

**Transgender Workplace Discrimination in South East Asia
(SEA) Hospitality Industry, from multiple perspective: Employers,
Employees and Consumers**

Research dissertation presented in partial fulfilment of the requirements
for the degree of

MSc in Global Brand Management

Griffith College Dublin – Graduate Business School

Dissertation Supervisor: Dr. Vlasios Sarantinos

MSc Candidate: Madeline Goh Wei Ying September 2021

Student Number: 3053622

Candidate Declaration

Candidate Name: Madeline Goh Wei Ying

I certify that the dissertation entitled:

Transgender Workplace Discrimination in South East Asia (SEA) Hospitality Industry, from multiple perspective: Employers, Employees and Consumers

submitted for the degree of: MSc in Global Brand Management is the result of my own work and that where reference is made to the work of others, due acknowledgment is given.

Candidate signature: Madeline Goh Wei Ying

Date: 3rd September 2021

Supervisor name: **Dr. Vlasios Sarantinos**

Supervisor signature:

Date: 3rd September 2021

Dedication

This thesis is dedicated to my family and beloved friends

Eric Goh
Linda Lim
Gary Goh
Geraldine Goh
Judith De
Yagiz Can Demir
Julin Sam
Pattawee J.

For all their patience, love, support and confidence in me throughout my dissertation process.

Acknowledgements

I hereby would like to express special thanks to my supervisor, **Dr. Vlasios Sarantinos**. My following dissertation would have not been completed without the continuous support and guidance from my supervisor.

I would also like to thank my ex-colleagues within the Hospitality Industry who participated in my interview and provided great insights and solutions.

Transgender Workplace Discrimination in South East Asia (SEA) Hospitality Industry, from multiple perspective: Employers, Employees and Consumers

Madeline Goh Wei Ying

Abstract

This dissertation discusses Transgender discrimination in SEA countries specifically Thailand and Malaysia. The objective of this study is to identify the root cause of Transgender Discrimination and developed potential solution towards this circumstances in the Hospitality Industry.

This study has involved a thorough literature review in relations to Transgender daily life, experiences, transitioning, etc and also a clear focus into the Hospitality Industry employment aspects. Whereas the conceptual framework was built on top of the previous discrimination root cause in general and then it can be applied to existing Transgender who are working in the Hospitality Industry at the moment or previously Trans Hotelier. The main purpose is to seek an understanding on how they connect to each other.

The following research study involved data collection through individual interviews with employers and employees who have more than 1 year experience in the Hospitality Industry and also consumers who travel at least twice per year.

Upon the completion of data collection, the findings allowed the author to conclude factors that initiates such discrimination practices in the Hospitality Industry. To be specific, employers who are currently in the position of Human Resources and Learning & Development were being interviewed to provide a different insight from an organisation perspective. As for the employees, they play an important role in this research to provide their perspective in relates to working experiences with a Transgender colleagues in the past or present. On the other hand, the consumer is to be expected to provide a different point of view in terms of encountering a Trans employee in the hotel.

At the end of day, by collecting datas from interviews, the author seeks explore potential solutions to reduce the phenomenon of Transgender discrimination in the Hospitality Industry.

Table of Contents

Candidate Declaration	2
Dedication	3
Acknowledgements	4
Madeline Goh Wei Ying	5
Abstract	5
Table of Contents	6
List of Figures	8
List of Tables	9
List of Abbreviations	10
Introduction	11
Research Aim and Objectives	12
Justification	13
Literature Review	14
Hospitality Industry and Transgender	14
The Hospitality Industry	14
The Hospitality Industry Myths	16
Understanding Transgender in Hospitality Industry	20
The Transition Process & Side Effects	22
Types of Transition	22
Social Transition	24
Medical Transition	24
Risks and Side Effects	29
Trans Daily Life and at Work Discrimination	32
Inequality Treatments at Work and its Outcome	32
SEA Attitude and Recognition towards Transgender	36
Conceptual Framework and Theories	38
Research Strategy and Design (Methodology)	40
Overview of the Approach	40
Research Philosophy and Approach	43
Research Strategy	45
Collection Primary Data	48

Sources	48
Ethical Issues	52
Approach to Data Analysis	53
Findings and Discussions	54
Data Analysis	57
Participant's Background and Exposure	57
Root Cause of Discrimination	61
Potential Solutions	70
Recommendations	72
Conclusion	73
Appendix	75
Appendix A	75
Appendix B	77
References	87

List of Figures

Figure 2.1: The attributes and capacities employers are seeking at the point of entry to employment (recruitment and selection) (Nickson et al, 2005).....	15
Figure 2.2: LGBT+ Men and Women in the workplace (Ellsworth et al, 2020).....	17
Figure 2.3: Gender Transition Roadmap Overview (By Author, 2021).....	21
Figure 2.4: Transition Process FlowChart (Ventula et al, 2014).....	25
Figure 2.5: Types of Gender Affirmation Surgery (Akhavan et al, 2021).....	26
Figure 2.6: Stigma-sickness slope (Winter et al, 2016).....	30
Figure 2.7: Penile Inversion Vaginoplasty Risk (Levy et al, 2019).....	32
Figure 2.8: An Integrity Model of LGBT’s Workers’ Experiences (Pichler et al, 2018).....	33
Figure 2.9 & 2.10: Social Acceptance towards LGBT groups (Pew Research Centre, 2013).....	36
Figure 3.1: Conceptual Framework (Created by Author, 2021).....	38
Figure 4.1 & 4.2:: LGBT Population and Characteristics of LGBT People in USA (William Institute, 2019).....	41
Figure 4.3: Socioeconomic Indicators in USA (William Institute, 2019).....	41
Figure 4.4: Thailand International Tourist Arrivals (Statista, 2019).....	42
Figure 4.5: Thailand Domestic Tourist Arrivals (Statista, 2019).....	42
Figure 5.1: Hierarchical Code Frame (Created by Author, 2021).....	56
Figure 6.1: Discrimination Root Cause from Employees Perspective (Created by Author, 2021).....	63
Figure 6.2: Discrimination Root Cause from Employer Perspective (Created by Author, 2021).....	65
Figure 6.3: Discrimination Root Cause from Consumer Perspective (Created by Author, 2021).....	67
Figure 6.4: Potential Solution towards Trans Discrimination (Created by Author, 2021).....	71

List of Tables

Table 2.1: Hormone Therapy Approximate Price Range (Muoio, 2017).....	24
Table 2.2: Rough estimation of Bottom Surgery (Clary, 2018).....	26
Table 4.1: Preferences of Participant (By Author, 2021).....	47
Table 4.2: Research Question Samples (By Author, 2021).....	50 & 51
Table 5.1: Data Major Themes (By Author, 2021).....	54
Table 6.1: Participant Background and Exposure (By Author, 2021).....	57 & 58

List of Abbreviations

Abbreviations	Explanation
SEA	South East Asia
STIs	Sexually Transmitted Infections
LGBTQ+	Lesbian, Gay, Bisexual, Transgender & Queer
Trans	Transgender
TGF	Transgender Female
TGM	Transgender Male
QoL	Quality of Life
GAS	Gender Affirmation Surgery
PROMs	Patient-reported Outcome Measures
STD	Sexually Transmitted Diseases
HRD	Human Resources Department
IPA	Interpretative Phenomenology Analysis
BOH	Back of House
FOH	Front of House

1. Introduction

Tracing back to my roots of being borned and raised in a Chinese conservative business family, I used to be constantly edified by the typical Asian Chinese culture until the age of 17. Let me be clear, the typical Traditional Chinese culture is beautiful, accompanied by the values of benevolence, righteousness, courtesy, wisdom, honesty, loyalty solely aroused by the concept of harmony (Carnegie-Tsinghua, 2013), and I certainly adore it. However, because of the conservative environment, people may have different opinions towards the idea of “Transgender”. Frankly speaking, I started to have doubts once I left my home country-Malaysia and began to experience a completely different environment which I would like to call the “European Culture”.

As far as I know, throughout my past experiences, I am able to conclude that the Europeans tend to have a higher cognition towards the LGBTQ+ society compared to SEA countries. Also, being a hotelier, I have colleagues who surprisingly encountered inequality treatments at work for being a Trans. Though according to my research, certain specific countries such as Thailand, Taiwan and etc are actually having higher acceptance towards this group of people (Peletz, 2006). Yet not to mention, Peletz’s (2006) study was from 15 years ago, and it does not specifically mention Trans acceptance within the Hospitality Industry, therefore the author believes that there is more room to develop. The proposed research topic is: ***“Transgender Workplace Discrimination in South East Asia (SEA) Hospitality Industry, from multiple perspective: Employers, Employees and Consumers.”***

As part of the "one-stop world of service", the hotel industry has always been adhering to the concept of "consumers are our top priority" to shape an irreplaceable market that affects global employment opportunities. International Labour Organization (2001) highlighted that the hospitality industry contributed 3% to 4% of Gross Domestic Product in most of the world, and it consists approximately 3% of the global labour force. In a more recent study, it increased to a contribution of 9.5% towards global GDP, and 8.9% of total employment in 2013 (Aynalem et al, 2016). It can be seen that this specific industry is labour extensive and requires certain skills and quality with underlying preferences. Despite the high demand of employees, this industry still faces a lot of gender inequality treatments. Baum (2015) indicates that 70% of the majority

hospitality workforces are female but only 40% of them are given managerial or supervisory roles (Baum, 2013). Based on these facts and figures, the author daringly assume that the inequality and discrimination phenomenon among the Trans society in hospitality industry may be trickier compare to Cisgender.

As predicted, Monterrubio et al (2020) strongly indicate that Transgender are indeed experiencing stigmazation, discrimination and violence due to their gender identity within the industry. This involves situations such as gender identity questioning, social activity rejections from colleagues, verbal and physical harassment, inequality of job opportunities, evaluation and promotions, etc. Although these facts are vivid in our daily life, their misfortune are commonly ignored by researcher and mistakenly incorporate with the umbrella term of gay, lesbian and bisexual. Not only that, most of the researcher are more likely to focus on Transgender individually only rather than looking into the root cause from multiple perspectives. Thus, this study sought to explore and discuss the root cause of Transgender discrimination in the Hospitality Industry from different points of views.

1.1. Research Aim and Objectives

The research aim is to justify the common Transgender workplace discriminations and the intention behind such situation in current SEA hospitality industry, and also to understand what are the concern of Transgender recruitment in an organization from multiple perspectives with potential solutions.

Below are the research objectives:

1. To identify transgender workplace inequality issues within the Hospitality Industry in SEA countries
2. To examine the root cause of trans workplace discrimination from multiple perspectives: Employers, Employees, and Consumers within the Hospitality Industry in SEA countries
3. To develop potential solutions towards Transgender inequality issues from the perspectives of Employers, Employees, and Consumers within the Hospitality Industry in SEA countries
4. To gain an individual's perceptions towards the idea of openly discuss LGBTQ+ within the Education System

To ensure the achievement of research aims and objectives, there would be implications of theories or frameworks such as: Saunders's research onion that focuses on philosophy, approach, strategy and so on; Transgender Theory Model, and etc to justify her prior knowledge and findings. Transgender theory emphasis on each individual has their own gender identity rights and is flexible when it comes to gender fluidity and life experiences (Breux and Thyer, 2021). The adoption of this theory allowed the author to gain an in-depth understanding in relation to Trans mindset and emotions. The author would also gather her primary data through a mixed method: Interviews and Survey. Upon the completion of data collection, the author would be combining the findings and academic theory for further justification and solutions.

1.2. Justification

In the expectation of the research study's reliability and validity, the author ensures to collect her secondary data through peer-reviewed, scholarly books and articles to have a better understanding prior primary data collection. As for the primary data, the author believes that this would be an inseparable process with her past working experiences in the Hospitality Industry.

As mentioned above, based on the author's few working experiences with several Trans colleagues back in Thailand, they were experiencing workplace inequality scenarios. According to Bailey (2014), Transgender group are also most likely to be at a very high stake level of experiencing discrimination, stigmatization and victimization. Therefore, putting both of these facts together, we can be sure that there are indeed unfair treatments and job discrimination practice in the hospitality industry due to an individual's gender identity.

2. Literature Review

2.1. Hospitality Industry and Transgender

2.1.1. The Hospitality Industry

The Hospitality Industry is known as a servicing industry which aims to deliver and create exceptional experiences to its guests. Generally speaking, you can easily clarify the Hospitality Industry by the “Big Four”: Food and Beverage, Travel and Tourism, Lodging and recreation (Cvent, 2020).

With the rapid development of the travel and tourism system, it has become extremely common for friends and family, or couples to travel around the world. Before the pandemic, there were approximately 173 million people hired under the hospitality industry (Finances Online, 2021), which hold 10% of the total global workforce (Deloitte, 2019). Looking at these figures, we can determine that the Hospitality Industry is a platform that provides lots of job opportunities but also at the same time an extremely influential industry. Keeping in mind that this industry is relatively huge, therefore, most of the hospitality companies decide to make use of the Total Quality Management (TQM) model to build their company cultures and directions.

TQM basically standardised everything according to a strict benchmark to ensure top notch customer services. Hussain (2014) described that the TQM involves 7 key factors: top management role, quality policy, supplier relationship, employee involvement and process management. Additionally, these practices are recommended to be deployed at an operational level instead of back of house.

Yet, because of these practices, it indirectly encourages a toxic phenomenon which leads to lots of inequality treatments at recruitment, and workplace. For instance, taking Transgender as an example, according to the Company Policy, a TGF is still not allowed to dress up in a female uniform

because he is originally male. Likewise, either TGM or TGF is not allowed to work as Front of House employees, as the company wanted to avoid complaints from guests due to their gender expression. To support this, a research was conducted by Crossland Solicitors (2018), 1 in 3 Hospitality employers admit that they are less likely to hire a Transgender at work, 43% of them are unsure to consider Transgender as a candidate. Furthermore, Stonewall (2018) research also shown that 35% of the samplings tend to hide their transition at work to avoid discrimination.

This further demonstrate the needs of further research into Transgender workplace inequality specifically within the Hospitality Industry.

2.1.2. The Hospitality Industry Myths

Throughout multiple evolutions upon the beginning of the Hospitality Industry era, there are plenty of myths that exist in this industry. These myths have evolved and being emerged from different perspectives which caused negative impacts towards candidates recruitment and selection especially for Transgender community.

- Appearance wise Industry

Generally, people often stereotype that being a hotelier is as easy as pie, especially the older generations. They tend to have the wrong perceptions that this specific job requires a little formal education to none as long as that individual looks good and is able to speak well (Pang, 2010). Nickson et al (2005) also mentioned in their research that hotel employees’s appearance and attitudes are seen as a fundamental strategy for better customer service.

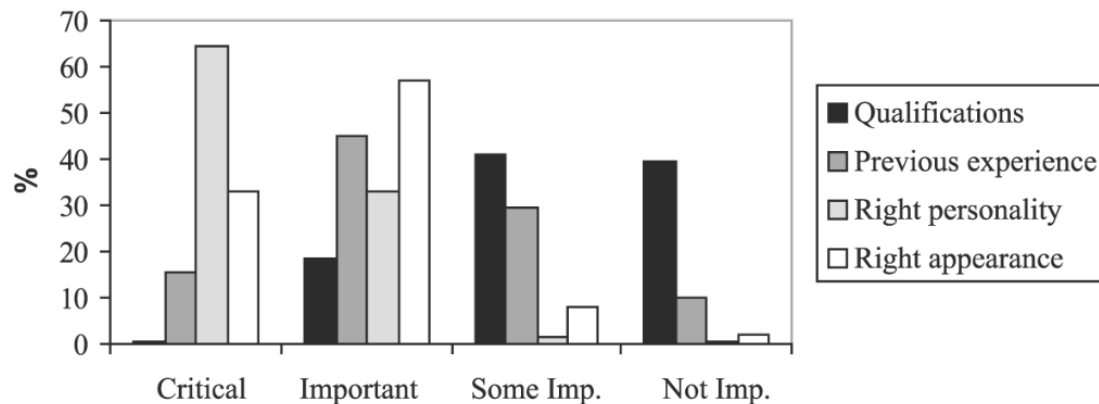


Figure 2.1: The attributes and capacities employers are seeking at the point of entry to employment (recruitment and selection) (Nickson et al, 2005)

Based on Nickson et al (2005) above, the study found that 30% of participants agreed that it is critically important to have the right appearance and 60% determined that it is relatively fatal. Though this does not necessarily fall under only appearance but also body modifications such as tattoo and piercing. Hopf (2018) believes that this may affect guest’s experiences directly.

Therefore, taking an individual who is experiencing gender dysphoria and at the same time in the middle of transitioning, their sexual appearances are more likely to diverge from their sex at birth. With this unavoidable situation, it makes the Trans candidate vulnerable groups in the industry.

- Limited Career Choices

Blue Whale Academy (2016) stated that apart from the Baby boomers and Gen X, remarkably Generation Y and the New Silent Generation believe that the future career prospect for the Hospitality Industry is somewhat narrow. To debunk this myth, there are various studies showing that the Hospitality Industry is not only a fast-paced working environment but also an exciting and unpredictable one. Hospitality workers are not limited to only lodging or food and beverage sectors but towards events, sales and marketing, airport crew, luxury lifestyle services, etc (Kim et al, 2010).

This implies that a Hospitality Graduate may have multiple career opportunities due to the fact that in Hospitality Management School students are taught with subjects that cover business principles (Puri, 2020).

However if we consider the employability prospect from a Tran's perspective, apart from the common recruitment and selection issues, they need to look into different cases depending on each situation. A transition process does not necessarily happen before employment starts, it may happen in the middle of a career development. Though there are plenty of career choices out there being an employee within the hospitality industry, yet which one of these have the flexibility of gender fluidity? For instance, Thomas's (2018) participant experienced a fall down in the career ladder while she was in the middle of transitioning as a manager. She claimed that she encountered different kinds of attitudes before and after transition, and Thomas (2018) concluded that this is related to the company's culture and stigmatization towards Trans.

This has then further explained that the extensive career choices may not apply to the Trans community in such cases. As the transition period is a key turning point that influences the company’s attitude towards a Trans individual, such as the company's Trans policy and culture, Succession Planning, working environment, etc.

- Low Salary

The Hospitality Industry is indeed having a lower average wages compared to lots of industries out there, however it has its own reasons and system (Tay, 2017). The entry level position usually only requires minimum criteria whereas for managerial level positions, the salaries would be much higher. Due to this phenomenon it drives the average lower. Additionally, the demand for entry level positions is higher than managerial level, hence, the paradox of supply and demand occurred which causes a lower average in salary (Sturman, 2021).

Ellsworth et al (2020) research study showed that the gender identity and sexual orientation of an individual do affect their future career advancement. With this being said, figure 2.2 below explained in detail that TGF has less possibilities to work at the management level.

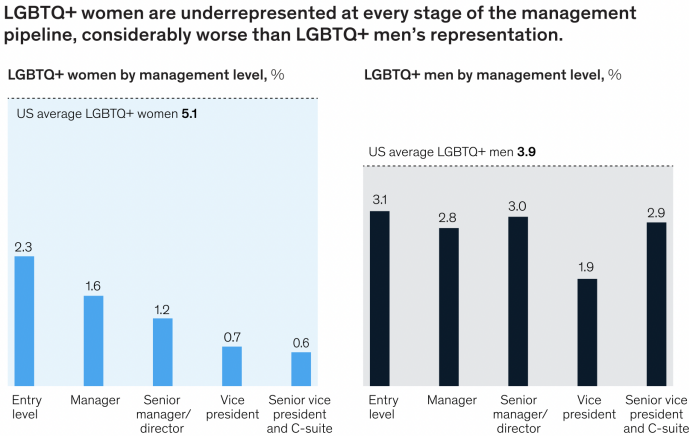


Figure 2.2: LGBT+ Men and Women in the workplace (Ellsworth et al, 2020)

Critically speaking from a Human Resources perspective, this genuinely affects the Trans' job performance directly. Khanam et al (2014) research model recognised that intrinsic rewards such as: recognition and promotion are intangible elements that drive positive job performance. In other words, the Trans community are less likely to be motivated as they hardly get an equal chance to advance their career which leads to low salary in the Hospitality Industry. At the end of the day, whose responsibility it should be when it comes to poor performance at work.

- Non-education required

When people come across any hotels, they are usually greeted by the bellboy, or hotel guard, served by a waitress, the room being cleaned by the housekeeper which involves a lot of Human Interactions. Due to this fact, people often judge the book by its cover. ***“Hospitality jobs are for the uneducated”*** (Management Development Institute of Singapore, 2017). After all, as mentioned above the hospitality industry consists of various departments and these departments require specific knowledge. Minett (2015) pointed out that a good hospitality business is built on top of the fundamentals of reliable staff. This must include constant training and adequate systems along with company culture that is empathetic and engaging.

If educational background is considered as secondary aspects towards the Hospitality Industry, skills and experiences are therefore relatively important. However, training opportunities are given by the superior of each department, consequently if the decision maker is against the trans community, an equal training opportunity seems to be vague in the career picture of the Trans group.

2.2. Understanding Transgender in Hospitality Industry

As mentioned, this research will be respectively looking into Trans working experiences in the Hospitality Industry from multiple perspectives. Hence, the author believe it is necessary to understand Transgender Individuals in terms of their transitioning process, discrimination at work nowadays and lifestyle. This is to help understand how these can directly and indirectly impact Tran's job performance.

