is if the participant is under the age of 18, does not work within the service/hospitality industry, and did not sign the consent form. Research project does not have exclusion criteria for ethnicity, race, sexuality, religion, or any other identifiers not specified in the criteria for enrollment.

Procedure.

Researcher will post flyers for recruitment on Instagram and Facebook. He will inform colleagues of research project and encourage spreading the information through word of mouth. Researcher will also contact LGBTQ+ friendly agencies such as the Trevor Project and LGBTQ Center in Los Angeles if they have any eligible individuals willing to participate. Researcher will reach out to previous business contacts to see if any individuals are eligible and willing to participate. The study intends to recruit two distinct groups of participants. Group one's inclusion criteria for enrollment is: 1. Age 18 and over 2. & Identifies as transgender 3. & Previously or currently works in the service/hospitality industry. Participants will not be interviewed if they do not meet all three criteria for group one. Group two's inclusion criteria for enrollment is: 1. Age 18 and over 2. & Previously or currently holds a middle or upper management position in the service/hospitality industry. Participants will not be interviewed if they do not meet all two criteria for group two. Once recruited, the process for data collection will be the same for both participating groups. See Appendix A for: Rubric for Open-Ended Questions Regarding Transgender Inclusivity in the Service/Hospitality Industry.

Analysis Plan.

This study will utilize the Clark and Braun Thematic Analysis in Psychology as a guide for cross-referencing responses given by Transgender individuals and individuals

working as management within the service/hospitality industry. Phase 1 of the Thematic analysis is familiarizing myself with the data. The primary researcher will read over the answer given by all participants to gain a better overall understanding of responses. Phase 2 is generating initial codes. Primary investigator will transcribe recordings and code responses depending on their occurrence. Phase 3 is searching for themes. Researcher will identify patterns and consistencies with codes in responses given by participants. Phase 4 is reviewing themes. Researcher will search deeper into context of identified patterns and consistencies to identify meanings and outcomes of participant responses. Phase 5 is defining and naming themes. Primary investigator will define and name the themes identified in the responses of the participants. Phase 6 is producing the report.

Results

Sample/Participants

This research project focused on groups of people who work in the service/hospitality industry, specifically individuals who work in a place of business that does work or provides goods to customers or clients through person to person interaction and communication. The study recruited a total of six participants currently working within the service hospitality industry. Participants were categorized into two different groups: Group A are non-cisgender employees working in the service industry and Group B are cisgender managers or supervisors working in the service industry. The three participants in Group A openly identify as transgender, gender non-binary, and gender fluid and are employees working in service industries of hair styling, retail, and restaurants. The three participants in Group B openly identify as male or female and currently hold manager/supervisor positions in service industries of property management, retail, and restaurants. All participants were over the age of 18, worked within the service/hospitality industry, and signed a consent form.

Coding

The researcher transcribed the recorded interviews with each participant and became familiar with the data by reading each transcript 2 to 3 times. Researcher highlighted and color-coded words, sentences, and phrases that appeared to be significant in each of the participants response. More than 50 codes were identified in total for the six participants. The researcher narrowed down to 12 codes that displayed significance and patterns in Group A. An example of a segment of data coded for Group A for Normal Life was “Some of us just want to be left alone to live a normal life, without having to

identify as anything. And now this whole thing of who do you identify as is who you are, and that's kind of like, hey, you're not going to bed with me. What does it matter?"

Another example of a segment of data coded for Group A for Workplace Environment was "just the safety that I know that all these human beings have only known me for 11 months and they're willing to knuckle up for me is more to say than a few of my family members. So that safety of knowing that I'm safe here, I don't have to fight the bottle because I have 30 people standing behind me now that will protect me". The researcher narrowed down to 12 codes that displayed significance and pattern in Group B. An example of a segment of data coded for Group B for Managers vs. Leaders was "I think one thing is the company really knows how to make their managers into leaders, and a good leader can really work with anyone regardless of their situation. I think that the company was doing well with that, and in that same kind of aspect, I think that because the company focuses so much on their managers, that the managers then portray that same kind of mindset into their employees". Another example segment of data coded for Group B for Handling Diversity was "My company does a really good job I think of highlighting people's differences and using that to our advantage, if you will, to celebrate the differences and the diversity that we have". The 12 codes from Group A were compared and contrasted to the 12 codes from Group B, which resulted in the development of 5 overall key themes.

