

**THE STATUS QUO OF SOCIAL, LEGAL PROTECTIONS,
AND EMPLOYMENT TOWARD LGBT IN THAILAND**



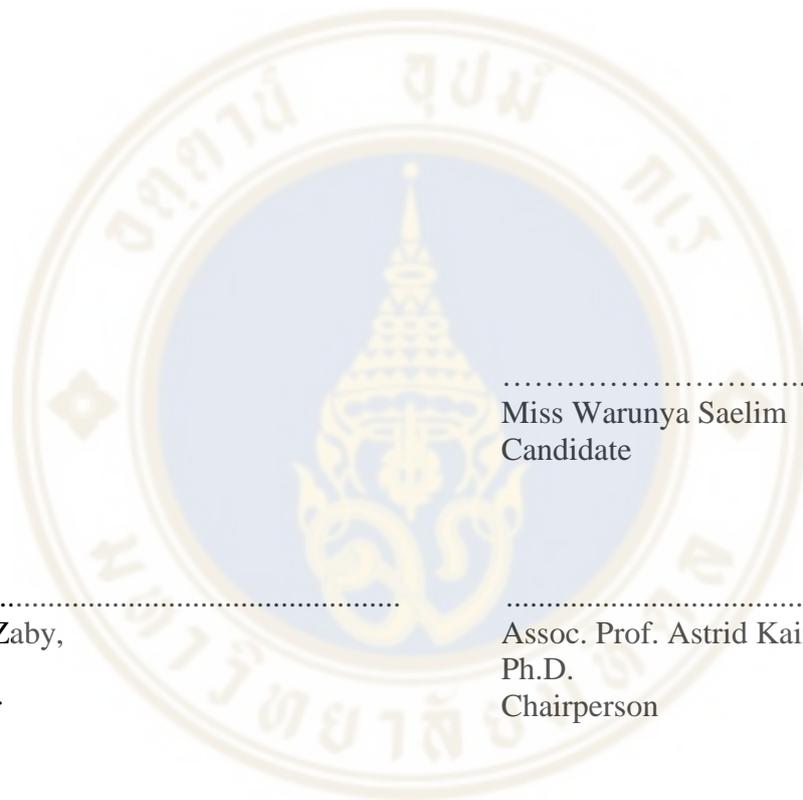
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**THE STATUS QUO OF SOCIAL, LEGAL PROTECTIONS,
AND EMPLOYMENT TOWARD LGBT IN THAILAND**

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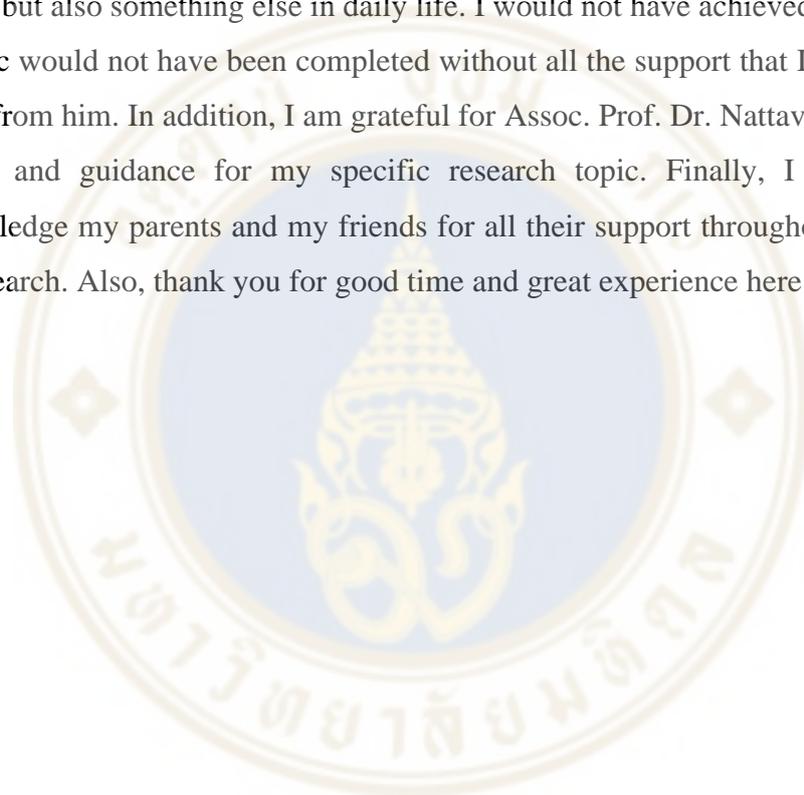
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THE STATUS QUO OF SOCIAL, LEGAL PROTECTIONS, AND EMPLOYMENT TOWARD LGBT IN THAILAND