The term "Transgender" is originated from the Latin words "Trans", simply means "Accross", thus, "Transgender" can be defined as "Accross Gender" (Teich, 2012). Transgender is also commonly known as "Trans", refers to an individual who suffers from gender dysphoria. Particularly, one who suffers from gender dysphoria are those whose gender identification at birth somewhat differs with his or her desire of gender presentation (Diamond et al, 2011). Currah et al (2006) also mentioned that "Trans" is ***"an umbrella term that refers to all identities or practices cross over, cut cross, move between, or otherwise queer socially constructed sex/gender boundaries."***

People often misunderstood "sex" and "gender identity" as the same thing, yet this is incorrect. "Sex" refers to one physical differences based on their psychological appearance at birth, "Gender Identity" on the other hand indicates how a person identifies themselves (Newman, 2021). Especially when gender identity is broadly communicated nowadays, people can be overly judgemental and cause unnecessary mentally and physical harm. Alston (2018) reported on BBC News that these discrimination and hatred phenomenon are most likely to be caused by the lack of formal discussion and support from the government.

Though if we explore from a societal perspective that influenced Thailand's hospitality industry, females are more favored by the employers and consumers. Petrović et al (2014) believed that females are more presentable and have the ability to develop higher emotional intelligence compared to males. Yet,

even though an individual is a TGF, it represents a different attitude in the Hospitality Industry. In Thailand, the local media tend to shape a funny image of the Trans community which leads to prejudice in their career journey (Time Out Bangkok, 2021). This false image has caused most of the organizations to believe that the Trans community lacks credibility and is not reliable to work as a team which further reduces their career possibilities in this industry. Additionally, Thailand Gender Equality Act recognized discrimination in relates to sexual orintation and gender identity as illegal with an exception of religion, education and public interests (Outright Action International, n.d.). Moreover, there is no specific law that protects LGBTQ+ rights in Thailand when it comes to career wise. In contrast, Thanthong-Knight (2021) contends that Trans are being liberally accepted by the local society when it comes to the performance career sector as it helps to boost the country's tourists.

Culturally speaking for the Trans community, Thailand being a buddhism country has its own beliefs. Chadran (2020) mentioned that Thai buddhism has a reputation of accepting the trans at ease. ***“Treating LGBT people badly goes against the Buddha’s teachings. LGBT people are also humans, they are also Buddhists,*** said Waradhammo, a monk interviewed by Chadran (2020). Although the practice of discrimination is not supported by the religion, the humanity mindset is still however hard to change and predict which explained the phenomenon of inequality treatment in the workplace. Whereas if we look into Muslim country: Malaysia, the idea of same-sex relations is not being tolerated by the governement and the society due to religion. Apart from national law that is effective to other religion such as: Buddhist, Christianity, Hinduism and etc, Sharia Law that contrary to Malaysian Muslim can impose greater punishments such as canning (Outright Action International, n.d.). The government seek to shape the mindset of “Transgender” is un-islamic and immoral within the society, hence the violation, discrimination and stigmazation.

2.2.1. The Transition Process & Side Effects

2.2.1.1. Types of Transition

There has always been assumption among Cisgender group that Gender Transition is merely a straightforward process though it is actually an individualized and private development. This process certainly includes an individual's careful consideration in terms of his or her internal mindset, a professional therapist to help explore gender identity issues, a medical surgeon to perform surgeries, and psychiatrists to be responsible for the transitioning recovery period (University of California, 2019). Thereupon, this transitioning process can require between a few months to years depending on the type of transitions. Importantly, these processes may affect an individual at work.

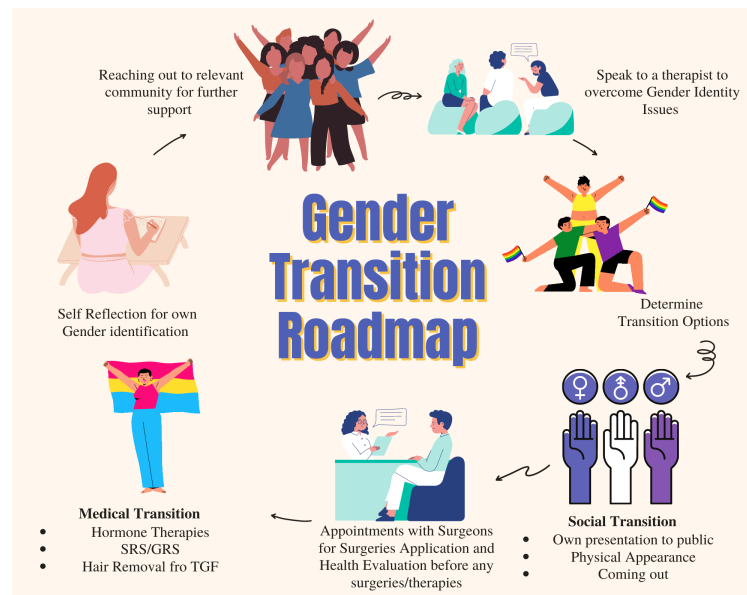


Figure 2.3: Gender Transition Roadmap Overview (By Author, 2021)

Figure 2.3 above shows an overview of the Gender Transition process, as you can see there are 2 types of transition: Social Transition and Medical Transition. Keep in mind that, one may proceed with social transition but without medical transition or with both it relies on the

patient's decision entirely. Especially when one has decided to move forward to medical transition, it takes lots of courage as it contains certain risks for transition surgeries. However, according to Akhavan et al (2021), gender affirmation surgeries are highly effective to decrease gender dysphoria, depression, suicidality rate and quality of life (QoL). Though from a workplace perspective, the concern would be whether the individual is receiving support from the organization in terms of their rights such as adjustment on sick leaves, workplace facilities, uniform, etc.

Apart from the organization's support from Human Resources Management, Milligan (2015) believes that the support of a gender transitioning individual ideally needs is mainly the attitude of the organization that is ready to make a difference without being judgemental. The further literature review will look into the transitioning process in general to identify what are the potential risks and side effects that may affect a gender transitioning person at work.

2.2.1.1.1. Social Transition

Social Transition, can be defined as a gender diverse person that decides to go through a number of changes to achieve their gender authenticity externally (Trans Families, 2021). Social transition is also known as Gender Expression, a non-medical way to express one's gender identity more comfortably even before any medical treatment such as hormone therapy (Division of BC, 2018). It is the very first step of for many transgender people no matter they are an adult, teens or children. This following process may be communicated extensively in his or her life publicly or they may just disclose it to their close family and friends. Below are some of the examples of social transition:

1. Name or Pronouns Changing
2. Clothes Changing
3. Different Hair Style
4. Hair Removal
5. Usage of Cosmetics

Scenarios changes such as:

6. Different restroom or locker
7. Coming out of the closet

2.2.1.1.2. Medical Transition

Other than gender expression, some of the Trans individuals might move forward to deeper Transgender Identity development: Medical Transition. Medical Transitions however can also be divided into Hormone therapy and Gender Affirming Surgery. Hormone Therapy is a medical treatment that is being applied to help increase oestrogen for female characteristics and

testosterone for male characteristics. Yet, according to Weinand and Safer (2015), they claimed in their research that hormone therapy still remains a certain kind of risk if it is not being handled attentively. Given that, hormone therapy still tends to have higher demand compared to gender affirmation surgery due to its inexpensive price range (White Hughto and Jacyln, 2016). Below table shown an approximate price range for Hormone Therapy:

Hormone Therapy	Oral Oestrogen	Injectable Oestrogen	Spirolactone
	\$10-\$20 Monthly	\$150-\$200 Monthly	\$10-\$20 Monthly
	Testosterone Injections	Testosterone Patches	Testosterone Gels
	\$80 Monthly	\$300 Monthly	\$300-\$350 Monthly

Table 2.1: Hormone Therapy Approximate Price Range (Muioio, 2017)

Putting both types of medical transition into comparison, gender affirming surgery definitely involves more risks and side effects. It is also more suitable for older teens and young adults. Hence, it took a comprehensive process and careful consideration before the surgery. Below is a transition process flow chart retrieved from Ventura et al (2015) research.

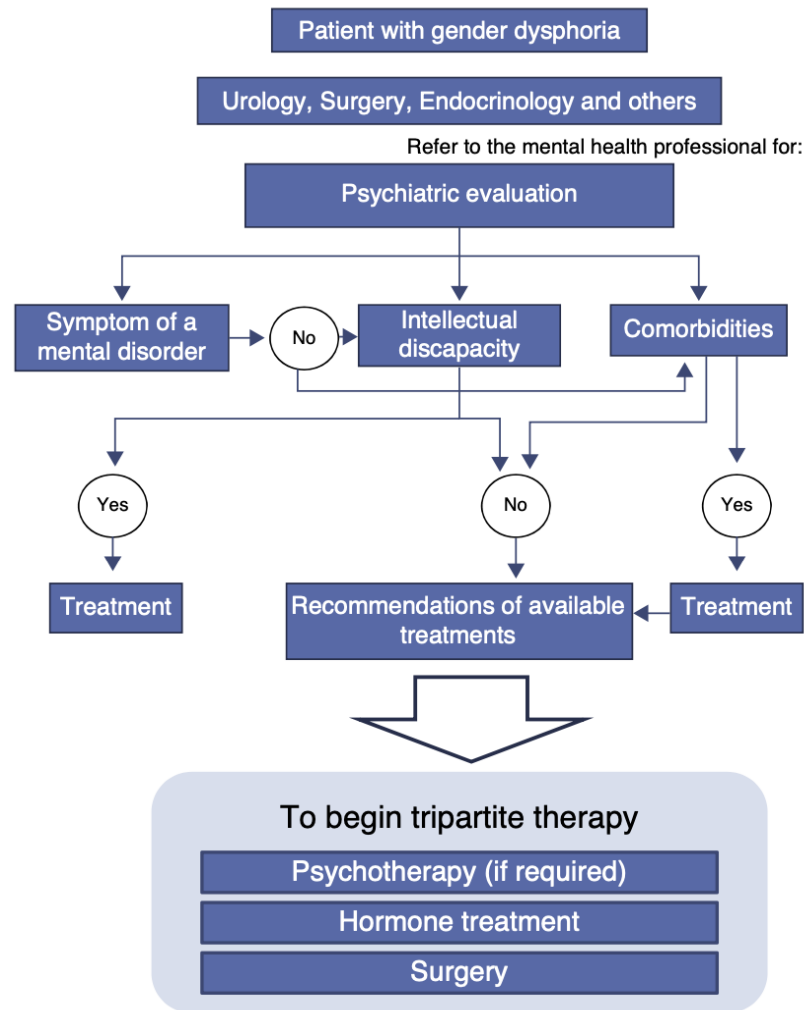


Figure 2.4: Transition Process FlowChart (Ventula et al, 2014)

There are few types of gender affirmation surgery depending on the body preferences of the patient, for instance facial surgery, chest surgery and genital surgery (Akhavan et al, 2021). Please note that these are all optional surgeries. As you can see from the following figure below, TGM and TGF received different types of surgery throughout the transitioning process (Akhavan et al, 2021).

Types of gender-affirmation surgery	Masculinizing surgery	Feminizing surgery
Facial surgery	Brow augmentation Hair transplant Masculinizing rhinoplasty Malar modification Maxillary augmentation Mandibular recontouring Genioplasty Thyroid cartilage augmentation	Brow reduction Hairline advancement Laser hair removal Feminizing rhinoplasty Malar augmentation Mandibular recontouring
Chest surgery	Periareolar mastectomy Double-incision mastectomy Free nipple grafting	Chondrolaryngoplasty Augmentation mammoplasty Fat grafting
Genital surgery	Metoidioplasty Phalloplasty	Penile-inversion vaginoplasty Intestinal vaginoplasty Vulvoplasty

Figure 2.5: Types of Gender Affirmation Surgery (Akhavan et al, 2021)

Chest surgery and Genital are also known as Top and Bottom surgery. Bottom surgery typically focuses on removing and rebuilding the phallus (penis) or vestibule (vaginal) for trans in general. As for the cost for bottom surgery, the cost is shown below, it is absolutely pricier compare to Hormone Therapy:

Surgery	Costs for each Surgery
Vaginoplasty	\$10,000 to \$30,000
Metoidioplasty	\$6,000 to \$30,000
Phalloplasty	\$20,000 to \$50,000 or as high as \$150,000

Table 2.2: Rough estimation of Bottom Surgery (Clary, 2018)

The purpose of GAS not only increases the QoL of a Trans patient but also allows them to explore the desire of reproductive and fertility. Based on Light et al (2020) study, there were 50% of TGM participants in 50 samplings shown that they would love to have children, and 70% of 120 TGF participants recognized the needs of sperm cryopreservation before transition for their own future needs. Putting all the pieces together into a bigger picture, GAS is intensely complicated with a long recovery period. For facial surgery specifically it may take 2 to 4 weeks for swelling to fade, and 4 months for swelling to completely disappear (Cleveland Clinic, 2021). Top surgery itself takes 1 to 2 weeks for swelling and soreness to go away, along with intense activity avoidance for at least a month.

Whereas for Bottom surgery, activities are not allowed to be carried out till six weeks after the completion of the surgery, and trans patients will need to have regular check ups to keep track of healing progress, said the medical professionals at Cleveland Clinic (2021).

Looking into both transitioning process, the time consumption and prices, they do caused a fatal impact towards a transgender at work in a long-term perspective. To be specific, the Hospitality Industry is one of the largest industries that continuously operates 24/7 and 365 days per year especially during festivals such as New Year's Eves, Christmas and so on. Considering that a trans individual may need to attend surgeries or in recovery in between of his or her working days, Whittle and Turner (2017) suggested that it is the organization's responsibility to practice a robust policy by taking in GAS just like any other medical reasons to initiate sick leaves. However, Deery and Jago (2009) contend that it is relatively difficult to maintain work-life balance within the Hospitality Industry due to its long working hours and shifts. Hence, if an adjustment is made specifically for a Trans, it may affect other employees at work and later increases the turnover rate of the organization. Contrariwise, Manfredi (2021) suggests that a systematic protocol: Gender Transitioning Plan, can be commended by discussing the employees expected date and milestones of the transitioning process, and also plans of when and how to announce their transition to avoid such situations.

2.2.1.2. Risks and Side Effects

As mentioned earlier, transgender is not a mental illness, yet continuously mental health evaluation is considered as an inseparable process throughout transitioning. Either hormone therapy or GAS, it requires multiple times of assessment in order to ensure the patient is suffering from gender dysphoria. Only then, he or she could be referred for medical transition by a therapist or counselor. The most likely reasons to explain this practice is, some of the surgeries or medication are inevitable and it does come along with risks and side effects (Karasic, 2020). Sadly, this phenomenon may stick to a trans individual for a lifetime, which a cisgender could possibly not imagine. In this chapter, the author will only look into specific risks and side effects that affect Trans individuals in relation to their employment in the Hospitality Industry.

Now, when we look into the trend of GAS, it is low whereas there has been a gradual increase in hormone therapies over the years (Leinung et al, 2013). Hormone therapies can be personalized according to one's desired outcome, however, the adjustment of hormones causes negative impacts. To be more specific, if the usage of hormone is above supraphysiologic level, it may expose the trans individual to the risk of physiologic and metabolic effects (Nieschlag et al, 2013). Certain hormones also lead to the growth of grease around the skin's hair follicles that forces it to produce larger amounts of oils, scientifically known as "abnormal sebum" which results in skin inflammation. Another common effect for hormones is weight gained. As discussed previously, females are more welcome to the hospitality industry compared to males. Taking the side effects into consideration in terms of acne and weight gain, Harris and Jennies (2013) concurred that ideally a "thin body size" and "beautiful face" have turned into an important component of being a hotelier. Contrariwise, a recent study has however identified that female employees

who weighed more in the hospitality industry perceived a kinder and warmer image to the consumers (Jones-Coopers, 2016).

Furthermore, another most common risk of Trans is: they are experiencing a high level of mental health conditions due to discrimination in life and at work, doubting about their gender identity before, after or in between transitions, and not being recognised and accepted by the society (Kuehnle, 2021). Fitzgibbons (2015) strongly argues that GAS is such a trend due to misconceptions. He mentioned people often think that gender dysphoria is a “FALSE”, and it needs to be fixed. To him this phenomenon is considered as false belief, delusional. To explain, his opinions are built on top of the idea that GAS is a permanent, effectively unchangeable surgery that puts people under unnecessary risks (suicidal attempt). In a review of study by Andersson et al (2020), with 97% of trans participants 65.7% of them claimed that they are dissatisfied with their life and 62.7% are suffering from mental health problems. Winter et al (2016) stigma-sickness slope elaborated the consequences of such toxic cycle in the figure 2.13 below:

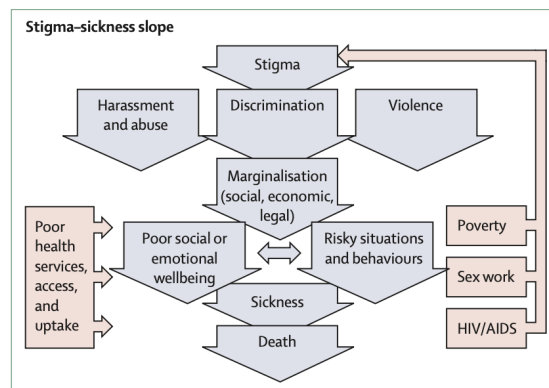


Figure 2.6: Stigma-sickness slope (Winter et al, 2016)

The author then would like to argue, though there are risks and side effects for GAS, if one refuses the surgery, they may expose themselves towards suicidal as well due to the contradictory gender identity. Therefore, what is the difference? Dhejne et al (2011) conducted

a research study to follow up on trans people who completed their GAS. The outcome shown that among 24 transgender who did GAS, in six years one of them commit suicide. They also found in a more recent study which includes 60 Trans people, none of them commit suicide upon the completion of surgeries. This is then contrary to Fitzgibbons reasoning and opinions.

In general, Folmer and Jones (2018) then pointed out that it is necessary to recognize mental health conditions especially in such a hectic working environment: the Hospitality Industry, as it may affect the functionality and employees engagement throughout the operation. Zhang et al. (2020) highlight that plenty of wellness programmes are being commonly introduced to the Hospitality Industry as part of the HRD's practice to increase employees satisfaction and productivity. Even though previous literature had proof that these practices may have shown significant and positive results in the industry, there is still yet to be a specific mental wellness program that is tailored for the Trans community at work. Frankly speaking, SHRM (2021) indicates that the majority of the wellness programs in huge organizations are being rolled out with a group assessment in general rather than individually, hence, for gender minorities groups: Transgender, it is lack of attentions into details to address the complexities.

Besides that, Levy et al (2019) built their research against Penile Inversion Vaginoplasty to identify the risks of surgery in 30 and 90 days. Penile Inversion Vaginoplasty is a specific surgery that aims to create female vulva and vaginal canal for TGF (Shoureshi and Dugi, 2019). This surgery involves the removal of testicles and phallus, which then makes it a major constructive surgery. Levy et al (2019) findings as shown below:

	n (%)	30-d Complication Rate by Risk Factor (%)	Univariate			Multivariate		
			OR	CI	P	OR	CI	P
Total cohort	240 (100%)	57 (23.8%)	-	-	-	-	-	-
Breast augmentation	43 (17.9)	12 (27.9)	1.30	0.62-2.75	.553	0.77	0.34-1.73	.529
Hormone therapy	236 (98.3)	55 (23.3)	0.15	0.01-1.71	.142	7.33	0.62-87.19	.115
Prior vaginoplasty	6 (2.5)	1 (16.7)	0.64	0.07-5.63	1.000	1.08	0.12-10.22	.945
HIV	35 (14.6)	9 (25.7)	1.12	0.59-2.01	.831	1.53	0.54-4.28	.422
HTN	20 (8.3)	7 (35.0)	1.82	0.69-4.81	.271	0.66	0.19-2.28	.512
Diabetes	10 (4.2)	3 (30.0)	1.39	0.35-5.56	.706	1.16	0.18-7.63	.876
Smoking	80 (33.3)	22 (27.5)	1.34	0.73-2.49	.421	0.70	0.36-1.36	.293
Noncompliant	12 (5.0)	6 (50.0)	3.45	1.07-11.16	.040	4.83	1.17-20.00	.029
		90-d Complication Rate by Risk Factor (%)	OR	CI	P	OR	CI	P
Total cohort		77 (32.1)	-	-	-	-	-	-
Breast augmentation		18 (41.9)	1.68	0.85-3.31	.150	0.55	0.26-1.15	.110
Hormone therapy		75 (31.8)	0.23	0.02-2.59	.242	4.81	0.41-56.23	.211
Prior vaginoplasty		1 (16.7)	0.42	0.05-3.67	.868	1.55	0.17-14.47	.701
HIV		11 (31.4)	0.96	0.44-2.07	1.000	2.47	0.89-6.82	.081
HTN		8 (40.0)	1.46	0.57-3.73	.458	0.72	0.22-2.32	.578
Diabetes		3 (30.0)	0.90	0.23-3.59	1.000	1.63	0.25-10.73	.609
Smoking		29 (36.3)	1.29	0.73-2.27	.384	0.76	0.41-1.41	.388
Noncompliant		7 (58.3)	3.16	0.97-10.30	.059	6.99	1.56-31.25	.011

Figure 2.7: Penile Inversion Vaginoplasty Risk (Levy et al, 2019)

As you can see, the longer the days are, the possibility of compilation risk is higher such as, urinary incontinence (Clary, 2018). In the case of hoteliers, it may worsen the situation for them as they do not have the capability to control peak hours of hospitality operations. At some point, they may be extremely busy and could not even go to the bathrooms especially when the department lacks manpower. Generally, both surgeries have underlying risks that are unavoidable.

2.2.2. Trans Daily Life and at Work Discrimination

While the world is voicing up for Gender Equality rights, the gender minorities are however struggling behind the scene. According to UNDP and UNSAID (2019), discrimination and harrasment are commonly started since education days, and it directly affects an individual's future life, and employment. Being part of the LGBTQ+ community is not easy, being trans specifically is harder.