Themes

From the codes that were derived from the transcribed data, the researcher identified 5 key overall themes: belonging, employer support, exposure dictating concern, inclusivity indicators, and comradery.

Belonging. The participants in Group B emphasized that they wanted to treat all their employees working for them and the company all the same, regardless of gender, sexual orientation, religion, skin color, age. One participant specifically stating “my overall goal would be to treat [employees] with overall respect. For me it doesn't matter who you are, where you're from, what color you are”. Group B expressed that they wanted all workers of the business to be treated based on their work ethic and ability to succeed in the workplace. A participant commenting that “there's no question to anything but your actual qualifications and that anyone has an opportunity to work there as long as they have the professional skills and qualifications to that job specifically and knowing that who you are as a person doesn't matter when you're applying for this job”. Group A goes more in-depth in their definition of being a part of a team and being treated the same as everyone else. The data suggests they do not want their gender identity to be non-identifiable, but acknowledged for their identified gender identity, and treated accordingly thereafter. One participant from Group A specifically comments that “there are people who work there, as long as I have, who have basically seen me through my transition and seen me sorta changing, and have realized what is going on and are amazing”. A second participant that identifies as trans-male states “They definitely make me feel like one of the guys. They're a big reason why I drown out the crap and negativity from a lot of people every day, just them, ‘Hey, dude, bro, nice beard you got growing in,’ or ‘how are you growing that?’”. Thus, the data from both groups revealed a pattern that highlights a desire to have or create a sense of belonging within in their workplace, but each group has a distinct approach on how that is achieved.

Employer Support. Group B provided plenty of resources and professional approaches to providing support to their employees such as diversity workshops, diversity trainings, human resources, and open environments as avenues towards achieving better relationships with each individual employee and staff as a whole. One participant from Group B specifically shared “We actually have a diversity council where I work that's nation-wide where we've had people openly share their sexual orientation, share the different trial and tribulations they've had, if they're trans or not”. Another participant from group B commented “The other strength I think is the human resource department is very good, or yeah, they're good, I guess. They're pretty knowledgeable in any aspect of situations, or if ... They're always open to any employee or manager, anyone who wants to get ahold of them they can just directly call them, and they're pretty close. Just because it's a corporate company doesn't mean that you're going to get someone like an automated message. You can just call into the office and say, ‘Hi. I need to speak to HR,’ and they'll put you right on the phone with somebody””. Group A highly emphasized the importance of employer support in their workplace and focused more on the building of rapport between employee and employer. A participant from Group A gives an example, “You know, little things like that and especially from my owners too letting me wear more masculine clothing and not necessarily wearing the uniform that they had made for us. So that's another thing too that I really love about my owners is that she lets me wear these flannels, in a sense that are completely not allowed but she lets me wear them because they make me feel masculine”. Another participant from group A shared “And my boss, she listens to me whenever I feel down, or if I ever feel anything, and she always says, if anybody ever threatens you, or just you feel uncomfortable, walk

away and let me know, I'll handle the situation. So that's like amazing. I don't have to handle the situation because I can get ugly, and I don't want to get ugly". Group A gave small details that employers do on a day-to-day basis that really displayed the employer caring for the employee as a person. Both Group A and B value employer employee relationships, but Group B is hesitant to deviate from professional guidelines while Group A highly values gestures that deviate from professionalism and rules.

Exposure Dictates Concern. Group A are individuals who identify as transgender, gender non-binary, and gender fluid, thus being examples of their lived experiences. Each participant in Group A experienced some form of discrimination at their workplace due to their gender identity. They understand on a personal level the importance of non-cisgender inclusion in workplace because they navigate through the issue daily. One participant in Group A shared, "I'm white, I'm pretty much passing, for either, I mean, I guess, whatever. And I also have gotten to a point to where my defense mechanisms are pretty much on a day to day level, where it's...I don't go out wearing women's clothing all the time, or skimpy outfits all the time. But it's also, over the years and through being on hormones, it's getting harder and harder to mask that. And it's also not something I want to mask, but I also...I don't know, it's just something that I am scared sometimes, I also don't particularly like to be looked at like I'm disgusting". A second participant in Group A described an experience at work, "It was God awful but this person would walk in and get really aggressive with me and get in my face and be like, 'You're going to go to hell. Gay people suck'". The participants in Group B have encountered and interacted with non-cisgender individuals, but never in a workplace, employee employer, and coworker setting. When questioned about understanding

transgender inclusivity, one participant in Group B said, “I just haven't had an opportunity to work with someone who's trans” and a second participant in Group B shared, “Sort of. I'm not too familiar with it. It's not something I've worked around or in personally that much. Especially now since I've been managing, it's not a common thing for me, so I wouldn't know”. Group B understood and acknowledged the differences of treatment of non-cisgender individuals but did not share the same level of concern or severity in describing how it can impact individuals on a personal level.