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ABSTRACT

LGBT is more visible in Thailand's society. Recently, LGBT people worldwide tend to see LGBT as a social minority group (Chatterjee Subhrajit, 2014). A global report shows that LGBT, which is allowed by law, is only 9% of total population. In fact, 88% of being LGBT is illegal or against law (Lesbian, gay, bisexual and transgender rights worldwide (Feilding C., Tara H., and Nathan G., 2014). In Thailand, even LGBT is illegal but not wholly accepted by a minority of agender in society. Reforming law and policy is challenging since parliamentarians are conservative (United Nations Development Program, 2014), and people in a country consider a constitution and a country's direction as sarcastic (United Nations Development Program, 2014). Tolerance, not inclusion, is the most challenging words for LGBT people in Thailand (United Nations Development Programme, 2019). When it comes to LGBT workforce, there is a chance to jeopardize securing employment position and a progression of their career path. Some governmental companies were discriminating against LGBT (Boonprasert, 2011; page 19), creating inequality in a workplace. Hiring process would be an essential stage of an LGBT discrimination's issue. A study would assist us in determining the current status quo that makes it difficult for LGBT individuals to function in society, as well as how legal protection and employment are key factors in their lives.

This study uses a qualitative method by implementing in-depth interviews, which takes around 20-30 minutes for each interviewee. There are ten people who has various gender identity from different working industries. Interviewee's age will be between 25-55 years old, giving senses of hiring from less experienced to more experience and getting recruited and having some experiences in interviewing applicants and being interviewed by a Human Resource person.

This study uses to reveal an impact and attitudes regards status quo of social, legal and employment toward LGBT in Thailand. Result will be understanding of LGBT perception and start changing mindset toward LGBT.

KEY WORDS: LGBT/ Employment/ Attitude/ Third Gender/ Legal/ Social

39 Pages

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LIST OF ABBREVIATIONS

LGBT Lesbian, Gay, Bisexual, and Transgender



CHAPTER I

INTRODUCTION

1.1 Background

Ethnic background, such as religion and socioeconomic status, play a significant role on a number of actions and hostility encountered by LGBT individuals across the world. People of Chinese origin are taking LGBT problems seriously since people are being pressured to marry young and get married quickly (Jackson M., 2014 and Sinnott A., 2004). Religion and geography have a significant impact on society's knowledge and perception of sexual orientation and gender identity (UNDP, 2014). There are many countries that criminalize LGBTs, such as Algeria, Sudan, Pakistan and so on (Human Dignity Trust, 2021). Because previously listed nations are from Africa continents, it is preferable to use Indonesia as an example because it is closer to Thailand which might have some similar geography and attitude toward LGBT. Homosexuality is legal in this nation, but it is still a religious problem, which would be a difficult topic for LGBT people in Indonesia. When it comes to LGBT rights, Muslims have more latitude (Joshua K., 2018). However, there are other obstacles to national law in Indonesia that might result in LGBT inequality. In its 2012 Guidelines for Collection and Management of Data Regarding People with Social Welfare Problems and Social Welfare Potential and Sources, the Ministry of Social Affairs categorized lesbians, gay men, and transgender people as having a social functioning disorder (International Labor Office, 2016). Sudan is another striking example of an LGBT barrier. Homosexuality is considered unlawful in a nation and is punished by fines, jail, life imprisonment, and potentially criminal conviction (Chatterjee Subhrajit, 2014).