2.2.2.1. Inequality Treatments at Work and its Outcome

Despite the broad and growing presence of Trans community, Transgender people still often experiencing more workplace discrimination compare to cisgender. In an EU survey, 54% of the samplings agreed that they personally encounter heartbroken discriminations and sexual harassment because of their gender identity (Granberg et al, 2020). Likewise, Dispenza et al. (2012) mentioned that there were 15% to 57% of people experiencing some form of

employment discriminations. Grant et al. (2011) particularly explained that, TGF usually received a higher level of unfavorable treatment than TGM. Unfortunately, the discrimination that trans people experienced is an endless cycle, starting from hiring process, training, probation period to employment (UNDP and ILO, 2018). This is all due to the lack of a system that protects Trans rights in their daily life and at work.

Fundamentally, the leading economic of transgender discrimination mindset is what shapes the toxic workplace inequality (Van Borm and Baert, 2018). Dispenza et al. (2012) again argue that this phenomenon is also due to the prior stigmatization. The society would rather choose to ignore and refuse to talk about this respective group which then forge an infancy development in relations to their discrimination practices. Considering the hospitality industry, McGrath and Temme (2021) guidelines also explained that most of the organizations which experience discrimination issues are those who are not entirely ready to transform into a trans inclusive workplace. Granberg et al (2020) survey then conclude that when it comes to applicant selection, there is indeed workplace discrimination incidents, especially for male and female dominated occupation such as the hospitality industry.

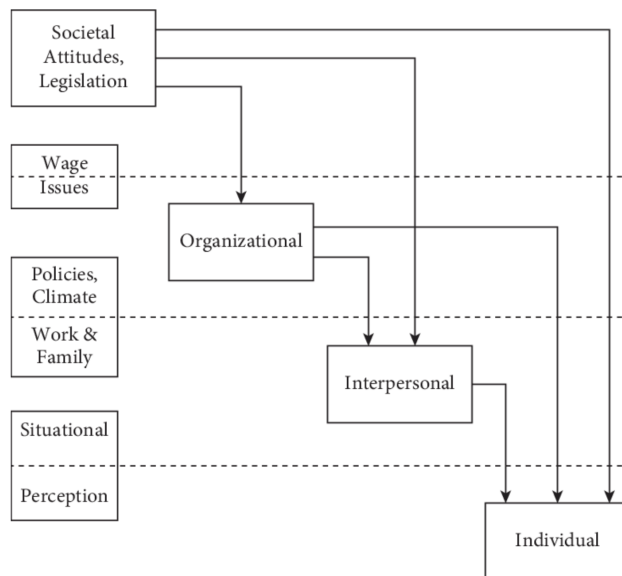


Figure 2.8: An Integrity Model of LGBT's Workers' Experiences (Pichler et al, 2018)

Figure 2.12 in an Integrity model that explain the cycle of workplace discrimination based on various reasons. However, the drawback of this model would be the legislation aspect. It could not be applicable to every countries as taking the author's research as an example: Thailand legislation tolerates the Transgender concept, whereas Malaysia does not. To clarify, it simply means at the end of the day, "Legislation" plays an important role in shaping the society's attitudes and mindsets which decide the Trans's community place in employment. Pichler et al (2018) believes the most common workplace discrimination issues are wages inequality treatment and the toxic working environment. Even though one may have a higher qualification and better experiences, their wages are still relatively low due to their gender identity.

Other common inequality treatments are bias implementation towards Transgender group especially when it comes to career advancement. For instance: training opportunities and job promotions (Russen et al, 2021). Aside from that, many trans people also reported that colleagues are making fun of them, harassing them with inappropriate wordings and physical actions, some being left out in social activities, or even fired by the HRD, etc.

Petrović et al (2014) highlight that the determined factors of great service quality in the Hospitality Industry are the interpersonal relationships that employees developed financially and emotionally within the organization. The perception of discriminations at the workplace does form a close correlation between physical and mental well-being of the employees (O'Brien et al, 2016). Pascoe et al (2009) stated although there are plenty of studies that have proof that there is indeed connections between a negative working environment with poor mental well being, yet there are not enough significant examines that support this saying. People often assume that transgender discrimination only affects transgender, though from an organizational perspective it actually affects the bystanders as well. There is burgeoning literature suggesting that poor mental health at work links to myriad negative organization outcomes. Richard et al (2012) emphasized that team working is essential to the hospitality industry however is also hard to implement due to the involvement of people who come

from different backgrounds and cultures. Therefore, this has then interpret how transgender discrimination may affect other employees at work.

Even though hiring transgender as a hotelier may require lots of preparations and adjustment in advance, still there are hotels seek to build a Trans-friendly workplace in the industry. Ozturk and Tatli (2016) believes that most of the organizations are incorporating this trend in the hospitality industry to promote the idea of “Diversity Management” in order to gain emotional connections with their potential and existing consumers. In other words, this can be understood as a marketing strategy to attract consumers. It is however acceptable if the organization fulfills the requirements by equipping better strategy, facilities, and mental support for the Trans group. TENI (2017) expressed that in order to build a Trans friendly working environment, the hotels has the responsibility to actively promote the culture and reinforce the non-discrimination workplace policy. Yet, in many cases, there were prejudices that the organization could not overcome without proper policies along with prior experiences in this specific area (Thoroughgood et al, 2017).

2.2.3. SEA Attitude and Recognition towards Transgender

As far as the western countries are expressing and discussing blatantly about the Trans culture, the Trans society are still experiencing hatred moments and unfair treatments. Taking Americans as an example, the social acceptance towards Trans has changed drastically over the years. In the year of 2013, Pew research centre (2013) has conducted a survey to compare the acceptance of LGBT society now and 10 years ago.

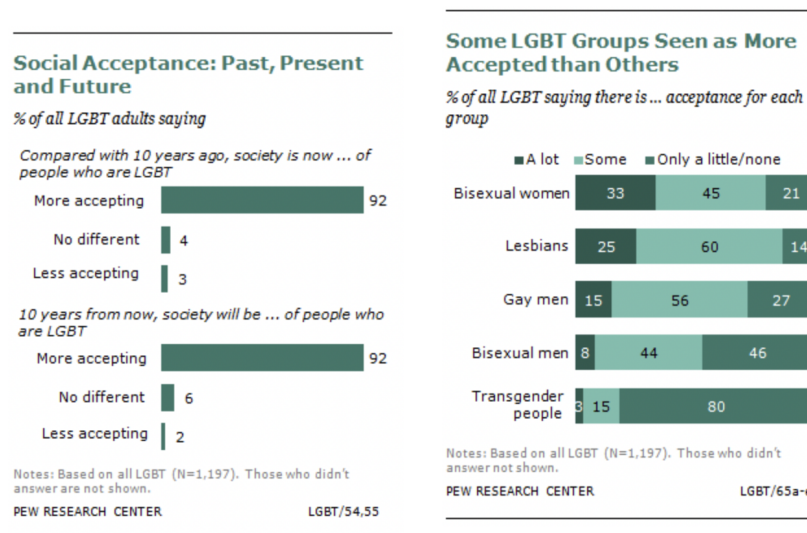


Figure 2.9 & 2.10: Social Acceptance towards LGBT groups (Pew Research Centre, 2013)

It resulted that 92% of the samplings believe that the society is being more tolerating in relations to the LGBT community. However, specifically speaking, Transgender people somehow received less to none acceptance among the group with an 80% among 1,197 samplings. In a nutshell, the social acceptance and attitudes of a Trans group may vary depending on each country's rules and regulations, the religion development, culture, and individual human kind mindset.

According to Peletz (2006), Malaysia and Thailand attitude towards Transgender society remain neutral. He mentioned there were no past events or history being reported, the society has a higher acceptance compared to Indonesia. APCOM, a non-profit community for LGBTQ+ in Asia has conducted a report to explain the social environments of this specific group in the year of 2020. They pointed out a most powerful detail: Malaysia is a multicultural country. Hence, they have different

laws for Muslim and Non-muslim. For instance, the LGBT rights does not apply on Muslim citizen, and is having a lower vulnerability lately. Thailand, a country that has the reputation of having the most tolerance with the Trans society is actually far away when it comes to legal recognition and protection (UNDP and UNSAID, 2014). The phenomenon of social life acceptance just remains within its local community, not government.

With a different degree of acceptance towards Transgender soceity in both of the countries, it genuinely cause a fatal impact towards the Trans employment in the Hospitality Industry. Thailand may have a higher possibility of Transgender recruitment compare to Malaysia, as there were no rules or regulations that may expose the Hospitality Industry under a risky circumstances.

3. Conceptual Framework and Theories

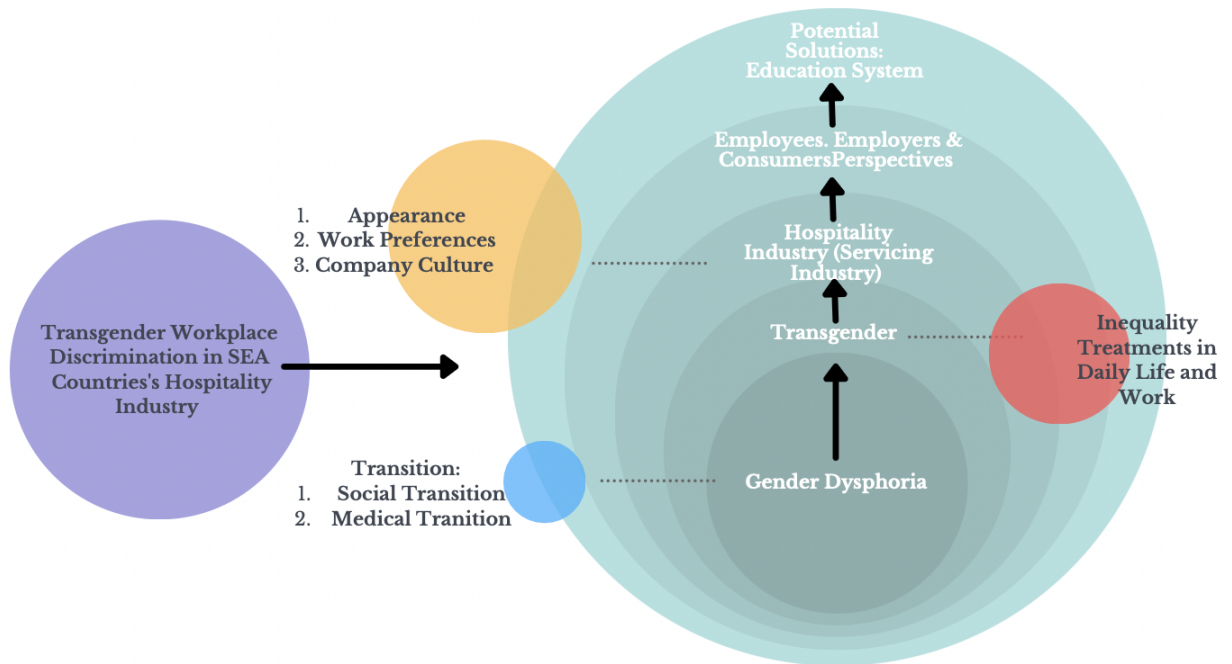


Figure 3.1: Conceptual Framework (Created by Author, 2021)

Green (2014) defines conceptual framework as a tool or mind map that guides the author's opinions based on prior literature reviews, then later develops and answers the research questions rationally to describe a specific phenomenon. Adom et al (2018) opine the conceptual framework can either be graphical or narrative form to represent the key variables that needed to be studied and explored and what are the following relationships between them.

In this particular research study, there are multiple variables that could be causing significant consequences in identifying the major influences of Transgender Workplace discrimination in SEA Countries's Hospitality Industry. Hence, the author is determined that the core aspect in this study is "Gender Dysphoria". As the author believes that gender identity is the main root cause that leads to the following variable: Transitioning process. Once an individual has started the transitioning process, the following phenomenon would eventually come to light as it is unavoidable in Malaysia and

Thailand. Based on prior readings, the author found the discrimination connections between the Transgender (V1) and Hospitality Industry (V2) being built on 3 main elements: Appearance, Work Preferences and Company Culture. The author also recognizes that most of the common hospitality industry workplace discrimination in previous studies were being discussed from Transgender perspectives rather than the whole organization: Employees, Employer and Consumer (V3) . Thus, the author is certain that it is necessary to collect data from multiple perspectives to develop a comprehensive analysis and solutions.

The knowledge gaps that we are looking into respectively are the lack of development in relations to the Transgender sector in SEA hospitality industry which previous literature review could not answer as of now. Due to culture and government legislation in Malaysia and Thailand, both countries remain at a different level of acceptance, but mostly retain conservative mindsets towards “Transgender” matter. The topic is not being as widely spoken as European countries and does not receive as much attention as it should be, hence lack of development in terms of discrimination issues in the Hospitality Industry.

4. Research Strategy and Design (Methodology)

4.1. Overview of the Approach

The word “Research” is straightforward as in Re-Search, search again. It is basically a general term of an activity or action that requires searching for information that is yet to be discovered. Konthari (2004) defines research as *“a scientific and systematic search for pertinent information on a specific topic”*. Research is also defined as a process of discovering potential solutions through a pre-outlined and systematic approach, careful analysis and interpretation of data to develop a reliable solution at the end of the day (Sigh, 2006). The core purpose of this research study is to improve the existing Transgender phenomenon in hospitality industry through the refinement of insights based on multiple perspectives. By the end of research, the author seeks to contribute with her own recommendations based on her understanding and data collection.

In this specific research, the author builds the research design and approach based on secondary data such as: books, journals, newspapers articles and published resources to re-justify the existing problems within the Trans society. A primary data collection will then be proceeded to collect datas from employees and employers in the Hospitality Industry along with consumers to understand what is their perspective. This would be a fundamental research as the author is driven by her own curiosity towards Transgender and seek to expand her personal knowledge to contribute to the Trans society.

Looking into the Trans population, the author intend to research for Transgender population statistic in a global basis, nonetheless, throughout the author carefully consideration and research, she concludes that it would be relatively hard to track down specific information of the trans society. This may solely due to the fact that if one admits their own sexual orientation it may expose them into harmful situations. William Institute (2019) has carried out research which mainly aims to provide databases that relate to the LGBTQ+ community’s demographics, statistics, etc. As shown figures

below, this evidence may be relatively useful for the author to have a rough idea on where the LGBTQ+ minorities stand globally.

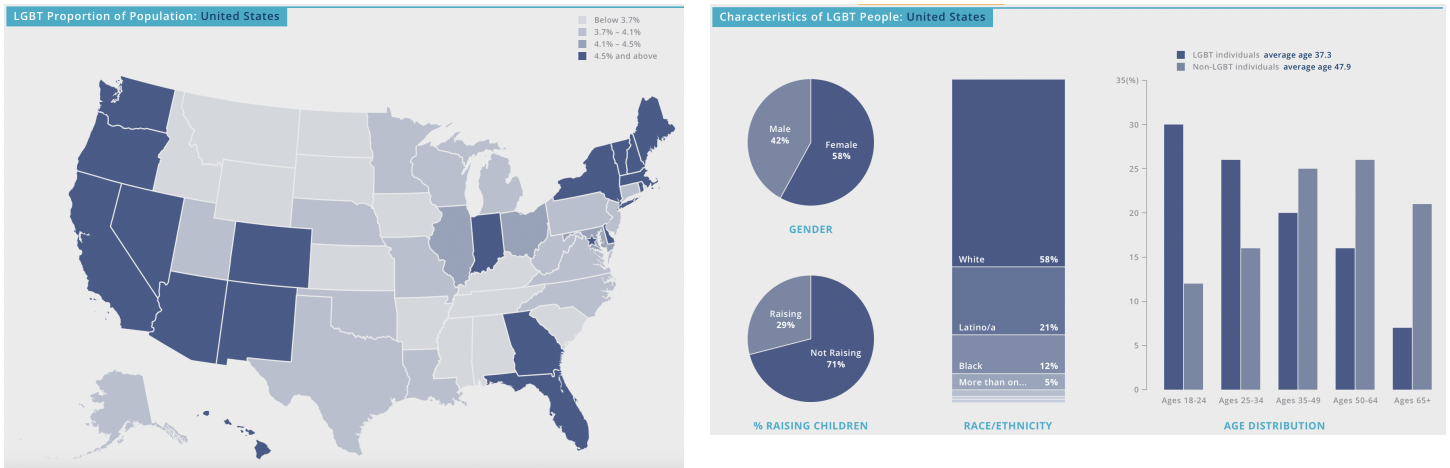


Figure 4.1 & 4.2:: LGBT Population and Characteristics of LGBT People in USA (William Institute, 2019)

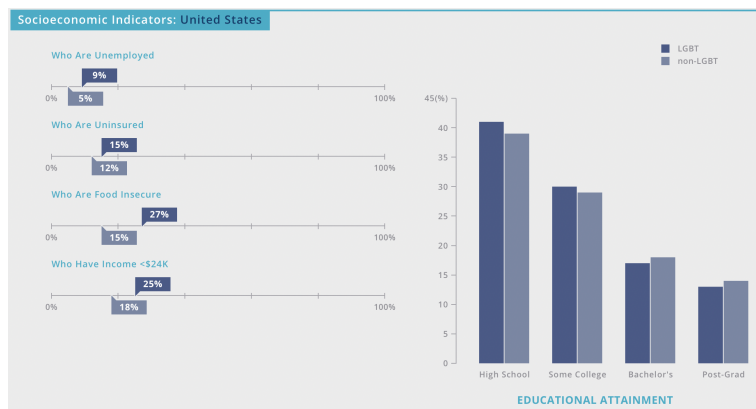


Figure 4.3: Socioeconomic Indicators in USA (William Institute, 2019)

In this research study, the author will only focus on the Trans Society in the South East Asia countries, specifically Malaysia and Thailand. Thailand is often referred as “The Land of Smiles”, it is a country that is well-known for pocket-friendly travel destinations, unique Buddhist culture, colourful nightlife, and friendly locals. As demonstrated in the figure below, the international tourist arrivals starting from 2015 had increased gradually and it reached 39.8 million by the end of 2019. Undoubtedly, in 2020 it decreased drastically due to the Covid-19 pandemic.

Number of international tourist arrivals in Thailand from 2015 to 2020
(in millions)

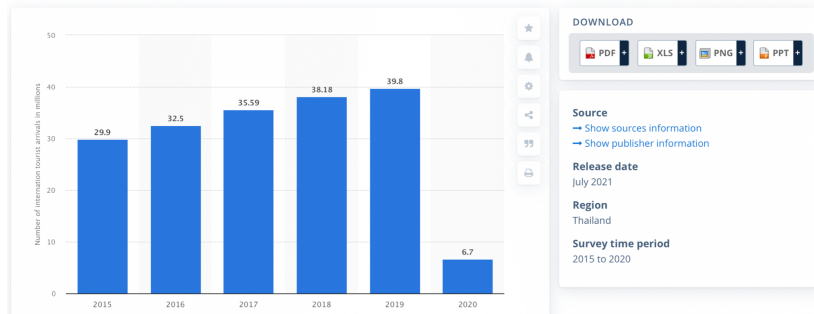


Figure 4.4: Thailand International Tourist Arrivals (Statista, 2019)

Travel, Tourism & Hospitality

PREMIUM

Number of domestic visitors in Thailand from 2017 to 2019
(in millions)

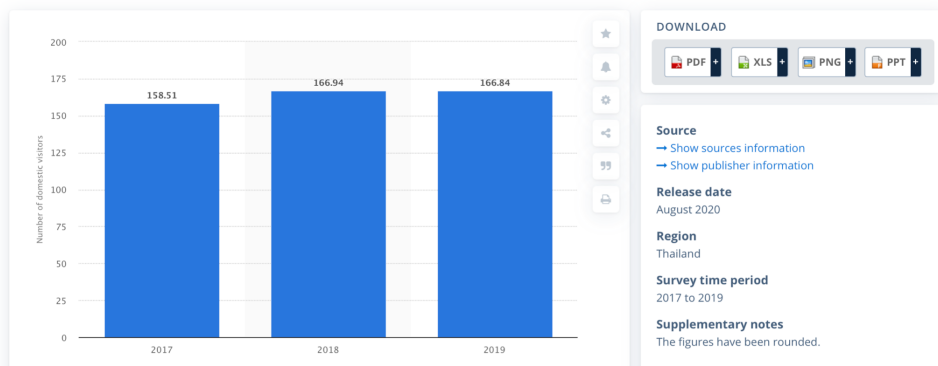


Figure 4.5: Thailand Domestic Tourist Arrivals (Statista, 2019)

Domestically, figures above also showed that its locals love travelling, in 2019 it amounted to 166.34 millions of domestic tourists. Aside from being a remarkable tourist destination, based on Winter (2012), he claimed that the Trans in SEA countries yield a 0.3 percent region wide population between 9 to 9.5 million approximately. (Please note that this is just an extremely rough estimation.) With these facts and figures, the author is determined that there is indeed a lack of attention specifically in SEA countries which makes this topic researchable. Thailand and Malaysia acceptance towards trans society may remain neutral according to Peletz (2006). Hence, the author specifically chose Thailand and Malaysia as her research countries.

4.2. Research Philosophy and Approach

Research philosophy is a framework that drives the whole research direction by identifying the approach application through the usage of ideas and beliefs (Levers, 2013). Žukauskas et al (2018, p.121) define research philosophy as ***“a system of the researcher’s thought, following which new, reliable knowledge about the research object is obtained”***. The major research philosophies are positivism, interpretivism and realism (Rasmberg, 2018), and the author has decided to adopt interpretivism as her research philosophy. Interpretivism is ***“a sociological approach that emphasizes the need to understand or interpret the beliefs, motives, and reasons of social actors in order to understand social reality”*** (Oxford Dictionary, 2021).