Inclusivity Indicators. Group A gave various indicators that displayed non-cisgender inclusivity in specific workplaces. Specific examples included, gender neutral bathrooms, Transgender Inclusion Act posted in employees lounge, accommodations to company dress attire, and hiring of non-cisgender identifying individuals. An important example a participant in Group A gave was “our backroom we have the California State Transgender Inclusion Act posted. And at first when I saw it, I was like, wow, like was that there just because of me? But of course not. No, it wasn't. I'm just very vain like that, I guess. But you know, I think it was at the same time, it made me happy to see that it was there”. A second participant in Group A shared “There are signs in the bathrooms that I just recently noticed that [says] ‘Transgender workers’ rights,’ or, ‘Transgender something something,’ and there's a description of what a trans person is, and...so there are little indicators”. Importance for hiring non-cisgender identifying individuals, a participant from Group A stated “the fact that I work the front of house” means “[I am] very much up front and in people's faces”. Group B mentioned gender-neutral bathrooms, pronouns, and accommodations to company dress attire as inclusivity indicators. One participant from Group B shared “It's kind of interesting, the reason why I really like my

company is because there is no dress code, which is fantastic because most jewelry stores you have to go dress very professionally, you have to go dress in a suit, you have to go dress in a dress or whatever. My company actually has no real restrictions or rules on what you wear". The same participant in Group A noticed a need for "more transgender restrooms" and acknowledged legislation mandating gender inclusive bathrooms in California. They also express company inclusivity by ensuring that customer and client relations sets the groundwork and reinforces the tolerance and acceptance of all people.

Comradery. Group B emphasized the importance of team development and facilitating support for one another at the workplace, one participant specifically stating that one of her main goals in her current job "is continue to develop [her] team and how we want to treat our [clients]". A major barrier in their delivery of team development is considerations for customers and clients impacting sales and business opportunities. Group A went more in depth in the importance of teamwork and emphasized the feeling is comradery in with workplace. Each of the participants in Group A explained the feelings of family and friendship in the workplace. Participants in Group A gave examples of being one of the guys or being one of the girls when describing relationship with coworkers. One participant gave a specific example, "And just the safety that I know that all these human beings have only known me for 11 months and they're willing to knuckle up for me is more to say than a few of my family members. So that safety of knowing that I'm safe here, I don't have to fight the battle because I have 30 people standing behind me now that will protect me. So that's another aspect that I really cherish". A second participant shared "I definitely feel a sense of alliance with the other women in the shop. There's definitely a sense of alliance between us four, to where if one

of our coworkers does something inappropriate to one of the women or vice versa, there's that venting process of it and talking with your coworker about it and relating, and then there's the initial...I don't know, maybe. I feel protected by most of them, to be perfectly honest. And a lot of them, most of them, are cis males, which is a surprising thing”.

Group A also expressed their feeling of family and team trumping sales and business.

Discussion

The primary findings of this qualitative research study will examine the identified themes through discussion and interpretation. The researcher identified 5 overall key themes: belonging, employer support, exposure dictating concern, inclusivity indicators, and comradery. The researcher utilized Braun and Clark Thematic Analysis as a guide to critically analyze and interpret the codes and themes identified from participant responses.