Fujii (2017, p.16) explained that an interpretivist methodology often starts with a specific set of hypothetical knowledge in relation to how and why. Assuredly, the author believes that Transgender is a topic that may be sensitive to certain group of people or culture, hence, the perspectives or realities may vary depending on each individual perceptions. Being an interpretivist, the author is determined that being as subjective and transparent as possible is the only way to investigate the social issues and achieve the research objectives. Cassell et al (2017 p.11) concurred that interpretivism provides a better insider view of social contexts based on the human being’s action. Thus, with the interpretive research philosophy framework, the author aims to gain insights of the Trans society within the Hospitality Industry, then learn and understand the rootcause of discrimination behavior of multiple perspectives through empathetic understandings. The interpretivism approach however received doubt such as whether social phenomena have the ability to represent the explanatory goals that have been achieved by physical phenomena (May and Williams, 2002, p.10). Still, this approach allows researchers to exclude the outsider view and reveal the truth, meanings and intentions in the everyday world (Cassell et al, 2017, p.11).

The research approach that will be adopted in this study is a qualitative and inductive approach. Unlike quantitative approach, qualitative approach is a research approach whereby the researcher is unable to quantify the data as the data collection method is commonly done through close questions interview, surveys, questionnaire, etc.

This type of approach is also known as “Explanatory Research”, simply whereby the researcher is concerned in terms of certain phenomena and the forces and influences that drive the occurrence (Ritchie et al, 2013). Most importantly, it often relates to human behaviour, for instance: “What are the underlying reasons of Transgender discrimination in Hospitality Industry?”. Hence, the author prefers qualitative research instead of quantitative as the research objective aim to seek an in-depth understanding on the root causes of discrimination and real life experiences that the Trans are experiencing in SEA countries. Tracy (2019) suggests that the qualitative research is built on top of three core qualitative concepts: Self-reflexivity, Context and Thick Description. In a summary, she opines that in qualitative research, the researcher himself is the instrument by immersing themselves into culture and investigating a particular phenomenon. Later then obtain data based on respondent’s past experiences that shape their point of views; interactions and interpretations (Tracy, 2019). Similarly, Shorten and Smith (2017) also pointed out that the adaptation of qualitative data allowed the participants to share their personal thoughts and perspective towards a specific situation throughout the research process, thus, the qualitative research made the most appropriate approach to accomplish the research objectives.

Nevertheless, a qualitative approach is considered as a flexible data collection tool by collecting data in multiple stages, this allows the author to easily adapt to the process and change if it is necessary (Aspers and Corte, 2019). Even though the author has past working experiences with LGBTQ+ people and prior knowledge about the Trans society, the fact that the author herself is not part of the LGBTQ+ community is a certain truth. Therefore, the author supposed that there may be areas or improper mindsets that the author can develop better or fix during the ongoing data collection period. To address the issues of reliability, validity and generalisability, the author will refer to the previous

research that has been done to build her knowledge and research idea prior and upon the completion of data collection from the participants. Furthermore, Bello (2020) also suggests that the adaptation of data source triangulation can be used to fully understand the full meaning of the information that was being collected through interviews. In the author's case scenario, keeping in mind that Transgender Discrimination is a topic that is hardly being touch down in SEA countries, data source triangulation allowed the author to compensate the weakness of her data with other data to increase validity and reliability of results (Flick, 2017).

4.3. Research Strategy

Given that the author intends to conduct open-ended interviews to collect data, it is clear that the main objective is to obtain in-depth understanding throughout the interactions with participants that build on top of their real life experiences. In this case, the Phenomenology research strategy, "Interpretative Phenomenological Analysis" (IPA) is more favourable than others. IPA research strategy allowed the author to explore a participant in detail through personal and lived experiences along with examination on a particular action socially and personally from a different point of view (Lyons & Coyle, 2021). As a consequence, a double hermeneutic process is involved to illustrate the dual role of the author to make sense of the participants and the hospitality industry world.

The adoption of Semi-structured interviews then requires its respondents to answer open-questions that have been prepared prior to the interview by the researcher based on the research theme (Jamshed, 2014). The author prefers semi-structured interviews mainly because this is her first time conducting an interview, to avoid misunderstanding and affecting data's validity and reliability, it is better to follow a set of interview guides. The semi-structured interview serves as a tool to create space for the participants to narrate their own transgender related experiences comfortably during the interview process (Galletta & Cross, 2013). Nevertheless, Galletta & Cross also highlight that semi-structured interview main objectives is to form a list of statements that would be relevant for the interviewer's upcoming questions. Therefore, the author believes that semi-structured interviews suit her research the most.

With the rapid technology development, the internet has driven humanity towards an advanced movement of communicating. Most recently, it has also been introduced to the research sector for research purposes. Considering the global phenomenon: Covid-19 pandemic, and the author's current location, it is relatively hard to reach out to respective respondents who are mostly located in SouthEast Asia at the moment. Hence, the tool that is being used during the interview will particularly be ZOOM. Furthermore, ZOOM's features also allow the author to schedule an interview in advance which makes it easier to follow up with participants and with recording features, the author will then be able to have a soft copy of each interview for referencing purposes later. Likewise, ZOOM is free of charge which fits the researcher's financial condition to conduct face-to-face interviews with zero budget. Importantly, with Video Interview, the author will then be able to observe both verbal and non-verbal of the cues such as: facial expressions, gestures, emotional mannerism for participant's behaviour and attributes (James & Busher, 2009). In order to ensure the research outcomes are reliable, the semi-structured interview will be conducted with one participant at a time. "One to many" interviews may not be suitable as the author's research topic is hypersensitive, it needs to be anonymous to protect the participant's identity and community, hence, one-to-one interview only.

As for the sampling technique, the author is looking into non-probability samples, quota sampling specifically. As mentioned above, the research study aroused three multiple perspectives in the hospitality industry by having Transgender as the core : employers, employees and consumers. The author is planning to keep the sample size within 10 participants in total, approximately 40-60 minutes each. The author plans to seek an equal balance for this research study with an assumption of 3:4:3 sampling ratio, Employers:Employees:Consumers:Education party. Though the quota sampling method may cause biased situations, this method is still able to fulfil the need of variable identification and implications (Steinbery, 2015) which the author believes is beneficial to her research. An advanced screening would be carried out which is a short conversation with the potential participant before the actual interview to ensure that he or

she is the right candidate for the research. The author will be reaching out to them through social media, an invitation link will then be sent via email.

To identify the preferences for the participants, below are the criterias

Participant	Consumer	Employee	Employer
Location	Individual from SEA	Individual from SEA	Individual from SEA
Age	Above 18 years old	Above 18 years old	Above 18 years old
Gender Identity	May/May not be a Trans	May/May not be a Trans	May/May not be a Trans
Occupation	N.A.	Currently/Used to be part of Hospitality Industry	Managerial level, preferably from HRD (Hospitality Industry)

Table 4.1: Preferences of Participant (By Author, 2021)

Speaking of data collection time consumption, the author believes that a cross-sectional time horizon is much advisable. Apart from being able to collect datas in a shorter period, with this specific research design the author is able to compare multiple variables at the same time which involves participant’s age, gender, background, etc.

4.4. Collection Primary Data

4.4.1. Sources

All data that have been collected from this research study are generally respondents from the Hospitality Industry. To be specific, apart from consumers, the rest of the respondents will have a hospitality background. Thus, the researcher being a hotelier and hospitality student is able to tackle the right sampling for the research easily. Likewise, she also did her first year degree back in Swiss Hotel Management School for 3 years, hence, she is able to reach out to potential participants. In addition, the author has also reached out to the specific Transgender community back in Malaysia for a much accurate insights. As for Thailand, the author had past working experiences in Bangkok, some of her colleagues are part of the LGBTQ+ community. Consequently, they agreed to participate in the interview with their own opinions and experiences as contributions.

Similar to any research out there, there are several drawbacks in relations to the sources. Even though Thailand and Malaysia are both part of the SEA, yet the LGBTQ+ Community in both countries have a different image in the society. For example, it is easier for the author to recruit a participant who is part of the LGBTQ+ community in Thailand than Malaysia. In other words, the research result may be a lack of information from Malaysia's perspective. Other challenges that may affect the interview results would be with employees and employers from different hotel brands, their company culture may vary as well.

Furthermore, the interview questions are being designed with one main master question as a core, multiple sub-questions to further develop

specific dimensions for the master question (Aurini et al, 2016). Master question as follow:

“How familiar are you with the LGBTQ+ Community?”

The research question will mainly driven by the focus of Transgender in Hospitality Industry who are experiencing discrimination, rootcause and solutions. Below are the sample of sub-questions, though this is just a simple guideline as a core for the author to have an idea. During the interview, each respondent may have different kinds of background and experiences, hence, the author will adapt accordingly to the situation. In general, the types of questions that the author plans to use to answer the research questions will be hypothetical, provocative and idealise.

Type of Participant/Author	Focus	Questions/Statement
All	Participant Background: Location, Occupation	Where are you from specifically and what's your occupation? (City and Country)
Consumer	Participant Exposure	How often do you travel in a year, whether it is domestically/internationally? When was the last time you traveled before the pandemic?
All	Prior Knowledge Check	In a short sentence, please briefly explain what does the term "Transgender" mean to you?
Author	Transgender Statement Support	Explanation of LGBTQ+ Community What is Gender Dysphoria? Types of Transitioning Transgender Existing Place
Consumer	Trans Acceptance Level	Have you ever encountered any Transgender employees before? Would you like to share your experiences towards it?
Employees	Trans Acceptance Level	Have you ever encountered any Transgender as your colleague before? Would you like to share your experiences towards it?
Author	Working with Transgender Statement	Author's experiences of being hotelier and work closely with Transgender
Employer	Trans Acceptance Level	Have you ever encountered any Transgender as an interview candidate before? Would you like to share your experiences towards it?

Table 4.2: Research Question Samples (By Author, 2021)

Type of Participant/Author	Focus	Questions/Statement
Employer	Recruitment	Personally, would you consider Transgender as a potential candidate? And Why?
All	Trans Discrimination	Have you seen or experience any Trans discrimination matter in the Hospitality Industry?
All	Trans Discrimination (This following question will only be applied if the participant experienced such situation before)	Could you please share your experiences further?
Author	Transgender Workplace Discrimination in Hospitality Industry Statement	Recruitment & Selection Job Promotion Training Opportunities Low Wages Boycotting Transgender
All	Perspective Root Cause	What's your perspective towards such a scenario? What factors might create a negative environment for Transgender employees?
All	Solution	From a hospitality perspective, what can be done to make the situation better?
Author	Sharing potential solution	Education System as a root cause. Would you think it is possible to introduce LGBTQ+ into your country's education system?
Author	Appreciation, Wrap Up	Thank you for your participation, are there any further questions for me?

Table 4.2: Research Question Samples (By Author, 2021)

4.4.2. Ethical Issues

In regards to the ethical issues, the respondents always have the right to stay anonymous or if they prefer a non-video interview it will be handled according to their wish. The participant's opinions will be confidential, and no identifiable data will be gathered. An informed consent form (Appendix A75) will be read and signed on behalf of the Interviewee prior to the interview.

While gathering and analysing data, the author will not use any pronouns but the term "participant #1", "participant #2" and so on to avoid the usage of gender-specific language. By the end of the interview, the recorded video will be kept within a password protected excel sheet and devices. This is to ensure the confidentiality of participant and the safety of LGBTQ+ Community.

After analysing the data, a copy of the transcript will be sent to each of the participants for their kind references and approval purpose. As the main research study is relevant to an individual's gender identity and personal experiences at work, a momentary negligence can lead to unwanted circumstances. Hence, the author believes that this step is necessary to validate the data she has collected and may amend it if the participant wished to remove any of the information (Page et al, 2000).

4.5. Approach to Data Analysis

Once the data collection process has ended, the author will transcribe the qualitative data with a word processor (Appendix B77). In particular, the author chose to adapt the naturalized transcription method. The naturalized transcription method seeks to analyse the data in detail whilst with less filtered (Mero-Jaffe, 2011). In other words, this method is somewhat useful for the purpose of in-depth analysis that includes gestures, body language, pause in between of speech, etc. Given that the research topic is about Transgender which related to social science, Kang and Tversky (2016) explained that in many cases, gestures carry information that the speech does not. Therefore, from a social science research study perspective, body language and speech is important for the researcher to interpret their attitudes and feelings (Mariampolski, 2001).

As for data analysis, the author is planning to approach her data set with thematic analysis: inductive coding analysis. Braun and Clarke (2006) highlight that thematic analysis is a way of identifying, analyzing, organizing, describing and reporting a theme to help a beginner in the research sector. It is relatively useful for the author as thematic analysis allowed the researcher to examine participants from different perspectives. Nowell et al (2017) suggests that there are six phases to follow in this particular analysis: Familiarization, Coding, Generating Themes, Reviewing Themes, Defining & Naming Themes then Producing the report.

5. Findings and Discussions

The following data are being collected by the author through interviewing 3 Employers, 4 employees within the hospitality industry and 3 consumers in total. Interviews were conducted through ZOOM which took a month of duration, and the interview participants are between 25 to 55 years old. A hierarchical coding frame was developed to help the author to have clearer directions in terms of the codes and how each code relates to each other. Below are the major themes that have been generated, codes will be illustrated in detail in further analysis.

Themes Colours	Major Themes	Brief Definition
	Participant's Background	Occupation, Country of Origin, Age, LGBT Community
	Prior Knowledge	Prior Knowledge in relations to LGBT Community
	Transgender Experiences	Personal or Workplace Experiences with Transgender
	Root Cause of Discrimination	Possible root cause of Trans Discrimination at work
	Workplace Discrimination	Discrimination Live Experiences in Hospitality Industry
	Attitudes/Solution	Suggested solution by Participant/Solution proposed by Author

Table 5.1: Data Major Themes (By Author, 2021)

Participant Background: The participant's background allowed the author to have a clear understanding of their occupation, country of origin, age, etc to capture context that may influence the outcome of datas during the interview.

Prior Knowledge: The prior knowledge of the research core subject: “Transgender” indirectly reflects the participant understanding in relations to LGBTQ+ community. It aims to help author to determine whether this specific individual needs further support in relations to Transgender knowlegde.

Transgender Experiences: This theme appears to help identify and observe the participant’s response and acceptance level towards the LGBT community. Whether it is a positive or negative experience, the author will be able to relate them to the next theme: Root Cause.

Root Cause of Transgender Discrimination: The purpose of this theme is to seek out to the possible root cause of Trans discrimination from multiple perspectives. The author will also be able to compare and contrast and finalise what are the focus of each perspective towards this societal matters.

Transgender Workplace Discrimination: The author created this theme specifically to separate it from the common transgender experiences to avoid confusion. As mentioned earlier, the research is studying from 3 perspectives, the author believes that this theme is more applicable to employers and employees.

Attitudes/Solution: Similarly, this theme aims to collect attitudes or solutions from different perspectives and explore whether participants are looking into the same directions and willing to develop.

Below is the hierarchical code frame that is being built by the author based on the data she retrieved from her interviewees:

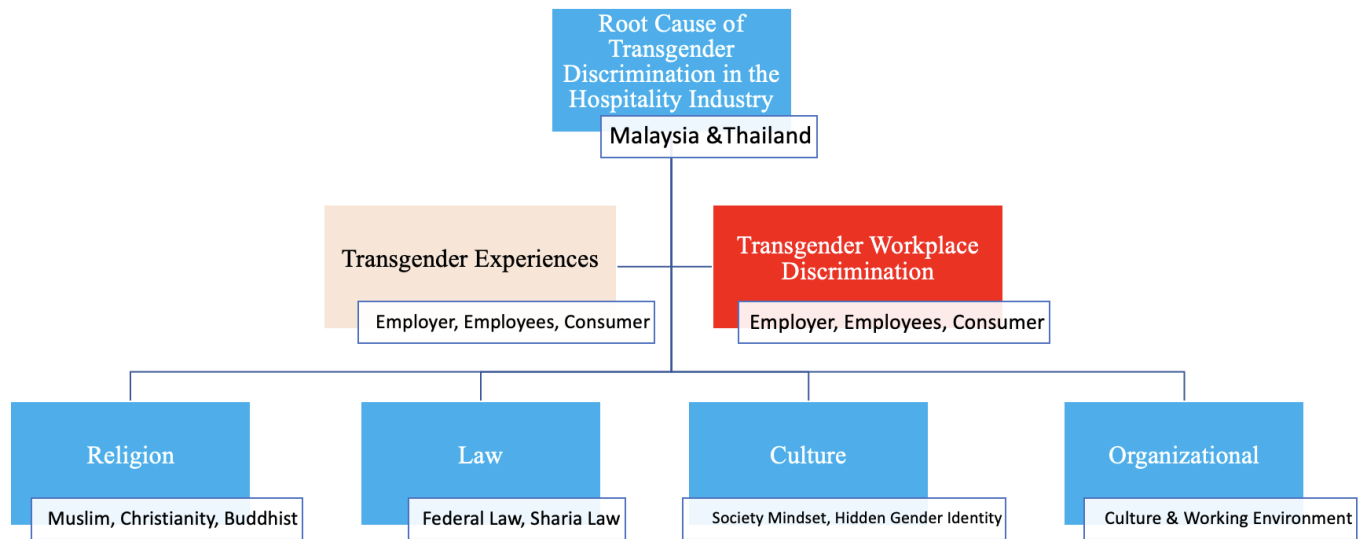


Figure 5.1: Hierarchical Code Frame (Created by Author, 2021)

As you can see, the top level describes the research topic, the mid-level are the elements that may affect the following level: root cause. Given that whether they are positive or negative experiences, it is a fatal route for the author to observe and re-evaluate. The following data will be analysed accordingly, question by question based on multiple perspectives.

6. Data Analysis

6.1. Participant’s Background and Exposure

“Question 1: Could you please do a short introduction to tell me a little bit about yourself in terms of your current occupation and responsibilities, age, location, etc?”

Types of Participants	Occupation	Location & Country of Origin	Experiences
Participant V (Employer)	Human Resources Manager (Recruiting and Managing)	Johor Bahru, Malaysia	20 years in Hospitality Industry, 7 years in HR
Participant F (Employer)	Learning & Development Manager (Recruiting, Managing, Trainings)	Melaka, Malaysia	6 -7 years in Hospitality Industry, 2 years in L&D
Participant E (Employer)	Business Owner (Recruiting)	Melaka, Malaysia	22 years in Business
Participant J (Employees)	Reservation & Revenue Hostess (BOH)	Kuala Lumpur, Malaysia	4 years in Hospitality Industry
Participant M (Employees)	Regional Manager (FOH)	Kuala Lumpur, Malaysia	6 years in Hospitality Industry, 2 years in Education Consultant
Participant C (Employees) (Part of LGBT Community)	Manager (FOH)	Bangkok, Thailand	7 years in Hospitality Industry
Participant R (Employees) (Part of LGBT Community)	Receptionist (FOH)	Bangkok, Thailand	4 years in Hospitality Industry

Table 6.1: Participant Background and Exposure (By Author, 2021)

Types of Consumers	Job Sector	Location	Country of Origin
Participant J (Part of LGBT Community)	Financial	Dublin, Ireland	Penang, Malaysia
Participant Y (Part of LGBT Community)	Project Management	Derry, Ireland	Klang, Malaysia
Participant G	Civil and Sustainable Engineer	Tschin-Zhu, Taiwan	Melaka, Malaysia

Table 6.1: Participant Background and Exposure (By Author, 2021)

The data above shown that each of the participants fits into the research study based on their own personal and work experiences. In general, 7 participants who are employer and employees are candidates that have full experiences in the hospitality industry and are based in SEA countries. As for consumers, though **Participant J, Y and G** all fall under different sectors, they claimed that they are frequent travelers with travelling opportunities that are more than 3 times per year domestically and internationally for personal or job purposes. In other words, it is proven that these participants have the amount of exposure towards the hospitality industry that fits in the author’s research.

“Question 2 & 3: “How familiar are you with the LGBTQ+ community? From the scale of 1 to 10 please rate accordingly.” & “In a short sentence, could you please briefly explain what does the term “Transgender” means to you?”

For question 3, apart from **Participant C, R, J, and Y** who are already part of the LGBT community, the rest were being given Transgender Knowledge support upon the following question during the interview. This statement includes information as followed:

“Please note that the following information is being retrieved based on prior literature review. The LGBTQ+ Community involves individuals that are lesbian, gay, bisexual, transgender and queer. For today’s research, we will only be focusing on the Transgender group. To define, Transgender is an individual who is suffering from “Gender Dysphoria”, commonly used to describe one that believe their biological gender identity is mismatch with their gender expression. In order to overcome gender dysphoria, he or she has decided to move forward with transition. Transition process may include social and medical transition, both come along with certain risks and side effects. Social transition usually involves changes in external appearances, coming out of the closet, whereas medical transition involves hormone therapies and surgeries. Apart from going through surgeries, the Transgender group within SEA countries may experienced different kinds of attitudes compare to western countries. Some of them are experiencing a tough life which led to suicidal attempts. ”

With this statement it ensures the participants have an idea of the Transgender group before making personal contribution towards author’s interview. It also increases the reliability of data that have been collected.

Question 4 & 5: “Have you ever encountered any Trans individual in your life?” & “Have you encountered any Trans individual as your colleague?”

Among 3 of the consumers: **Participant J, Y and G**, all of them had the experiences of meeting Trans in the Hospitality Industry in SEA countries. Surprisingly, they were all positive experiences. However, **Participant J** explained his feelings specifically that:

“Yes I have met a few. But I also do feel like it's not going to be a normalised reaction in my mind. I have a reaction, but not the reaction of prejudice, but more like a reaction of the odd.”

From the response above, the author is fairly sure that the phenomenon of having Transgender in the Hospitality Industry is very rare. At some point, it also proves that the Transgender matter is not being openly discussed within the society and culture, which then forms an underdeveloped occurrence in relations to Transgender in SEA countries.

As for the employees: **Participant M, C, and R** have encountered fully transitioned individual throughout their hospitality career, except **Participant J** which encountered one, who is part of the LGBTQ+ community, to be specific: A lesbian. Four of the participants have reported that they have positive and smooth working experiences with the specific trans colleague, 2 of them have even managed to develop a close relationship with the colleague.

Question 6: “Have you ever encountered any Trans individual as a candidate before?”

Out of three of the employers, **Participant V & F** have had Transgender individual as interview candidates before. **Participant V** shared that, as a recruiter, he was impressed by the candidates he had and was willing to hire them to be part of the organisation with equal job opportunities and training in the future. As for **Participant E**, even though he has not met any trans as a candidate, he genuinely believes that in the Hospitality Industry, experiences are what he should be focusing on when hiring someone to be onboard. Personally he also concurred that we are all equal as humanity, therefore, the gender identity of an individual does not seem to be a matter for him when it comes to recruiting.

Unlike Participant V and E, **Participant F** shared that he is willing to give only interview opportunities to potential candidates, yet he will not hire any of them for sure. The author has then decided to develop the question further by asking: ***“Why do you think so?”***

Participant F then explained that the Hospitality Industry is huge which involves emotional and physical matters. Emotionally, the hospitality industry consists of different kinds of **human mindset** which employees may have different perspectives towards Transgender. Physically, these different mindsets may lead to unwanted situations in the organization, such as: **Sexual Harassment**. Frankly speaking, he would then rather not hire any of them to avoid complications in the future.

6.2. Root Cause of Discrimination

Question 7: “Have you ever encountered any Trans Discrimination at work before?”

Participant V, F, E, M have not encountered any Trans discrimination at work so far, hence they were given Trans Discrimination at work Statement which involves information as followed:

“When we discuss about Trans discrimination at work, it commonly involves unequal treatments, such as job promotion opportunities, lower wages, training opportunities, or bias during recruitment and selection. These are happening due to their gender identity not being welcomed in certain organizations. Some transgender may also experience personal discrimination after work, for instance, being boycotted by colleagues, toxic gossiping behind their back, etc.. Importantly, these issues have directly impacted the trans individual working environment and job performance.”

Participants J and R both had encountered minor discriminations which involved verbal harassment. Especially **Participant J**, she claimed that her organization is practicing **gender equality** within their company culture and this practice is being supported by constant training and awareness by the Human Resources department. Therefore, she believes that there is room for the organization to improve in order to eliminate such discrimination towards Trans colleagues.

Unfortunately, **Participant C** herself is the victim of discrimination at work. The discrimination happened during her probation period which falls under the recruitment and selection. She explained that her superior was being biased and had decided to not pass her probation even though she believes she had performed well and even went extra mile on her tasks.

Not only that, she also experienced discrimination from guests multiples times when she is on duty. For example, when she was a receptionist, she received a hateful attitude from one of the guests that she was trying to check in. This guest is from Indonesia, and at the end of the day, the guest refuses to let her continue with the check in process. She expressed herself fiercely:

“I have doubts about why people treat me like this? Why am I the second choice at work? I felt so unfair. They instead prefer someone who has no professional experiences and put me as a plan B because of gender identity.”

Above response has shown the evidence of discrimination within the hospitality industry not only from colleagues but also consumers. Hence, the author concludes that even though an organisation may be Trans friendly, it is still relatively hard to control other parties' perspectives and mindset, such as: the guests from Indonesia. Trainings may be applied to raise an awareness in relations to transgender, however how does the organisation measure if the employees are accepting the concept and is able to apply to real life scenarios. To overcome this issue, an evaluation in relations to training effectiveness may apply either monthly or quarterly to keep track of the progress. In such a case, the author recommends that the Kirkpatrick Model may be applicable which focuses on four stages: Reaction, Learning, Behavior and Impact (Jay, 2021).

Question 8 & 9: “What’s your perspective towards such discrimination scenario?” & “What are the factors that might create negative working environment for Transgender?”

To answer Question 8, **all of the participants** agreed that the society should put an end to the practice of Transgender discrimination. **Participant J** as a consumer, who is also part of the LGBT community expressed his feelings that :

“Me myself as a gay person who is living abroad at the moment, I feel saddened for the community back in Malaysia. As I am fairly sure they will never be accepted by the society, and they are constantly living a very dangerous sort of life as there are no laws to protect them from discrimination or homophobia.”

In this specific response, the author once again indicates that the Trans group back in Malaysia is living in dire straits, and there is literally zero to none possibilities to improve the current situation.

To identify the root causes, the author has decided to separate it into different perspectives by the frequency of code appearance throughout the interview with the adaptation of data source triangulation analysis method.

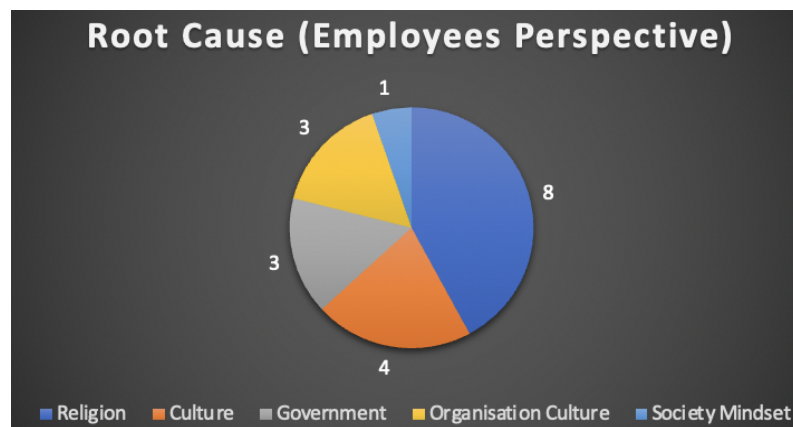


Figure 6.1: Discrimination Root Cause from Employees Perspective (Created by Author, 2021)

From the chart above, it showed that “Religion” was being brought up the most then followed by “Culture” during each of the interviews.

“As a Malaysian Chinese, we welcome whatever gender you are. But mostly for the Muslim in Malaysia, as a typical Muslim they are being brought up with conservation mindset.”

Participant J

“You see, even in Malaysia, different states have different treatment to LGBT community. In a place that I come from: Sarawak they treat the LGBT community really nicely, and they welcome whatever region, religion or gender you are. But in West Malaysia, it's not going to happen.”

Participant M

In the case of Malaysia, being a multicultural country, it appears that each region has different flexibility towards religion. To be specific, Muslim tends to received more attention from the society when it comes to LGBTQ+ related matters. As for Thailand, the main religion is Buddihst, and as mentioned in Chapter 2, the religion prospects in Thailand are more flexible compared to others. **Participant C & R** attitudes both drew the same conclusion and has not mentioned any religion as the root cause of discrimination.

Though if we look into the 2nd root cause, both **Participant C & R** stressed that the Thai culture may seem to have a higher acceptance towards Transgender group, but that is only under the circumstances of the ability to benefit the organisation. The existing Thai culture still view Transgender individual as an asset to boost the tourism economy, hence there were not enough attention being paid to learn and understand the Trans community in Thailand.

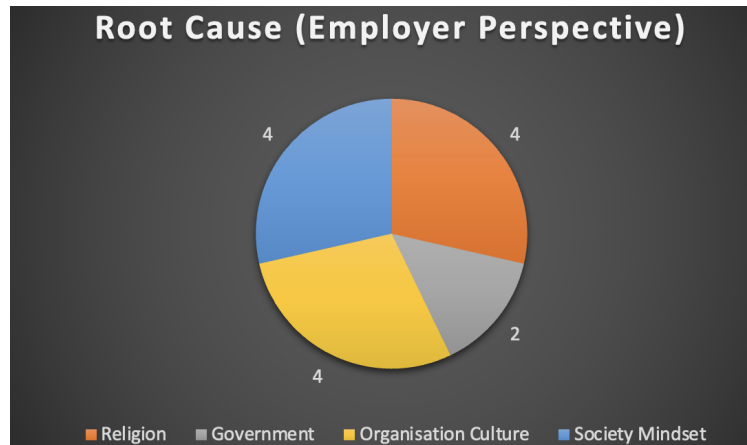


Figure 6.2: Discrimination Root Cause from Employer Perspective (Created by Author, 2021)

Whereas for employer’s perspective, **Participant V, F and E** believes that “Religion”, “Organisation Culture” and “Society Mindset” are the major root cause towards Transgender discrimination in Hospitality Industry.

“The working organisations will have taken the transgender recruitment as an option, or would have taken it as an interest to bring the best in their organisation. But because when there is a religious kind of preaching that is actually against all these, this puts them in a mindset saying that this is not allowed.”

Participant V

Participant V has a different perspective towards the root cause of Transgender discrimination matters. He simply believes that the organisation culture may be affected by the religion matters within the country. Particularly, religion plays an important role in shaping the society mindset. This practice also indirectly affects the organization culture in each industry.

Participant E believes the acceptance of Trans level is also depending on the society mindset. Due to the lack of exposure towards the Trans community, parents who have conservative mindset tend to reject anything that seems to be uncommon. These practices have caused the younger generations to hide either their gender identity or developed hatred attitude.

“Especially parents who have a conservative mindset, I personally think they tend to plant negative thinking towards these transgenders in the younger generation.”

Participant E

To combine **Participant F**'s response with question 6 and 9, as mentioned earlier he would not hire any Transgender into the Hospitality Industry, he later explained that he is coming from a Human Resources perspective on behalf of the organisations.

“Because regardless of whatever things are happening in the organisation, HR needs to take corrective action to ensure this kind of situation will not occur in the future.. If let's say you were to blame the employee, sometimes it's kind of difficult to find solid proof to continue the following process.”

Participant F

To interpret, **Participant F** assume from his own experiences that there is a higher possibilities of Transgender discrimination happening within the organisation. Speaking from a HR perspective, he believes that it is his responsibility to build a positive working environment for a smooth operation. If the organisation welcomes the Trans individual on board, it basically exposes the organisation into uncontrollable circumstances such as discrimination issues that is hard to track and solve. However, **Participant V** also mentioned that in order to avoid this, it depends on the organisation's decisions and attitude whether they are willing to embed the strong belief of gender equality not only LGBTQ+. Most importantly, he strongly believes that this process should be taken from the first day of recruiting rather than the first day of coming on-board.

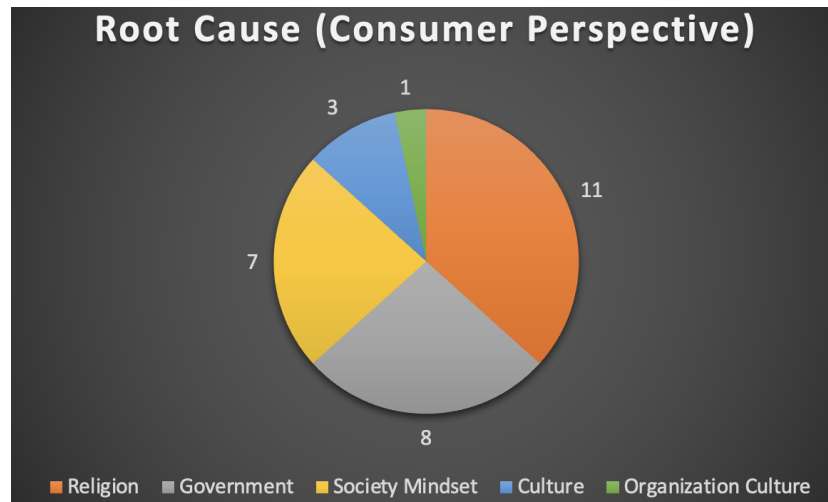


Figure 6.3: Discrimination Root Cause from Consumer Perspective (Created by Author, 2021)

As for the consumers: **Participant J, Y and G** are extremely certain that “religion” has profoundly lead to Transgender discrimination in Malaysia. Though Malaysia being a Muslim country, **Participant J** pointed out that in his opinion, he will not put the blame on Muslim only, but also other religion, such as: Christianity.

“The reason why I didn't just pick the Muslim religion is because I was raised Christian, I don't think the Christian community is that much acceptance, either. I remember growing up attending church masters, in which pastors will actually say, the homosexuals would burn in eternal hell, and absolutely, not being an ally. There's this huge perception, and I do think that the biggest anti LGBT community is Muslim community, but so is the Christian community.”

Participant J

Importantly, religion not only increases the Transgender discrimination cases, but also discourage the society from lending their hands to Trans group

who are in need. Taking **Participant J** as an example, he mentioned if he was to encountered discrimination issues in Dublin, Ireland he will stand up for the victim for sure. However, if it happened in Malaysia, because of the toxic mindset in the society he may choose to walk away to avoid troubles.

In contrary with Participant J, **Participant Y** strongly believes that government plays a much more important role in relations to Transgender development within the country. Apparently there are 2 different law systems in Malaysia, federal law and sharia law, sharia Law only apply to Muslim in Malaysia. To analyse, the author personally thinks that government shapes the law, the society then obey rules and regulations, hence the consequences of conservative mindset and Trans discrimination at the end of the day.

Participant G however remain a much neutral perspective towards the whole phenomenon of Transgender discrimination.

“You can't really pinpoint a single reason for discrimination. You can only just pinpoint it to one that's causing this type of misbehaviour, but then there are lots of different weighing.”

Participant G

Although the participant remain neutral, the following conversation during the interview the participant further explained that he remains neutral because it does not matter to him whether is it a male or female or transgender being discriminated, as he believes it is always the right thing to do by helping people who are in need and as long as an individual is happy nobody should be judgementl. Based on this response, the author identify participant G as having positive attitudes towards the Transgender community.

In a nutshell, from the author perspective, she concludes that **“Government”** is the source of discrimination matters in both countries. Given that the code only appeared 13 times, which is 6 times less than “Religion”, still, the author believes that the decisions that the government made lead to other root causes. For instance: society mindset, culture, religion, laws, organization culture, etc. To gradually eliminate the discrimination phenomenon, the author suggests that the society will first need to raise the government’s attention, whether is it a small or huge contribution, to urge the urgency of making a difference for the Trans community. Government may develop rules and regulations that majorly focuses on Transgender rights and discrimination issues to protect the community. Taking Malaysia as an example, it is impossible to make changes in terms of the religion, however it is possible to ease the Sharia Law and re-shape the society mindsets which eventually drives the whole country towards a higher acceptance level when it comes to the Trans community.

6.3. Potential Solutions

In this section, the author will be looking into the potential solutions in a general perspective instead of multiple. Therefore, the following question has been asked to each of the participants:

Question 10: “From a Hospitality Perspective, what can be done to make the situation better?”

Majority of the participants tend to agree that Organisation Culture is the core to create a positive working environment for everyone. Brown (1992) explained that organisational culture consists of beliefs and values as a guidance to route the pathway of constant organisational development. Stanley and Lincoln (2016) concurred that an organisation culture is a significant determinant that affects the quality of services. Hence, in order to have a healthy working environment, it is relatively important to build a learning organisation that ensures continuous improvements.

The author then indicates that HR should set an example and not be biased when it comes to recruitment. Learning and Development may include Gender Equality as a compulsory training to be attended by everyone for a trans-friendly workplace.

“If you want to treat someone in a public area or you want to treat someone as an employee, you should be only treating them for the conduct or the performance and that should be done in the way the organisation procedure or the disciplinary system works. We should not be done in a way which is actually biased.”

Participant V

Whilst from a general perspective, Q11 has been asked:

Question 11: “Would you think it is possible to introduce the LGBTQ+ into your country’s education system?”

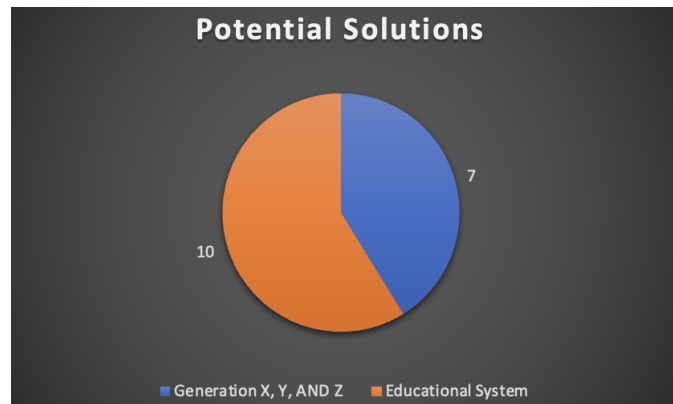


Figure 6.4: Potential Solution towards Trans Discrimination (Created by Author, 2021)

Generally speaking, most of the participant’s opinions towards potential solutions involve both Educational system and the younger generations. Glerum et al (2020) research showed that an individual mindset has a close connection with the education system which may influence their response towards certain circumstances. Given that the education system in Malaysia may vary depending on whether it is a government or private school, it also shapes a different kind of mindset in the society due to the different directions. Rodhi (2021) highlights that informal religious directives still exist in most of the government schools in Malaysia, which commonly involves Muslim. Looking at these facts, it is obvious that any topic related to sexual education is being prohibited in the education system.

The author suggests if sexual Education and LGBTQ+ topics can be applied to the education system, it not only increases the Generation X, Y and Z exposures but also slowly normalising the phenomenon of gender fluidity. Though most of the participants do not have high hopes towards the idea:

“I think it's possible, but I don't see it in 10, 20, or 50 years to come. I believe it will be in a longer perspective. As an example, Malaysian education when they first

implement English language in maths and science. Even so, it took decades for people to fully accept that.”

Participant F

The author is still determined that both of the countries need to start somewhere to educate their future generations. Once the future generations are well-educated, that is when they start influencing the older generations.

7. Recommendations

As mentioned earlier, it is suggested to raise awareness for the trans community to improve the current situation, yet the author would like to stress that it is important to act considerately with a strategy. Some of the rules and regulations in both countries may be unfavorable to this specific community and may cause unwanted circumstances such as: causing them to be in jail, physical punishment, etc. It may even attract people or communities such as transphobic to develop negative emotions or physical action that harms the Trans group.

Having that said, the author personally recommends the Trans community to start raising awareness through online platforms such as: Instagram, Facebook, Tiktok, etc at the beginning. It can be creating an official account on each social media to share their own experiences being a Trans through a safer platform. Furthermore, creating educational content such as “Transgender Taboo”, “Who are Trans?”, etc on Youtube to educate society seems to be another potential method for public attention. The author also believes that these methods are also meant to gather more relevant people into the Trans community, as with more people there are more voices to tune out.

8. Conclusion

Taken these findings above, the author is then able to to summarize her research questions with answers as followed:

Summary of Findings:

- Main root cause of Transgender discrimination:
 - Government :Rules and regulations that are strictly against the concept of LGBTQ+ community
 - Religion: Sharia Law application towards Muslim makes the situatuon harder. Christianity's bible is against the concept as well.
 - Culture: Due to the government and religion, it shapes a culture that seems LGBTQ+ community as abnormal or sin.
 - Society Mindset: Conservative mindset that is being brought up by family
 - Organisation Culture: Poor gender equality training plan without evaluation within the organisation
- Potential Solutions
 - Educational System: The implication of knowledge in relations to sexual or LGBTQ+ to widen and normalised Trans phenomenon
 - Generation X, Y and Z: They are the hope to raise awareness and influence the existing society who are still having conservative mindsets, such as the Baby Boomers

Summary of Differences

- Seldom research look into the hospitality industry as it is hard to track down due to the rare recruitment for Transgender
- Research in broader perspective to understand each perspective's needs and wants
- Government attitudes affects the whole country's perspective towards Trans community
- Prior literature review conclude that appearance is one of the major root cause of employment rejection, the author's research has shown a different perspective

In terms of the research design limitations, the author realised that she was unable to create a balance in terms of participant's recruitment. To be specific, only 2 of her participants were from Thailand, the rest of them were originally from Malaysia. This was due to some of the

potential participants being unable to speak fluent English which may affect the interview process, Though the author was able to collect data that answered her research question, when looking into the root cause, religion may seem to be a major one. However, this may not be applicable to Thailand, as the major root cause for Thailand may be the government as per the 2 participants. Furthermore, the author also believed that the other drawback is this specific research would be the participants in general as well. Frankly speaking, people who do not agree with the idea of gender fluidity will not even participate in the author's research. In return, it simply means the author will never be able to research the root cause of transgender discrimination issues from an individual perspective, for example: Homophobic or Transphobia.

Suggested research area for further development would be Malaysia or Thailand Government Attitude's towards Transgender Community and how it influences the society and culture. As the author has now found the root cause of discrimination, in order to overcome the barriers, the authors believes that tackling the leaders within the country is a good start. Plus, it is always a safer way to seek out deeper understanding and solution in this specific case scenario. On the other hands, the author also recommend a further research on the SEA countries Parent Perspective towards Transgender as during the author interview, she has managed to touch down a little bit into this area. Somehow at least half of the participants are absolutely fine with the Trans community, yet they showed a 100% objection when this is happening to their own kids.

To conclude, this dissertation has given an opportunity for the author to gain an in-depth knowledge that are related to Transgender community, also learned the close connection between society mindset, government and culture which influences most of the emotional and physical decisions of an individual.

9. Appendix

9.1. Appendix A

INFORMED CONSENT FORM

I. Research Study Title: Transgender Workplace Discrimination in South East Asia (SEA) Hospitality Industry, from multiple perspective: Employers, Employees and Consumers

University: Griffith College, Graduate Business School.

Principal Investigator: Dr Garrett Ryan.