Belonging is an important factor for individuals who identify as non-cisgender. There are professional guides to forming teams and strong staff in a workplace, but the feeling of belonging is more personal and individualized to each employee. The reason why belonging is important in the lens of a non-cisgender individual in a workplace is because it makes the employee feel safe and part of team on a deeper level. A lot of a person's time is spent at work, and the experience and feeling you have at work can impact the productivity and ambition to do well. The overall goal of employers and employees is to work at a place where they enjoy and feel like they belong there. Specifying the differences as to how managers are providing the sense of belonging and what is important to non-cisgender individuals is a gap that needs to meet in the middle. Employers gave guidelines and policies as examples for how they feel their companies and organizations are satisfying the needs of transgender and gender non-conforming individuals in a workplace. Managers and supervisors fail to understand that transgender inclusion goes beyond company policies and guidelines. Employees understand through lived experiences that the relationship built between employer and employees is what creates a sense of belonging and promotes an inclusive work environment. The two

groups have differing perspectives on how successful organizations are in achieving transgender inclusion within their workplaces due to their personal experiences. Managers and supervisors should be mindful of the needs of individual employees on what they would consider a safe and inclusive environment based on their gender identity. Transgender and gender non-conforming employees should advocate for a safer and more inclusive environment within reason of job stability and physical safety.

Employer support is important because it is essential for employees to feel supported by a manager or supervisor within their company. It can be difficult to work somewhere you feel uncomfortable and not wanted by employees, but supporting employers can serve as a barrier and standard for other employees to follow. One transgender employee referenced their “old [employer], and how [they] would’ve never” let him wear flannels, unlike his current employer who allows him to wear flannels because she understands it “makes [him] feel masculine”. Another employee expressed her employer “listens to [her] whenever [she] feels down, or if [she] ever feels anything, and [her employer] always says, if anybody ever threatens you, or you just feel uncomfortable, walk away and let me know, [they will] handle the situation”. The participants in Group A overall felt supported by their current employers, but had expressed that they each had bad experiences with employers in the past. Acknowledging and validating gender identity of their employees is essential to providing positive and effective support to employees. Employers are aware of the importance of their support, one employer specifically stating “I know a lot of times [people] in the trans community are not treated very equally”. Due to their personal limitations of exposure to non-binary

identities, employers are unable to navigate and provide guidance on facilitating support to trans and non-gender conforming individuals.

Exposure dictating concern was a factor that was prevalent in the level of importance in responses by employees and employers. Employees are understanding of the importance of transgender inclusion in workplaces because they have lived experiences where they were discriminated by coworker, customers, and employers. One non-binary employee shared an incident where an employer was “trying to get [her] to quit, because [the employer was] kind of blaming [her for] slow traffic into [the] salon”. Another non-binary employee shared, “There was one instance where there was a table that were deliberately misgendering me. So, I would walk by, and I could see that they would stare at me when they didn't think I was looking, and I'd look over and they would all look away. And then, I walked by and one of the gentlemen were like...one of the guys was like, "Excuse me, sir?", and they all laughed. They all erupted into laughter”. They know it happens and understands how it looks like because it happened to them. Interestingly, the data from this study suggest that while employers seem aware of discrimination experienced by non-binary identified employees, none mentioned personal experience with this problem. The companies may have never occurred transgender issue because they are doing a great job in making sure discrimination doesn't occur or non-cisgender people are not applying and working in those companies because they know they are going to be treated poorly.

Inclusivity indicators were both mentioned by employees and employers. Indicators are important because they serve as signs for people of the non-cisgender community to feel comfortable and welcome in a place that they are not acclimated or

familiar with. Especially during interviews where individuals who are employees do not know much about the work environment and staff in a work place, inclusivity indicators and signs of inclusion, although not completely accurate of level of inclusion, can serve as a helpful tool for people who are non-cisgender. Non-binary participants gave transgender inclusion indicators examples such as easily identifiable posting for Transgender Worker's Rights, hiring gender non-confirming employees, and gender-neutral bathrooms. Two employees specifically praised their current employers for hiring them considering they are open and physically presenting as gender non-binary individuals. Having transgender and non-binary individuals representing a company is a strong indicator of a safe and accepting environment for trans folk.

Comradery is the relationship between coworkers and goes more in-depth on the rules and guidelines put into place so that employees get along. Comradery was more of a feeling that employees received when employers and coworkers would stand up for them in times of discrimination. It was important for employees to feel as if they were more important than the customer and that the customer is not always right. They want to feel stood up in the place where they work, and feel like they are surrounded by family, people who are supposed to love, support, and defend them no matter what. Employers need to understand that the safety, emotional and mental well-being of their employees are more valuable than a sale. Employers should provide clear and identifiable transgender inclusive indicators in store fronts to set a tone for customers on what is acceptable and tolerated behavior. Employers should be public on their stance of transgender inclusion in their workplace and utilize disciplinary action immediately after an offense.