Researcher Name: Madeline Goh Wei Ying

Email: madelinegoh97@gmail.com, madelineweiying.goh@student.griffith.ie

II. Clarification of the purpose of the research

The aim of this research is to justify the common workplace discriminations and what causes such situation in current SEA hospitality industry being a Transgender. Furthermore, through a combination your participation and the latest research into this , it also allowed me to understand what are the thoughts of Transgender Recruitment in an organization from multiple perspective: Employers, Employees, and Consumers, this research will add to body of academic understanding of Transgender work life.

III. Confirmation of particular requirements as highlighted in the Plain Language Statement

This project involves taking part in qualitative research method with semi-structured interviews. The interviews responses will be recorded, and seek to gather information on your experience of Transgender Workplace Discrimination. Questions are directed towards your thoughts on what kind of discrimination situation has happened so far at the workplace, and what are people’s thoughts towards the unhealthy phenomenon in hospitality industry (Employers, Employees, and Consumers). I estimate the interviews will take no longer than 60 minutes to complete.

Participant – please complete the following (Circle Yes or No for each question)

Have you read or had read to you the Plain Language Statement	Yes/No
Do you understand the information provided?	Yes/No
Have you had an opportunity to ask questions and discuss this study?	Yes/No
Have you received satisfactory answers to all your questions?	Yes/No
Are you aware that interviews will be audiotaped?	Yes/No

IV. Confirmation that involvement in the Research Study is voluntary

Involvement in this Research Study is voluntary. Participants who decide to take part may withdraw from the Research Study at any point, there will be no penalty for withdrawing before all stages of the Research Study are complete.

V. Advice as to arrangements to be made to protect confidentiality of data, including that confidentiality of information provided is subject to legal limitations

Every effort is made to ensure the confidentiality of the participant. Participant names will not be recorded, as all participants will be assigned a code. Where used, recorded interviews/survey data will be downloaded to a password-controlled computer, typed transcripts/survey results are held within password-controlled documents. Participant biographical details and or mention of other persons will be omitted in the final report. Confidentiality of information provided is subject to legal limitations.

VI. Participant Signature:

I have read and understood the information in this form. My questions and concerns have been answered by the researcher, and I have a copy of this consent form. Therefore, I consent to take part in this research project

Participants Signature: _____

Name in Block Capitals: _____

Witness: _____

Date: _____

9.2. Appendix B

Participant: V (Employees)	Codes
Author 0:03	
<p>Good morning V. So my name is Maddy, You can call me Maddie throughout the whole interview process. As you know, I'm a master of science students major in global brand management currently based in Dublin, Ireland. Today's interview purpose and the directions we're looking towards specifically into transgender discriminations focus in hospitality industry in Southeast Asia. So my first degree is about international Hospitality Management. And this is why it encourages me to move forward to this topic. So before we start, I'll need to run through the standard procedure. I'll be reading you the informed consent form. And so today's research study title is a transgender workplace discrimination in Southeast Asia hospitality industry from multiple perspectives. So we have employers, employees and consumers. And as for your case, I'll be interviewing you from an employer's perspective. And the aim of this research is to justified a common workplace discrimination and what causes such situation in current South East Asia hospitality industry, being transgender. Furthermore, throughout the combinations of your participations and the latest research into this, it allowed me to understand what are the thoughts of transgender recruitment in an organisation from multiple perspectives. So this interview is a semi structured interview, there will not be any fixed question, just half of them will be fixed. And the rest will be aroused by the idea of transgender. As far as you know, right now, do you understand what I have explained to you and read out to you? Yeah, yeah. All good. Yeah. Just for your information, the involvement of this research study is completely voluntary. Which, in other words, if you decide to withdraw from the interviews at any time, there will not be any penalty and throughout the interview process if I ask any questions that makes you feel completely uncomfortable, feel free to stop me or feel free to refuse to answer because it is completely fine. And if you're worried about your confidentiality, please do not worry about it. Because I will not even mentioned your name in the thesis, I will just assign you a code. And the data will be kept in a password control computer. And if everything is fine, can I sign on your behalf or you want to have a look of the consent from?</p>	<p>Author's Introduction & Interview Consent Form</p>
V 2:31	
Yeah we can sign on behalf, no worries on that.	Consent
Author 2:33	
Yeah, sure. Thank you. And so before we go into deeper understanding about your perspective, could you please share with me a little bit, like a short introduction about yourself first, if you don't mind?	Participant Introduction
V 2:48	
<p>into hospitality, of course, it is coming up to seven years. Looking from my HR perspective, I think it is been in and out throughout my 20 years of career perspective, I think this is something that will be useful as well, from both areas, what we can share the insights out of about our current situation that we are going to discuss about transgender opportunities or challenges as well in the hospitality industry. Looking into the current trend as well. So I think I'll be able to assess as much as possible from a HR point of view. I think that will be very fruitful for you too.</p>	<p>HR, Hospitality Industry</p>
Author	
<p>Yes. Thank you so much. And so here's a question for you. You said you have been in this industry for 20 years and seven years-ish in HR. So my question is, within this seven years as a HR, you know, people always said, Hey, HR is all about only recruiting people firing people. Is that true? Or it is not true?</p>	<p>Author</p>

V	
I think over the years, it has evolved into a different dimension roles. I think, HR started from hiring perspective, but currently HR has been looked at as a talent management, as a team member relation as engagement and, you know, creating the, the strength of trust within their employees. I think we have evolved into a very different role, different capacity of education, compared to those days. People still stereotype HR is only hiring them to pay role and it's bigger than that nowadays, you know, and this has changed which will be agreed by all HR practitioners, for sure. And this is something that is needed, any organisation can survive with and without any role, but any organisation cannot create a culture without HR.	HR, Recruitment, Talent Management
Author	
Exactly. I agree. What is your current position? And where do you based now actually,	Participant Background
V	
My current position, of course, as HR manager and base at Johor Bahru, Malaysia. So I'm currently working for the Hilton brand under DoubleTree by Hilton Johor Bahru, that's about it.	HR Manager
Author 5:36	
Here's another question, because you mentioned that you work in hotel, and are we going to interview you from an employer's perspective today. But I just want to know, before the pandemic happens, how often do you travel in a year, whether it's domestically or internationally,	Participant Exposure
V 5:55	
It can be at least a minimum target, we always have a minimum target. Outside of Malaysia should be at least minimum 2. Domestically, we'll never know, once per month. You'll travel monthly but the pandemic starts it's already become zero. There's a big difference.	Frequent Traveller
Author	
But you know, it's really uncontrollable. And so, look because of the pandemic and everything needs to stop right now. Which is why it reminds me of me being a cisgender, cisgender as in people who, they're happy with the gender that they were assigned when they were born. Me being a cisgender. Like right now honestly, if I'm looking for a job in hospitality industry, I don't think it will be easy, isn't it? Because of the pandemic, they don't need people, even though you're qualified, you have a great background, they wouldn't hire you either. Right?	Author's Discussion
V	
It's is because there's a pandemic, situation may differ from property to property in hotel. Because at the time when you may also face turnovers in the property spell, right. But when you face turnover, people still need to eat something. So you still need someone to cook. It depends and it also fulfils to the needs that's required. And also, once again, it depends to the property. So different hotels have different ways of of managing the situation. So hiring take place, but may not be as aggressive as those days.	N.A.

Author	
So from your perspective, I believe you have been working with Hilton for quite a while. And I think you're quite familiar with the company culture. So I have interviewed somebody else, and then they are coming from a completely different hotel. They told me that their hotel and their company culture is they look forward into gender equality. So it doesn't matter whether you are transgender, gay, lesbian, or you're just a cisgender they welcome them. But what is the perspective towards your company culture, especially Hilton? Do you think Hilton take this seriously, like it's not just for the purpose of: "Oh, you know what, it's about our social corporate responsibility, we need to look good in front of the public, that's why we're saying this, but we're not doing it." or you think that Hilton is really focusing on this and they are really insisting this.	Company's Attitude towards Transgender
V	
because they are able to carry out the role it's not because of race, religion, gender, or anything you know, because their capability, their potentiality in what we see you know, and most importantly is after that passion they drive and that's lot of commitment that they really want to excel in that career. So I think hiring does not actually include this and Hilton always withstands by on this perspective. Same goes with with us. Whenever we do the hiring process we do not see any of these, as long as we are able to find the right person to come and fulfil for the role.	Religion, Race, Gender, Capability
Author 9:47	
throughout your seven years, And have you ever interview any transgender before? Have you ever had any candidates was for a transgender before so far?	Author
V 9:58	
Erm, I think I had about two I have interviewed for the last seven years, I could remember two of them. And of course, we were very keen, we wanted to offer them the role during that time for them to step in as one of the position. But we lose them competitively because of salary wise to Singapore. That's one challenge we've faced. Because we may have the opportunity that we have, but in time, because we are the Southern part of Johor Bahru we always tend to lose some, you know, dispassionate people to Singapore easily. But they are good. I can really recall them sometime back.	Transgender Candidate, Job Offer
Author	
So, so can I assume that, from your perspective, in your position, you will definitely give an equal opportunity to transgender? You will, because it doesn't matter with you about the race, religion, or gender, etc. Because it matters to you about whether they fit the position perfectly, whether they can perform well, and whether they can align with the company's culture. Yeah, that is what you mean	Participant's Attitude towards Transgender (Positive)
V	
True, true. Yes. Correct.	Agreement
Author 11:23	
So how familiar are you with this LGBT community or you're not familiar?	Author

V 11:30	
I'm kind of familiar with that. Because sometimes we keep in touch, you know, with some of the current groups, you know, around the state itself. So, we, since we do some of the connectivity, you know, sometimes we have this networking within the team. So, of course, we have some of the channels either individual perspective or group perspective. Well, I've never seen this as anything that's against it, you know, because end of the day, they have been truthful, we are truthful. So it's easy to work with this kind of networking, as long as you do not have a hidden agenda in you and you are sincere to your job. I think there's no problem at all.	Transgender networking
Author	
And so, when you're working in a hotel industry, have you ever met or work with any transgender before?	Author
V	
Let me just give me a frame of mind, let me refresh back again. There was one, there was one person, I think briefly for not more than five to six months if I'm not mistaken Yeah. Before the person opted to to work at you know, decide to leave us because he wants to go to Singapore, and that's it. was brilliant.	Transgender Colleague
Author	
So through out his five or six months with the hotel. Have you ever heard any rumours or any people who is unfriendly to him? Like they're bullying him and discriminations?	Author
V	
I think once again, you know, like, people has started to adapt and started to change as well, you know, I do believe it is still in be marginalised in certain or taboo kind of society. But I think it depends how we going to bring it and also present it in our property culture. And if there is a strong belief that everyone is equal, everyone are given an opportunity for them to grow and that's the culture that if you have embedded within everyone, that is the adaptation and I didn't hear any much of these kind of challenges. Because normally I tried to you know, try to keep them connected to I didn't do any of the challenges I feel people were much more adaptive to it. People kind of kind of welcoming it openly, so which means the idea at end of the day they they understood very well that hiring process is not about.. ah it's basically a hiring process is basically made mainly on talent, you know that that's why he's been hired. So people when understood that it eases the whole process. And there was no chance, I remember on that part.	Participant's Attitude towards Transgender (Positive)
Author	
Okay, so can I put it this way. So basically, we're saying that you have never heard any discrimination so far. When he's Or she is working here. And you believe that is because Hilton as a company, we are shaping this culture, this healthy culture that they are no difference compared to any of us, we are all human. And from a HR perspective, you think is extremely important to shape this mindset, so that people or the colleagues can accept them eventually, naturally, right?	Company & Participant's Attitude towards Transgender (Positive)
V	
Yes, true.	Agreement

Author 15:27	
<p>Because I heard from others people's opinions, they all think that even though they hire transgender, it will be related into a lot of complications that should be avoided, even as a hotel, because this is the example that they gave me. For example, if I hire transgender, she consider herself as a female. But as Malaysia being a Muslim country, if we gave her a female locker room, it might offend the others who you know, like the the other females. And he said, this is something that I will try to avoid, because what should I do when they come to me? And they start fighting, saying that she's not a girl? Why are you giving her female locker? Should I say: "Oh, you know what, go back to the male locker room." But if I send him back to the male locker room, the person himself or herself will feel really uncomfortable. They feel like, I'm supposed to be a female, why are you doing this to me? What is your perspective towards this? You think this point, it really makes sense? Or is just simply stereotyping? It doesn't make sense at all? What do you think?</p>	<p>Discriminatioon Related Questions</p>
V 16:45	
<p>in. If we tried to step out from that stereotype, that's where it eases a lot of sharing of ideas will be a bit different, in the end of the day. And it also comes back with Are we going to manage the situation, I think that's</p>	<p>Stereotyping Organization Culture</p>
Author	
<p>And so we talk about discrimination, we talk about company's culture. But, why do you think people are discriminating them? Is there any possible root cause behind? What is your perspective as a HR?</p>	<p>Discriminatioon Related Questions</p>
V	
<p>There are two answers for these, you know, for one from a personal point of view, you know, from a personal point of view, which is not related to HR at all. This is something that I felt that that's always who have the biggest power, you know, who have the biggest power so, there is always a challenge between masculine and also feminism, you know, the people want to have that. Now, the challenge now starts is when there is someone who is equally strong as both so which people could not accept it at the same time but then when, when if you're able to solve the biggest challenge men or woman is stronger. Well, we even can't solve that problem at this moment. Because people are just arguing for the people doesn't understand both are actually created for some purpose. Yeah, man has been created for a different purpose, woman has been created for a different purpose. But we are still arguing who has the most power. And so that's why when you have this in between, people say transgender, when there's a word, that's §actually conceptualise them. That's where people still can't accept the fact as well. Oh, now we have another group coming in, for me if we brush off, who's more powerful, who's more equal from about man and woman, from day one in our life, that can easily make us adapt to transgender, easily, you know. We can accept them as friends or anything or working colleagues or anything. Because we choose to have that in our mindset, sometimes deep in somewhere, that is triggering a lot of things. That's from a personal perspective. From HR perspective, I don't see anything as a concept. I'm talking as myself as a HR person. I felt that, you know, it is not wrong, it's not a problem. It's not a challenge at all. And I'm still sticking with my existing point. If we treat them as what they are, at end of the day, that's what is going to reflect back, you reap what you sow. If you treat them good, anyhow they will also will do back to the society and good things.</p>	<p>SocietyMindset</p>

Author	
So it's a two way thing, basically, we're saying, What do you think like, whose responsibility do you think for this situations about the discriminations or people might say, you think is solely the HR responsibility to take care of this, to shape the mindset? Or you think is everyone's responsibility to open up their own mindset and be open minded, willing to learn willing to get in touch and understand this community?	Discriminatioon Related Questions
V	
<p>It is a very broad questions, which can bring you a lot of things through my answer. Because it's not before an HR starts to cultivate or change this whole mindset. I think, first as a human being, are we ready to accept that? But the problem is, the human being is willing to accept that? Are the religious groups are willing to accept that? Because the religious groups are the biggest, biggest challenge is not about the society, is not about the organisation, it's not about the agencies anymore, the working organisations will have taken this as an option, or would have taken this as an interest to bring the best in their organisation. But because when there is a religious kind of preaching that actually against all these, this puts them in a mindset saying that this is not allowed. So they have actually allowed the religious thing to come into a workplace. And that's how this religious thing create taboo, that's how the religious people created mindset, there's religious people that teach like, in a family institution, and the father says, Oh, don't, you know, these people are not good. That's why there's a lot, it goes down. But for me, I find the root cause of this is is the religion. It's not about perspective, because of for example, just give an example. Okay, if, if I'm going to teach to my children, or these people should not be be treated well, what do you think the children is going to do? He will after 50% of what I've thought and you will have done until he came to a mindset of: "Okay, I felt what my dad is saying is wrong". Then you build against that, and you will try to support that, but for me, the family starts first, but the family starts from the religion itself. And also because religion is about race and everything.</p>	<p>Religion</p> <p>Society Mindset</p>
Author	
So is a religion itself. We talk about the root cause we talk about hotel industry, we talk about discriminations. We talk about everything, but in generally. Generally speaking, not hotel not Southeast Asia, when we look into these issues, what kind of solutions do you suggest? Whether it is from a HR perspective or personal perspective? What could possibly end this. Because it's about religion, you know?	Solution Related Questions

V	
I thought people will unite for common goal. Yeah, sadly, I didn't see this pandemic, also. People are still, if you are yellow skin colour in any part of the country, people labelled you, you're from China. People didn't see that, it's time for us to be united and come back. So, I'm trying to see a perspective is humanity will never change. For me, it's not only on this perspective is not only about transgender issues talk about in India, you know, earlier point I was talking probably more related to the way people have treated all Chinese in all around the world, as if all the Chinese are from China. And they label them they are the root cause for COVID. But you should see from another perspective, from not from this COVID, same from India, India is ever booming, but people still label them as a class. And if you're from a different class of people said, Oh, you're from a low class or not be able support you, still this is happening. People, even in this time, yes, I do agree in social media I see a lot of things, I think people are creating them and people are trying to say: "Together united and all sort of things" but really? So the question was back there. In every race or, or every race or every plan or every costs, the way we know, they still are not understanding that term that the world that we lived in is only temporary and how equal can we do it? And the learning lesson is this pandemic, because in the modern era, we never had pandemic last we might have a somewhere in 1920 or 25, something like that, you know, the Spanish flu or something. So, if smart generation, we will call it now as a smart generation, right? We innovated a lot, we travel to space and everything. Even if in the smart generation in certain part of areas, we are still rooting for race, we are still rooting for plan and we are still rooting who is upper class, lower class. Fighting is tough.	<p>Racism</p> <p>Society Mindset</p> <p>Generation X, Y & Z</p>
Author	
It's tough. But here here's the last question. So not sorry, not last question. So in the future, whether when you are working in a hotel, or when you check into a hotel, if you encounter a transgender and you encounter the situations of them being bullied or discriminations, what will you do? Will you walk away? Or will you remain neutral? Like Be quiet and not do anything? Or you will stand up for them?	Discriminatioon Related Questions
V	
Bully them? Of course no, at end of the day, for sure we will not bully them, then for me, once again, everyone should be equally treated in a respectable way. If you want to treat someone in a public area or you want to treat someone as an employee, you should be only treating them for the conduct or the performance and that should be done in the way the organisation procedure or the disciplinary system works. We should not be done in a way which is actually bias. So, that is for my perspective, I will stand by them if you know in any costs, because I know end of the day we should not tolerate this harassment, that is very wrong. So, if in any case come sided Of course I stand by them that is not only our role, but if we are preaching about equality, we need to do what we could risk it.	<p>Organization Culture</p> <p>Participant's Attitude towards Transgender (Positive)</p>
Author	
So can I assume that you were looking into the LGBT community and then your position where do you stand? Can I assume that you consider yourself as you are supporting this community, rather than just remain neutral?	Author
V	
Yes.	Participant's Attitude towards Transgender (Positive)

<p>Author 30:04</p> <p>situation better, especially in Southeast Asia country, Malaysia and Thailand. And I was thinking, I read a lot of articles, and the main root cause of why people are treating them like this, one of the main root cause is because they are not aware about this community? They don't know anything, or like, they're not familiar with this community, and you're right they're stereotyping them. And it's about religion issue. Of course, I can never fixed the religion issue because everybody has their own religions coming from different backgrounds is not my responsibility to handle that. But I do think that changing people mindsets is a way, which is why I'm just wondering, do you think is possible, especially using Malaysia as an example, we implement the sexual education into the education system? Telling the kids apart from male, female, we have other genders. They are humans, they deserve the same amount of respect, they are no different than us. What is your perspective towards this? Do you think in your lifetime this will happen? Or you think, no way it's impossible. Malaysia government wouldn't even approve this to talk about sexual education in education system. What is your perspective?</p>	<p>Solution Related Questions</p>
<p>V 31:29</p> <p>First, we need to see, you know, by the time they actually talk about sexual education at workplaces already taken us about more than 50 years after the independence that shows how backward are we. So, for them to even consider putting this I hope the smarter generations now, will able to change the whole educational system. I've always been strong vocal supportter for the non existence of the current educational system. Because for me, it's people get results basically, by academic and not by talent.</p>	<p>Educational System</p>
<p>Author 32:23</p> <p>They are reading it because they need to read. They need to pass the exam not because they want.</p>	<p>Author</p>
<p>V 32:28</p> <p>So, when these all need to change, i don't know, it may take ages. Because like I think you have surely I've done some interviews with some of the interwees panels, some of them may support the idea of having transgender, some may not. So just imagine out of 10 people, probably only one person who supports the idea nine didn't support. So it is gonna be a tough resolution. So, for me, the only way to do it, either, I don't know probably one day God comes down to the land and said:"You know, I'm God and I'm going to take everyone equal, or you're going to come down and say :''Sorry, dude. All of you guys are not going to take over my second place. I'm going to give to Transgender as the most powerful person after me. And I can tell you after that, even my people may change because once again, they would need to go to seek a mentor, Okay, okay. You are the second most strongest person after the God, please help us you know, to get something.</p>	<p>Educational System</p>
<p>Author 33:48</p> <p>Okay, now I understand your answer. When I talk about education system, we mainly focus on the younger generations. But we also have older generations about their conservative mindsets. I had interviewees basically just telling me that they're going to die anyways, why do we care about them? Do you think is necessary to include the older generations in this whole process or is complete not just change the younger generations? And then we will force them eventually in the future?</p>	<p>Solution Related Questions</p>

V 34:27	
I'm not too sure. But it also depends on the population cycle. Population cycle, shows that the elder older generations people and they kind of have about 40% in the country. And you may need to be include them in some of our teachings. But let's assume one more, you know, even now, for the vaccination process, the older generation are not actually supportive of this vaccination at all I feel that. It's like they should we? There's no scientific thing. I mean with the younger generation, they are going for good because they want to give a try, they don't mind taking the vaccine. But the older generation are still a bit cautious with conventional yet, unless the family push the parent, the children push or something like that. So imagine a situation where they are not favourable to this. So, we cannot neglect all the generations. But I think the game changer for this kind of situation will be the current younger generation. They will change the world thing. And I think by changing that, it should not be a democratic way because I think we preach democratic too much that we forget that sometimes it's not for the best interests of everyone. Sometimes it's for the good interests of non society that can change everything.	Generation X, Y & Z
Author 36:08	
So here's my last question. And it's a typical Asian question. I asked all of this to all the interviewees, and I got different answers. So my question is, you being a parent, if your kid is a transgender, will you be fine? Or? No? It's like, others people's family is fine, but not my kids. My kids are not allowed. What is your perspective? Honestly, will you be okay with that?	Author's Discussion
V 36:49	
originally was born in the State of Perak before he shifted to Johor. That was about 40 years back, you know, before I think 40 years, 50 years back before he shifted to Johor. When I was born, and everything was here, I thought Johor was my only place but then in between, I went to Melaka and I came back. You are born in Melaka, and then from Melaka, did you just stay all the way in Melaka? You studied, where did you study, which country?	Trans Acceptance Level as a parent
Author 37:39	
UK, Switzerland, now Ireland? So which part of countries you have actually worked?	Author
You mean like in Malaysia or and overseas?	Author
V 37:51	
Malaysia or any overseas, any other countries?	N.A.
Author 38:05	
Not in Malaysia, Malaysia I have only stayed in Malacca. Overseas? Yeah I worked in Bangkok, And here a little while as well.	Author
V 38:11	
Okay. So if you see 50 years back, does people travel as much as what you have done? And you have travelled, can I say in the past five years? Correct?	N.A.

Author 38:31	
Seven, seven years I would say.	Author
V 38:32	
Okay, seven years. What do you think the next generation will come? More, right? So the ever changing of trend, and we're changing our mindset as you go more globally. More you touched on topics like these people will change. Eventually, I made the decision for me but I can't change the decision that has been made for my children. My children's life, will depends on his or her decision, right? So when we see basically on that it's entirely going to live that he/ or she's going to live that life. And what her life? Yes, that's what I'm trying to say, it is her life	Trans Acceptance Level as a parent
Author 39:25	
and then it depends on the situation, you wouldn't be able to control it.	Author
V 39:29	
Yes, for me is as long as and all the day as a parent, they only want to see whether the children is happy or not. That will be the routine. Yes, I can curse, I can cry, I can fight but at the end of the day for me, how many years I'm going to live? We only lost the last two years and then so if we keep on just having this trust issue, anger issue, and I'm not going to talk to this person forever. So it's pointless for me. So for me, it's another day as long	Trans Acceptance Level as a parent
Author: That's great. I think we are all done. Do you have any questions for me?	Author
V: Ahh not really, but of course I will throw the question back to you. What if suddenly you have a boyfriend and he happened to be a Transgender, what do you think?	Discussion
Author	
I mean do you meant by when you are in a relationship then he confessed to me that he wants to be a Transgender. I think, look it is a relationship. And for relationship it takes a two way, at the end of the day, it is not like a usual relationship which involves boyfriend and girlfriend. It can be a friendship because I still love him as a friend. I think it is such an honour because he confessed to me that this is the truth, which I represent in his life that I am such an important person, that's why he confessed to me. He could've just break up with me and gone without explanation. But he decided to tell mew which is I am important and I would love to be there with him when he go through the whole transition process. We may not be boyfriend or girlfriend anymore but we are now family. That's how love should be for me. I completely support him.	Author
V: That's about it.	N.A.
Author: Thank you so much for your participation. Let's get in touch in the future! Take care.	Author

10. References

6 Things That Happen to Trans People in the Service Industry. (2016) Available at: <http://www.pride.com/transgender/2016/1/07/6-things-happen-trans-people-service-industry> (Accessed: 3 August 2021).

109 Hospitality Statistics You Must Know: 2021/2022 Data Analysis & Market Share. (2019) *Financesonline.com*. Available at: <https://financesonline.com/hospitality-statistics/> (Accessed: 7 July 2021).

Adom, D., Hussein, E. and Adu-Agyem, J. (2018) 'THEORETICAL AND CONCEPTUAL FRAMEWORK: MANDATORY INGREDIENTS OF A QUALITY RESEARCH'. *International Journal of Scientific Research*, 7, pp. 438–441.

Akhavan, A.A. *et al.* (2021) 'A Review of Gender Affirmation Surgery: What We Know, and What We Need to Know'. *Surgery*, 170(1), pp. 336–340. DOI: [10.1016/j.surg.2021.02.013](https://doi.org/10.1016/j.surg.2021.02.013).

Alston, K. (2018) 'The Transgender Arguments Dividing Society'. *BBC News*. Available at: <https://www.bbc.com/news/uk-43255878> (Accessed: 21 July 2021).

Anderson, R. (2020) "'Transitioning" Procedures Don't Help Mental Health, Largest Dataset Shows'. *The Heritage Foundation*. Available at: <https://www.heritage.org/gender/commentary/transitioning-procedures-dont-help-mental-health-largest-dataset-shows> (Accessed: 10 July 2021).

Anderssen, N. *et al.* (2020) 'Life Satisfaction and Mental Health among Transgender Students in Norway'. *BMC Public Health*, 20(1), p. 138. DOI: [10.1186/s12889-020-8228-5](https://doi.org/10.1186/s12889-020-8228-5).

Aspers, P. and Corte, U. (2019) 'What Is Qualitative in Qualitative Research'. *Qualitative Sociology*, 42(2), pp. 139–160. DOI: [10.1007/s11133-019-9413-7](https://doi.org/10.1007/s11133-019-9413-7).

Aurini, J.D., Heath, M. and Howells, S. (2016) *The How To of Qualitative Research: Strategies for Executing High Quality Projects*. SAGE.

Aynalem, S., Birhanu, K. and Tesefay, S. (2016) 'Employment Opportunities and Challenges in Tourism and Hospitality Sectors'. *Journal of Tourism & Hospitality*, 5(6), pp. 1–5. DOI: [10.4172/2167-0269.1000257](https://doi.org/10.4172/2167-0269.1000257).

Baum, T. (2013) *International Perspectives on Women and Work in Hotels, Catering and Tourism*. International Labour Organization Available at: https://www.ilo.org/wcmsp5/groups/public/---dgreports/---gender/documents/publication/wcms_209867.pdf (Accessed: 3 August 2021).

BBC News. (2021) 'Keira Bell Case: What Are Puberty Blockers?' *BBC News*. Available at: <https://www.bbc.com/news/health-51034461> (Accessed: 3 July 2021).

Bello, M.F. (2020) *Triangulation in Social Research: Mixing Qualitative and Quantitative Approaches* Margaret F. Bello. Canada: Arcler Education Incorporated, 2020.

Blue Whale Academy. (2016) *Hospitality and Tourism Myths | Blue Whale Academy Blog*. Available at: <http://bluewhaleacademy.com/blog/hospitality-and-tourism-myths/> (Accessed: 2 July 2021).

Bockting, W.O. and Pathy Allen, M. (2012) 'Gender Disorder, Transgenderism and Transsexuality'. In Cash, T. (ed.) *Encyclopedia of Body Image and Human Appearance*. Oxford: Academic Press, pp. 445–452. DOI: [10.1016/B978-0-12-384925-0.00071-7](https://doi.org/10.1016/B978-0-12-384925-0.00071-7).

Braun, V. and Clarke, V. (2006) 'Using Thematic Analysis in Psychology'. *Qualitative Research in Psychology*, 3(2), pp. 77–101. DOI: [10.1191/1478088706qp063oa](https://doi.org/10.1191/1478088706qp063oa).

Brown, A. (1992) 'Organizational Culture: The Key to Effective Leadership and Organizational Development'. *Leadership & Organization Development Journal*, 13(2), pp. 3–6. DOI: [10.1108/01437739210009545](https://doi.org/10.1108/01437739210009545).

Breaux, H.P. and Thyer, B.A. (2021) 'Transgender Theory for Contemporary Social Work Practice: A Question of Values and Ethics'. *Journal of Social Work Values and Ethics*, 18(1), pp. 72–89. Available at: <https://jswve.org/download/2021-1/2021-1-articles/72-Transgender-Theory-18-1-Spring-2021-JSWVE.pdf> (Accessed: 3 August 2021).

Building Space for Lasting Change – LGBTI in Southeast Asia | Heinrich Böll Foundation | Southeast Asia Regional Office. Heinrich-Böll-Stiftung. Available at: <https://th.boell.org/en/2020/01/30/building-space-lasting-change-lgbti-southeast-asia> (Accessed: 25 July 2021a).

Burns, C. and Ross, P. (2011) 'Gay and Transgender Discrimination Outside the Workplace'. *Center for American Progress*. Available at: <https://www.americanprogress.org/issues/lgbtq-rights/reports/2011/07/19/9927/gay-and-transgender-discrimination-outside-the-workplace/> (Accessed: 18 July 2021).

Cassell, C., Cunliffe, A.L. and Grandy, G. (2017) *The SAGE Handbook of Qualitative Business and Management Research Methods: History and Traditions*. SAGE.

Chadran, R. (2020) "LGBT People Are Also Humans": Thai Buddhist Monk Backs Equality'. *Reuters*, 21 August. Available at: <https://www.reuters.com/article/us-thailand-lgbt-religion-interview-trfn-idUSKBN25H0RZ> (Accessed: 21 August 2021).

Clary, S. (2018) *Bottom Surgery: Cost, Recovery, Procedure Details, and More*. *Healthline*. Available at: <https://www.healthline.com/health/transgender/bottom-surgery> (Accessed: 12 July 2021).

Cleveland Clinic. (2021) *Gender Affirmation Surgery: What Happens, Risks & Benefits*. *Cleveland Clinic*. Available at: <https://my.clevelandclinic.org/health/treatments/21526-gender-affirmation-confirmation-or-sex-reassignment-surgery> (Accessed: 5 July 2021).

Costantino, A. *et al.* (2013) 'A Prospective Study on Sexual Function and Mood in Female-to-Male Transsexuals during Testosterone Administration and after Sex Reassignment Surgery'. *Journal of Sex & Marital Therapy*, 39(4), pp. 321–335. DOI: [10.1080/0092623X.2012.736920](https://doi.org/10.1080/0092623X.2012.736920).

Crotty, M. (1998) *The Foundations of Social Research: Meaning and Perspective in the Research Process*. SAGE.

Currah, P., Juang, R.M. and Minter, S.P. (2006) *Transgender Rights*. U of Minnesota Press.

Cvent. (2021) *What Is the Hospitality Industry? Your Complete Guide | Cvent Blog*. Available at: <https://www.cvent.com/en/blog/hospitality/what-is-the-hospitality-industry> (Accessed: 6 July 2021).

Deery, M. and Jago, L. (2009) 'A Framework for Work-Life Balance Practices: Addressing the Needs of the Tourism Industry'. *Tourism and Hospitality Research*, 9(2), pp. 97–108. DOI: [10.1057/thr.2009.4](https://doi.org/10.1057/thr.2009.4).

- Dhejne, C. *et al.* (2011) ‘Long-Term Follow-Up of Transsexual Persons Undergoing Sex Reassignment Surgery: Cohort Study in Sweden’. *PLoS ONE*, 6(2), p. e16885. DOI: [10.1371/journal.pone.0016885](https://doi.org/10.1371/journal.pone.0016885).
- Diamond, L.M., Pardo, S.T. and Butterworth, M.R. (2011) ‘Transgender Experience and Identity’. In Schwartz, S.J., Luyckx, K. and Vignoles, V.L. (eds.) *Handbook of Identity Theory and Research*. New York, NY: Springer, pp. 629–647. DOI: [10.1007/978-1-4419-7988-9_26](https://doi.org/10.1007/978-1-4419-7988-9_26).
- Dispenza, F. *et al.* (2012) ‘Experience of Career-Related Discrimination for Female-to-Male Transgender Persons: A Qualitative Study’. *The Career Development Quarterly*, 60(1), pp. 65–81. DOI: [10.1002/j.2161-0045.2012.00006.x](https://doi.org/10.1002/j.2161-0045.2012.00006.x).
- Ellsworth, D., Mendy, A. and Sullivan, G. (2020) ‘How the LGBTQ Community Fares in the Workplace | McKinsey’. *McKinsey Insights*. Available at: <https://www.mckinsey.com/featured-insights/diversity-and-inclusion/how-the-lgbtq-plus-community-fares-in-the-workplace> (Accessed: 18 August 2021).
- Elmore, P. (2017) *Organisational Culture: Organisational Change?: Organisational Change?* London: Routledge DOI: [10.4324/9781315186917](https://doi.org/10.4324/9781315186917).
- Ethnography*. (2017) In *The SAGE Encyclopedia of Communication Research Methods*. 2455 Teller Road, Thousand Oaks California 91320: SAGE Publications, Inc. DOI: [10.4135/9781483381411.n169](https://doi.org/10.4135/9781483381411.n169).
- Flick, U. (2017) *The SAGE Handbook of Qualitative Data Collection*. SAGE.
- Follmer, K.B. and Jones, K.S. (2018) ‘Mental Illness in the Workplace: An Interdisciplinary Review and Organizational Research Agenda’. *Journal of Management*, 44(1), pp. 325–351. DOI: [10.1177/0149206317741194](https://doi.org/10.1177/0149206317741194).
- Fujii, L.A. (2017) *Interviewing in Social Science Research: A Relational Approach*. Routledge.
- Fukey, L.N. *et al.* (2014) ‘Service Delivery Quality Improvement Models: A Review’. *ELSEVIER*, 144, pp. 343–359. DOI: [10.1016/j.sbspro.2014.07.304](https://doi.org/10.1016/j.sbspro.2014.07.304).

Galan, N. (2018) 'Estrogen and Weight Gain: Are They Linked and How to Manage It'. *Medical News Today*. Available at: <https://www.medicalnewstoday.com/articles/321837> (Accessed: 11 July 2021).

Galletta, A. and Cross, W.E. (2013) *Mastering the Semi-Structured Interview and Beyond: From Research Design to Analysis and Publication*. NYU Press.

Gender Affirming Roadmap.Pdf. Available at: <https://divisionsbc.ca/sites/default/files/JenaK/Gender%20affirming%20roadmap.pdf> (Accessed: 28 July 2021b).

Gender Minorities. (2016) *Trans 101: Glossary of Trans Words and How to Use Them*. *Gender Minorities Aotearoa*. Available at: <https://genderminorities.com/database/glossary-transgender/> (Accessed: 21 July 2021).

Granberg, M., Andersson, P.A. and Ahmed, A. (2020) 'Hiring Discrimination Against Transgender People: Evidence from a Field Experiment'. *Labour Economics*, 65, p. 101860. DOI: [10.1016/j.labeco.2020.101860](https://doi.org/10.1016/j.labeco.2020.101860).

Grant, J.M., Mottet, L.A. and Tanis, J. (2011) *Injustice at Every Turn. A Report of the National Transgender Discrimination Survey*. NTE & National Gay and Lesbian Task Force Available at: https://transequality.org/sites/default/files/docs/resources/NTDS_Report.pdf (Accessed: 20 August 2021).

Green, H. (2014) 'Use of Theoretical and Conceptual Frameworks in Qualitative Research'. *Nurse Researcher*, 21, pp. 34–8. DOI: [10.7748/nr.21.6.34.e1252](https://doi.org/10.7748/nr.21.6.34.e1252).

Glerum, J. *et al.* (2020) (12) 'Does Level of Education Influence the Development of Adolescents' Mindsets?' *Education Sciences*, 10(12), p. 367. DOI: [10.3390/educsci10120367](https://doi.org/10.3390/educsci10120367).

Harris, C. and Small, J. (2013) 'Obesity and Hotel Staffing: Are Hotels Guilty of "Lookism"?' *Hospitality & Society*, 3, pp. 111–127. DOI: [10.1386/hosp.3.2.111_1](https://doi.org/10.1386/hosp.3.2.111_1).

Herman, J.L., Brown, T.N.T. and Haas, A.P. (2019) *Suicide Thoughts and Attempts Among Transgender Adults*. United State: UCLA Available at: <https://williamsinstitute.law.ucla.edu/publications/suicidality-transgender-adults/> (Accessed: 20 July 2021).

Hopf, V. (2018) 'Does the Body Modified Appearance of Front-Line Employees Matter to Hotel Guests?: Research in Hospitality Management: Vol 8, No 1'. *Research in Hospitality Management*, 8(1), pp. 67–71. DOI: [10.1080/22243534.2018.1501959](https://doi.org/10.1080/22243534.2018.1501959).

Hospitality and Tourism Myths | Blue Whale Academy Blog. Available at: <http://bluewhaleacademy.com/blog/hospitality-and-tourism-myths/> (Accessed: 3 July 2021c).

Imam, E. (2019) *Basics of Research Methodology*.

Ineson, E.M., Yap, M.H.T. and Whiting, G. (2013) 'Sexual Discrimination and Harassment in the Hospitality Industry'. *International Journal of Hospitality Management*, 35, pp. 1–9. DOI: [10.1016/j.ijhm.2013.04.012](https://doi.org/10.1016/j.ijhm.2013.04.012).

International Labour Organization. (2001) 'Hotel, Catering and Tourism Employment Expanding Worldwide, but Globalization Leaves Many Small and Medium Sized Enterprises Behind'. *ILO*, 2 April. Available at: http://www.ilo.org/global/about-the-ilo/newsroom/news/WCMS_007840/lang--en/index.htm (Accessed: 3 August 2021).

Interpretivism. *Oxford Reference*. DOI: [10.1093/oi/authority.20110803100008363](https://doi.org/10.1093/oi/authority.20110803100008363).

James, N. and Busher, H. (2009) *Online Interviewing*. SAGE.

Jamshed, S. (2014) 'Qualitative Research Method-Interviewing and Observation'. *Journal of Basic and Clinical Pharmacy*, 5(4), pp. 87–88. DOI: [10.4103/0976-0105.141942](https://doi.org/10.4103/0976-0105.141942).

Jones-Cooper, B. and Travel, Y. (2016) *Does It Matter How Much Hotel Employees Weigh?*. *New York Post*. Available at: <https://nypost.com/2016/01/31/does-it-matter-how-much-hotel-employees-weigh/> (Accessed: 25 August 2021).

Kang, S. and Tversky, B. (2016) 'From Hands to Minds: Gestures Promote Understanding'. *Cognitive Research: Principles and Implications*, 1(1), p. 4. DOI: [10.1186/s41235-016-0004-9](https://doi.org/10.1186/s41235-016-0004-9).

- Karasic, D.H. (2020) 'Mental Health Care for the Adult Transgender Patient'. In Ferrando, C.A. (ed.) *Comprehensive Care of the Transgender Patient*. Philadelphia: Elsevier, pp. 8–11. DOI: [10.1016/B978-0-323-49642-1.00002-8](https://doi.org/10.1016/B978-0-323-49642-1.00002-8).
- Khanam, F. *et al.* (2014) 'Impact of Employee Motivation on Employee Performance'. *European Journal of Business and Management*, 6(23), pp. 159–166. Available at: <https://core.ac.uk/reader/234625730>(Accessed: 18 August 2021).
- Kim, B.P., McCleary, K.W. and Kaufman, T. (2010) 'The New Generation in the Industry: Hospitality/Tourism Students' Career Preferences, Sources of Influence and Career Choice Factors'. *Journal of Hospitality & Tourism Education*, 22(3), pp. 5–11. DOI: [10.1080/10963758.2010.10696979](https://doi.org/10.1080/10963758.2010.10696979).
- Koellen, T. (2018) 'Declining Career Prospects as "Transition Loss"? On the Career Development of Transgender Employees'. DOI: [10.4337/9781785365607.00044](https://doi.org/10.4337/9781785365607.00044).
- Kothari, C.R. (2004) *Research Methodology Methods and Techniques*. 2nd edition. New Delhi, India: New Age International.
- Kuehnle, F. (2021) 'How Common Are Mental Health Conditions among Transgender People?' *Medical News Today*, 20 May. Available at: <https://www.medicalnewstoday.com/articles/transgender-mental-health>(Accessed: 24 August 2021).
- Leinung, M.C. *et al.* (2013) 'Endocrine Treatment of Transsexual Persons: Extensive Personal Experience'. *Endocrine Practice: Official Journal of the American College of Endocrinology and the American Association of Clinical Endocrinologists*, 19(4), pp. 644–650. DOI: [10.4158/EP12170.OR](https://doi.org/10.4158/EP12170.OR).
- Levers, M.-J.D. (2013) 'Philosophical Paradigms, Grounded Theory, and Perspectives on Emergence'. *SAGE Open*, 3(4), p. 2158244013517243. DOI: [10.1177/2158244013517243](https://doi.org/10.1177/2158244013517243).
- Levy, J.A. *et al.* (2019) 'Male-to-Female Gender Reassignment Surgery: An Institutional Analysis of Outcomes, Short-Term Complications, and Risk Factors for 240 Patients Undergoing Penile-Inversion Vaginoplasty'. *Urology*, 131, pp. 228–233. DOI: [10.1016/j.urology.2019.03.043](https://doi.org/10.1016/j.urology.2019.03.043).
- Light, A., Stark, B. and Gomez-Lobo, V. (2020) 'Chapter 28 - Fertility, Pregnancy, and Chest Feeding in Transgendered Individuals'. In Kovacs, C.S. and Deal, C.L. (eds.)

Maternal-Fetal and Neonatal Endocrinology. Academic Press, pp. 505–513. DOI: [10.1016/B978-0-12-814823-5.00028-3](https://doi.org/10.1016/B978-0-12-814823-5.00028-3).