Limitations

Limitations of this research project is time limitation, sample size, niche participation, restructuring of questions, and locations for meeting.

The time limitations on this research project was to gather data, transcribe data, analyze data, and determine conclusion within the time span of a little more than one month, specifically February 21, 2019 to April 5, 2019. The submitted researcher did not receive approval to being collecting data and conducting research until February 21, 2019, and thus had to complete recruitment, data collection, transcription, and data analysis in less than 2 months. The limitation on time also made it difficult for researcher to schedule meeting with participants due to conflicting schedules.

The overall sample size of this research project is six. Essentially the representation of each group was very small with three participants.

The researcher is focused on a very niche group of participants and found it difficult to find participants that qualify and are willing to participate. Due to limited time, researcher did not have time to restructure questions more appropriately as data was gathered. Some questions were very similar which prompted the same responses.

Some questions were not specific enough to get a substantial amount of information regarding transgender inclusion. It was difficult for researcher to categorize and code specific responses since the research was qualitative and data was conversational.

Researcher had to meet with participants to conduct a verbal interview. It was difficult for researcher to find an appropriate, private, and quiet location where interview can take place, especially if the participant lived far and can only meet in the evening.

The researcher would have liked to restructure questions more accurately, increased time to gather and analyze data, and find more appropriate locations to conduct interviews in considerations for the future.

Conclusion

Understanding the gaps and approach to achieving transgender and non-cisgender inclusivity in the workplace is important because it can provide insight for people of trans community to better navigate the service industry and improve the approach and guideline for employers/supervisor/managers in creating a safe and welcoming environment to all. There are always going to be barriers in terms of how businesses conduct and manage their employees, but learning about employers, managers, and supervisors who have created thriving environments for non-cisgender individuals can be invaluable to companies and organizations that want to demolish the idea that gender is binary. It also can serve as improving workplace environments to attract people from all experiences and walks of life to offer their skills and abilities to a company. Supervisors and managers may be looking on potential talent because people of the non-cisgender community do not feel safe or welcome in applying to the company. This research also has the possibility of regulating inclusive indicators in places of business to help signify the importance of intolerance of discrimination of any kind. These inclusion indicators can be signs and logos that provide comfort and ease of mind to individuals weary about specific work environments. Working to be more affirmative could be an important and necessary step to reducing violence and marginalization experienced by trans folk.

This research is imperative to the field of social work because it provides insight to how social workers can assist people of the trans community to navigate themselves

safely and effectively in all types of careers. This work also can provide groundwork to the importance of gender non-conforming, non-binary, and trans education in the workplace. Social workers will be able to set a higher standard of what is acceptable in providing a safe and inclusive environment for people of all gender identities. Social workers and case manager that are well versed in relationships between employers and the trans community can provide better resources for legal advocacy and community support to those facing adversity due to gender identity.

Overall the researcher hopes that this will help people of the non-cisgender community become more confident in finding an inclusive workplace and demanding better treatment in situations where they would normally be discriminated. Researcher hopes that this project serves as evidence of how important relationships between employers and coworkers are when establishing inclusivity. The smallest gestures of kindness and support can make all the difference to someone who wants to feel like they belong in the place they work.

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Appendix A

Rubric for Open-Ended Questions

Regarding Transgender Inclusivity in the Service/Hospitality Industry

- *Researcher may ask for details if unclear about answer provided by participant
- *Researcher may ask additional questions pertaining to answer given by participant regarding transgender inclusivity in the service/hospitality industry
- *Participant can refuse to answer any question(s) in the interview

1. What does a company do well in the service industry?
2. How did you get into the service industry?
3. Why did you get into the service industry?
4. What are your two biggest goals you have in your company?
5. What is an inclusive workplace?
6. How does this apply to a trans-inclusive workplace?
7. Do you feel confident in understanding transgender inclusivity?
8. Define a transgender inclusive work environment?
9. Is transgender inclusivity important for a work environment? If yes, what do transgender people need in order to feel like they have an inclusive safe environment?
10. Does your organization facilitate a transgender inclusive workplace for employees? If yes, how does the organization you are affiliated with achieve a transgender inclusive work environment?
11. Name strengths that the organization you are affiliated with has in achieving a safe transgender-inclusive work environment
12. What improvements can be made by the organization you are affiliated with to achieve a safe transgender-inclusive work environment