Lihua, Z. *China's Traditional Cultural Values and National Identity*. Carnegie-Tsinghua Center. Available at: <https://carnegietsinghua.org/2013/11/21/china-s-traditional-cultural-values-and-national-identity-pub-53613> (Accessed: 3 July 2021).

Lyons, E. and Coyle, A. (2021) *Analysing Qualitative Data in Psychology*. SAGE.

MacMillan, R. *LibGuides: Navigating Trans & Gender-Diverse Health Care: Social Transition*. Available at: <https://library.nshealth.ca/TransGenderDiverse/SocialTransition> (Accessed: 2 July 2021).

Manfredi, N. (2021) 'How Your Enterprise Can Create a Trans Inclusive Workplace'. *Centre for Social Innovation*, 31 March. Available at: <https://socialinnovation.org/news/2021/03/31/how-your-enterprise-can-create-a-trans-inclusive-workplace/> (Accessed: 24 August 2021).

Mariampolski, H. (2001) *Qualitative Market Research*. 2455 Teller Road, Thousand Oaks California 91320 United States of America: SAGE Publications, Inc. DOI: [10.4135/9781412985529](https://doi.org/10.4135/9781412985529).

May, T. and Williams, M. (2002) *An Introduction To The Philosophy Of Social Research*. Routledge.

McGrath, M. and Temme, D. (2021) *SUPPORTING GENDER TRANSITION IN THE WORKPLACE A TOOLKIT FOR ACT EMPLOYERS*. Australia: ANU College of Law Available at: <https://genderrights.org.au/wp-content/uploads/2019/08/AGA-transition-toolkit.pdf> (Accessed: 20 August 2021).

McMillen, M. (2015) 'Changing Genders: How It's Done'. *WebMD*. Available at: <https://www.webmd.com/sex/news/20150422/transgender-homomes-surgery> (Accessed: 9 July 2021).

Mero-Jaffe, I. (2011) "'Is That What I Said?'" Interview Transcript Approval by Participants: An Aspect of Ethics in Qualitative Research'. *International Journal of Qualitative Methods*, 10(3), pp. 231–247. DOI: [10.1177/160940691101000304](https://doi.org/10.1177/160940691101000304).

Milligan, S. (2015) 'How HR Can Support Transgender Employees'. *SHRM*, 9 January. Available at: <https://www.shrm.org/hr-today/news/hr-magazine/pages/0915-transgender-employees.aspx> (Accessed: 23 August 2021).

Minett, D. (2015) (7) *The Hospitality Myths That Are Just Plain Bad for Business* | *LinkedIn*. Available at: <https://www.linkedin.com/pulse/hospitality-myths-just-plain-bad-business-dean-minett-mbus-gaicd/> (Accessed: 6 July 2021).

Monterrubio, C., Rodríguez Madera, S.L. and Pérez, J. (2020) 'Trans Women in Tourism: Motivations, Constraints and Experiences'. *Journal of Hospitality and Tourism Management*, 43, pp. 169–178. DOI: [10.1016/j.jhtm.2020.04.009](https://doi.org/10.1016/j.jhtm.2020.04.009).

Muoio, D. (2017) *Transgender Patients: Calculating the Actual Cost*. *HMP Global Learning Network*. Available at: <https://www.hmpgloballearningnetwork.com/site/frmc/article/transgender-patients-calculating-actual-cost> (Accessed: 11 July 2021).

Newman, T. (2021) *Sex and Gender: Meanings, Definition, Identity, and Expression*. Available at: <https://www.medicalnewstoday.com/articles/232363> (Accessed: 18 July 2021).

Nickson, D., Warhurst, C. and Dutton, E. (2005) 'The Importance of Attitude and Appearance in the Service Encounter in Retail and Hospitality' Gustafsson, A. and Edvardsson, B. (eds.). *Managing Service Quality: An International Journal*, 15(2), pp. 195–208. DOI: [10.1108/09604520510585370](https://doi.org/10.1108/09604520510585370).

Nieschlag, E., Behre, H.M. and Nieschlag, S. (2012) *Testosterone: Action, Deficiency, Substitution*. Cambridge University Press.

Nowell, L.S. *et al.* (2017) 'Thematic Analysis: Striving to Meet the Trustworthiness Criteria'. *International Journal of Qualitative Methods*, 16(1), p. 1609406917733847. DOI: [10.1177/1609406917733847](https://doi.org/10.1177/1609406917733847).

NW, 1615 L. St., Suite 800 Washington. and Inquiries, D. 20036USA202-419-4300 | M.-857-8562 | F.-419-4372 | M. (2020) *Views of Homosexuality Around the World*. *Pew Research Center's Global Attitudes Project*. Available at:

<https://www.pewresearch.org/global/2020/06/25/global-divide-on-homosexuality-persists/> (Accessed: 8 July 2021).

NW, 1615 L. St., Washington, S. 800. and Inquiries, D. 20036 U.-419-4300 | M.-857-8562 | F.-419-4372 | M. (2013) *Chapter 2: Social Acceptance*. Pew Research Center's *Social & Demographic Trends Project*. Available at: <https://www.pewresearch.org/social-trends/2013/06/13/chapter-2-social-acceptance/> (Accessed: 23 July 2021).

O'Brien, K.R. *et al.* (2016) 'The Impact of Interpersonal Discrimination and Stress on Health and Performance for Early Career STEM Academicians'. *Frontiers in Psychology*, 7, p. 615. DOI: [10.3389/fpsyg.2016.00615](https://doi.org/10.3389/fpsyg.2016.00615).

OutRight Action International. *Malaysia*. *OutRight Action International*. Available at: <https://outrightinternational.org/region/malaysia> (Accessed: 22 August 2021a).

OutRight Action International. *Thailand*. *OutRight Action International*. Available at: <https://outrightinternational.org/region/thailand> (Accessed: 21 August 2021b).

Ozturk, M.B. and Tatli, A. (2016) 'Gender Identity Inclusion in the Workplace: Broadening Diversity Management Research and Practice through the Case of Transgender Employees in the UK'. *The International Journal of Human Resource Management*, 27(8), pp. 781–802. DOI: [10.1080/09585192.2015.1042902](https://doi.org/10.1080/09585192.2015.1042902).

P. Fitzgibbons, R. (2015) 'Transsexual Attractions and Sexual Reassignment Surgery: Risks and Potential Risks'. *The Linacre Quarterly*, 82(4), pp. 337–350. DOI: [10.1080/00243639.2015.1125574](https://doi.org/10.1080/00243639.2015.1125574).

Pak, Y. (2019) *Understanding and Complying with Transgender/Gender Identity Issues for the Hospitality Workplace – HospitalityLawyer.Com®*. *Human Resources, Legal*. Available at: <https://hospitalitylawyer.com/understanding-and-complying-with-transgender-gender-identity-issues-for-the-hospitality-workplace/> (Accessed: 3 August 2021).

Parry-Slater, M. (2021) *The Learning and Development Handbook: A Learning Practitioner's Toolkit*. Kogan Page Publishers.

Pang, J. (2011) 'Perceptions of the Tourism and Hospitality Industry by Singapore Polytechnic Hospitality Students: An Exploratory Study'. DOI: [10.34917/1920462](https://doi.org/10.34917/1920462).

Paquette, D. (2019) '8 Critical Facts about the State of Transgender America'. *Washington Post*. Available at: <https://www.washingtonpost.com/news/wonk/wp/2015/01/22/the-state-of-transgender-america-massive-discrimination-little-data/> (Accessed: 23 July 2021).

Pascoe, E.A. and Richman, L.S. (2009) 'Perceived Discrimination and Health: A Meta-Analytic Review'. *Psychological Bulletin*, 135(4), pp. 531–554. DOI: [10.1037/a0016059](https://doi.org/10.1037/a0016059).

Peletz, M.G. (2012) 'Gender, Sexuality, and the State in Southeast Asia'. *The Journal of Asian Studies*, 71(4), pp. 895–917. DOI: [10.1017/S0021911812001210](https://doi.org/10.1017/S0021911812001210).

Peletz, M.G. (2006) 'Transgenderism and Gender Pluralism in Southeast Asia since Early Modern Times'. *University of Chicago*, 47(2), pp. 309–340. Available at: <http://www.jstor.org/stable/10.1086/498947> (Accessed: 15 May 2020).

Petrović, M.D. *et al.* (2014) 'Why Should Gender Differences in Hospitality Really Matter? A Study of Personnel's Service Orientation and Job Satisfaction in Hotels'. *Economic Research-Ekonomska Istraživanja*, 27(1), pp. 799–817. DOI: [10.1080/1331677X.2014.975516](https://doi.org/10.1080/1331677X.2014.975516).

Ponto, J. (2015) 'Understanding and Evaluating Survey Research'. *Journal of the Advanced Practitioner in Oncology*, 6(2), pp. 168–171. Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4601897/> (Accessed: 3 August 2021).

Pope, C., Ziebland, S. and Mays, N. (2000) 'Analysing Qualitative Data'. *BMJ*, 320(7227), pp. 114–116. DOI: [10.1136/bmj.320.7227.114](https://doi.org/10.1136/bmj.320.7227.114).

Poushter, J. and Kent, N. (2020) *The Global Divide on Homosexuality Persists*. Washington, United State Available at: <https://www.pewresearch.org/global/2020/06/25/global-divide-on-homosexuality-persists/> (Accessed: 21 July 2021).

Puri, D. (2020) *One in 10 Jobs Is for Hospitality Students: Employability in Hospitality Management*. India Today. Available at: <https://www.indiatoday.in/education-today/jobs-and-careers/story/one-in-10-jobs-is-for-hospitality-students-employability-in-hospitality-management-1635283-2020-01-09> (Accessed: 18 July 2021).

Ramsberg, N. (2018) *3.0 Research Methodology. Leading design*. Available at: <https://medium.com/ma-leading-design/research-methodology-45871a6e4cc7> (Accessed: 29 July 2021).

Randy, T.-K. (2021) ‘Thailand Has Three Paths to Recognizing Same-Sex Partnerships’. *Bloomberg.Com*, 16 March. Available at: <https://www.bloomberg.com/news/articles/2021-03-16/thailand-has-three-paths-to-recognizing-same-sex-partnerships> (Accessed: 21 August 2021).

Richards, J., Chillias, S. and Marks, A. (2012) “‘Every Man for Himself’: Teamwork and Customer Service in the Hospitality Industry’ Marks, A. and Richards, J. (eds.). *Employee Relations*, 34(3), pp. 235–254. DOI: [10.1108/01425451211217680](https://doi.org/10.1108/01425451211217680).

Ritchie, J. *et al.* (2013) *Qualitative Research Practice: A Guide for Social Science Students and Researchers*. SAGE.

Rodzi, N.H. (2021) ‘Concerns Mount about Rising Conservatism in Malaysian Govt Schools, Particularly for Muslims’. *The Straits Times*, 28 April. Available at: <https://www.straitstimes.com/asia/se-asia/concerns-mount-about-rising-conservatism-in-malaysian-government-schools-particularly> (Accessed: 2 September 2021).

Russen, M., Dawson, M. and Madera, J.M. (2021) ‘Gender Discrimination and Perceived Fairness in the Promotion Process of Hotel Employees’. *International Journal of Contemporary Hospitality Management*, 33(1), pp. 327–345. DOI: [10.1108/IJCHM-07-2020-0647](https://doi.org/10.1108/IJCHM-07-2020-0647).

Saxena, J. (2020) *For Trans People in the Service Industry, Discrimination Is an Unfortunate Reality of the Job. Eater*. Available at: <https://www.eater.com/2020/6/29/21304536/trans-workers-struggle-with-discrimination-s-cotus-ruling> (Accessed: 10 July 2021).

Selvaggi, G. *et al.* (2018) ‘Gender Affirmation Surgery’. *BioMed Research International*, 2018, p. e1768414. DOI: [10.1155/2018/1768414](https://doi.org/10.1155/2018/1768414).

Semi-Structured Interview. (2008) In *The SAGE Encyclopedia of Qualitative Research Methods*. 2455 Teller Road, Thousand Oaks California 91320 United States: SAGE Publications, Inc. DOI: [10.4135/9781412963909.n420](https://doi.org/10.4135/9781412963909.n420).

Shoureshi, P. and Dugi, D. (2019) 'Penile Inversion Vaginoplasty Technique'. *The Urologic Clinics of North America*, 46(4), pp. 511–525. DOI: [10.1016/j.ucl.2019.07.006](https://doi.org/10.1016/j.ucl.2019.07.006).

SHRM. (2020) *How to Establish and Design a Wellness Program*. SHRM. Available at: <https://www.shrm.org/resourcesandtools/tools-and-samples/how-to-guides/pages/howtoestablishanddesignawellnessprogram.aspx> (Accessed: 25 August 2021).

Singh, Y.K. (2006) *Fundamental of Research Methodology and Statistics*. New Age International.

Smiling Under Capitalism: 14 Ways LGBTQ+ Workers Face Discrimination in the Service Industry. Available at: <https://thebodyisnotanapology.com/magazine/nobodies-invisible-on-unequal-employment-opportunities-and-the-livelihood-of-queer-trans-gnc-folk/> (Accessed: 3 August 2021e).

Statista. (2019a) *Southeast Asia: Tourism Contribution to Employment 2019*. Statista. Available at: <https://www.statista.com/statistics/1102261/southeast-asia-tourism-contribution-to-employment/> (Accessed: 18 July 2021).

Statista. (2019b) *Thailand: Number of Domestic Tourists 2019*. Statista. Available at: <https://www.statista.com/statistics/1140514/thailand-number-of-domestic-tourists/> (Accessed: 6 July 2021).

Statista. (2019c) *Thailand: Number of International Tourist Arrivals 2020*. Statista. Available at: <https://www.statista.com/statistics/994693/thailand-number-international-tourist-arrivals/> (Accessed: 4 July 2021).

Steinberg, D.M. (2015) *The Social Work Student's Research Handbook*. Routledge.

Stonewall Reveals Coming out at Work Still a Problem. (2018) Stonewall. Available at: <https://www.stonewall.org.uk/about-us/media-centre/media-statement/stonewall-reveals-coming-out-work-still-problem> (Accessed: 5 August 2021).

Sturman, M.C. (2001) 'The Compensation Conundrum: Does the Hospitality Industry Shortchange Its Employees—and Itself?' *The Cornell Hotel and Restaurant Administration Quarterly*, 42(4), pp. 70–76. DOI: [10.1016/S0010-8804\(01\)80047-1](https://doi.org/10.1016/S0010-8804(01)80047-1).

Tay, J. (2017) *3 Things You Probably Misunderstood About Hospitality*. MDIS Blog. Available at: <https://www.mdis.edu.sg/blog/3-things-you-probably-misunderstood-about-hospitality/> (Accessed: 5 July 2021).

Teich, N.M. (2012) *Transgender 101: A Simple Guide to a Complex Issue*. Columbia University Press.

TENI. (2017) *SUPPORTING TRANSGENDER INCLUSION IN THE WORKPLACE Guidelines for Employers and Employees*. Ireland Available at: <https://www.teni.ie/wp-content/uploads/2019/11/Supporting-Transgender-Inclusion-in-the-Workplace-Guidelines-for-Employers.pdf> (Accessed: 20 July 2021).

Thoroughgood, C.N., Sawyer, K.B. and Webster, J.R. (2017) 'What Lies beneath: How Paranoid Cognition Explains the Relations between Transgender Employees' Perceptions of Discrimination at Work and Their Job Attitudes and Wellbeing'. *Journal of Vocational Behavior*, 103, pp. 99–112. DOI: [10.1016/j.jvb.2017.07.009](https://doi.org/10.1016/j.jvb.2017.07.009).

Time Out Bangkok. (2021) 'These Successful Transwomen Speak out for Transgender Equality in the Workplace'. *Time Out Bangkok*. Available at: <https://www.timeout.com/bangkok/trans-for-career-thailand-interview> (Accessed: 21 August 2021).

Tracy, S.J. (2019) *Qualitative Research Methods: Collecting Evidence, Crafting Analysis, Communicating Impact*. John Wiley & Sons.

Trans Famillies. (2021) *Understanding Transitions – TransFamilies*. Available at: <https://transfamilies.org/understanding-transitions/> (Accessed: 11 July 2021).

Transphobia Rife among UK Employers as 1 in 3 Won't Hire a Transgender Person - Crossland Employment Solicitors. *Crossland Solicitors*. Available at: <https://www.crosslandsolicitors.com/site/hr-hub/transgender-discrimination-in-UK-workplaces> (Accessed: 5 August 2021f).

UCSF. (2020) *Information on Testosterone Hormone Therapy | Gender Affirming Health Program*. Available at: <https://transcare.ucsf.edu/article/information-testosterone-hormone-therapy> (Accessed: 14 July 2021).

UNDP. and ILO. (2018) *LGBTI PEOPLE AND EMPLOYMENT Discrimination: BASED ON SEXUAL ORIENTATION, GENDER IDENTITY AND EXPRESSION, AND SEX CHARACTERISTICS IN CHINA, THE PHILIPPINES AND THAILAND*. Bangkok, Thailand Available at:

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwi_yK_en5HyAhXKi1wKHbuyChoQFjAGegQIDxAD&url=https%3A%2F%2Fwww.asia-pacific.undp.org%2Fcontent%2Fdam%2Frbap%2Fdocs%2FResearch%2520%26%2520Publications%2Fhiv_aids%2Frbap-hhd-2018-lgbti-people-and-employment.pdf&usg=AOvVaw3glnGDxAodSdbLbjPv_UMJ (Accessed: 25 July 2021).

UNDP. and USAID. (2014) *BEING LGBT IN ASIA: THAILAND COUNTRY REPORT: A Participatory Review and Analysis of the Legal and Social Environment for Lesbian, Gay, Bisexual and Transgender (LGBT) Persons and Civil Society*. Bangkok, Thailand Available at: <https://www.refworld.org/pdfid/54ed82784.pdf> (Accessed: 18 July 2021).

Unger, C.A. (2016) ‘Hormone Therapy for Transgender Patients’. *Translational Andrology and Urology*, 5(6), pp. 877–884. DOI: [10.21037/tau.2016.09.04](https://doi.org/10.21037/tau.2016.09.04).

University of California. (2019) *Transition Roadmap | Gender Affirming Health Program*. Available at: <https://transcare.ucsf.edu/transition-roadmap> (Accessed: 14 July 2021).

Us-Consumer-2019-Us-Travel-and-Hospitality-Outlook.Pdf. Available at: <https://www2.deloitte.com/content/dam/Deloitte/us/Documents/consumer-business/us-consumer-2019-us-travel-and-hospitality-outlook.pdf> (Accessed: 16 July 2021g).

Van Borm, H. and Baert, S. (2018) ‘What Drives Hiring Discrimination against Transgenders?’ *International Journal of Manpower*, 39(4), pp. 581–599. DOI: [10.1108/IJM-09-2017-0233](https://doi.org/10.1108/IJM-09-2017-0233).

Ventula, C., Pérez, J. and Negrete, M. (2014) ‘Gender Dysphoria: An Overview’. *ELSEVIER*, 17(66), pp. 53–58. DOI: <http://dx.doi.org/10.1016/j.rmu.2014.06.001>.

Walliman, N. (2011) *Research Method: The Basics*. USA and Canada: Routledge.

Weinand, J.D. and Safer, J.D. (2015) ‘Hormone Therapy in Transgender Adults Is Safe with Provider Supervision; A Review of Hormone Therapy Sequelae for Transgender

Individuals'. *Journal of Clinical & Translational Endocrinology*, 2(2), pp. 55–60. DOI: [10.1016/j.jcte.2015.02.003](https://doi.org/10.1016/j.jcte.2015.02.003).

What Can I Do with a Hospitality Management Degree? | *Prospects.Ac.Uk*. Available at: <https://www.prospects.ac.uk/careers-advice/what-can-i-do-with-my-degree/hospitality-management> (Accessed: 4 July 2021h).

White Hughto, J.M. and Reisner, S.L. (2016) 'A Systematic Review of the Effects of Hormone Therapy on Psychological Functioning and Quality of Life in Transgender Individuals'. *Transgender Health*, 1(1), pp. 21–31. DOI: [10.1089/trgh.2015.0008](https://doi.org/10.1089/trgh.2015.0008).

Whittle, S. and Turner, L. (2017) 'Trans-Inclusive Workplaces'. *TGEU*, p. 36. Available at: https://tgeu.org/wp-content/uploads/2018/06/TGEU_transinclusiveworkplaces_web201806.pdf (Accessed: 18 August 2021).

William Institute. (2019) *LGBT Data & Demographics – The Williams Institute. LGBT Data & Demographics*. Available at: <https://williamsinstitute.law.ucla.edu/visualization/lgbt-stats/?topic=LGBT#economic> (Accessed: 20 May 2021).

Wilson, D.R. (2020) *Estrogen: Functions, Uses, and Imbalances. MEDICALNEWTODAY*. Available at: <https://www.medicalnewstoday.com/articles/277177> (Accessed: 14 July 2021).

Zambon, V. (2021) 'Puberty Blockers: Definition, Purpose, What to Expect, and More'. *Medical News Today*. Available at: <https://www.medicalnewstoday.com/articles/puberty-blockers> (Accessed: 6 July 2021).

Zhang, T.C., Torres, E. and Jahromi, M.F. (2020) 'Well on the Way: An Exploratory Study on Occupational Health in Hospitality'. *International Journal of Hospitality Management*, 87, p. 102382. DOI: [10.1016/j.ijhm.2019.102382](https://doi.org/10.1016/j.ijhm.2019.102382).

Žukauskas, P., Vveinhardt, J. and Andriukaitienė, R. (2018) *Philosophy and Paradigm of Scientific Research*. IntechOpen DOI: [10.5772/intechopen.70628](https://doi.org/10.5772/intechopen.70628).