Being LGBT is a major issue in other countries, but it is not as serious as Sudan when compare to Thailand. LGBT community had long been established in Thailand where it began to recognize ladyboy (Katoey in Thai) as a gender identity in the 1950s, followed by homosexual in the 1960s and lesbian in the 1970s (Peter J., 2003, p.102). Thailand still has certain limitations for LGBT people. "There might be a lot of

variations in Thailand, and people generally tolerate them. However, if the difference become too close, like in a family or in workplace, it becomes awkward” (Mint Kang, 2019). The remark described is a lodge in Thai culture that we cannot get rid of, and it is more complicated than people believe. With passage of time, younger generation has assumed a more important position in society, recognizing and tolerating sex preference.

Even Thailand has few people’s acceptance of homosexuality, Thailand still is a country that allows LGBT to have freedom to live in a certain country. LGBT population in Thailand is around 6% of total country population, or approximately 4 million people (LGBT Capital, 2021). We can see and observe from movies, TV series, shows, etc., which has influenced many fans from film and series of homosexual as an actors or actresses. Beauty contest also opens for LGBT like in Miss Universe 2018 contest, has one person who is the first transgender person on a stage of Miss Universe; Angela Ponce (from Spain), even she is not in the top 20 rounds, but she would win many fans’ hearts. She once said, “She has the only future hope is to get fair opportunity to live in this world, world that we understand that we are all human and we help each other to live better.”

ILO or International Labor Organization also mentioned a discrimination and hiring of LGBT workers. A compelling message said that a government job of LGBT still not 100% accepted and understood LGBT. LGBT people face a silent issue such as discrimination, gender identity, gender expression, etc., in an education or government workplace are the most founded cases that would affect workplace's inequality (Karoornp Chetpayark, 2 April 2018). Those issues are starting from hiring process until candidates are getting hired. First impression for LGBT might not be HR's consideration in the first place. Even if people get hired, discrimination might occur clearly in some areas. For example, they might not get training properly and less chance to get a promotion (Busakorn Suriyasarn, 2014). Many Thai companies accept those LGBT workers, but there is still a gap for them to work in a company happily and with no bias.

Therefore, an attitude and mindset of people in Thai society is the most important to understand to get to know real factors that might affect difficulty in LGBTs live. And also, to create an awareness of discrimination and that will be an effect of certain action, So, we would know what would be next step to change people’s mindset or make changes to society.

1.2 Research questions

What is status quo of social, legal protections and employment toward LGBT in Thailand?

1.3 Research methodology

Research topic's factors and mindset that would influencing people that involve in playing important role to LGBTs. This study would be using a qualitative method by taking semi-structured interview which takes around 20-30 minutes for each interviewee. There is diverse gender identity who are working from private, public and state enterprise office. Age of interviewee will be around 25-55 years that would give an idea how people think of LGBT and any issue that people need to be aware of or not.

To achieve goal of thematic paper, following questions to get to know status quo in term of social, legal and employment toward LGBT would be set into 2 parts as follow:

Part I: General information of interviewees

1. workplace / job title
2. Gender preference
3. Highest level of education
4. Working experience from the first job to present

Part II: Interview question

1. What is the benefit that the company provides to all staff in general?
2. What policy the company already had for LGBT?
3. How many employees of your whole organization?
4. How many LGBTs applied for a job in your team or organization previously? And how many are working in your organization right now?
5. If you participated in the hiring process, you will be the one to make the final decision on whether or not to hire a candidate. What are your criteria for screening resumes?
6. What are the criteria that would require influence you to decide to take LGBT candidate?

7. If you are a customer and the sales are LGBT, what do you think will affect their company image, in which way and why?

8. What would be your first impression as an interviewer of one company's hiring process?

9. Do you or your friend face a situation where you can feel discrimination during the hiring process? What have they done to you, and how you deal with it?

10. What do you prepare or expect from a company that you apply for a position?

11. What do you imagine of the gender diversification company will look like?

12. In the future, in case if there is a law that forces the other companies to accept LGBT for the position, what do you think will happen to the labor market?

1.4 Expected outcomes

This study is expected to reveal an impact and attitudes of employees' point of view experience for the third gender in a workforce. Result will be reasonable perspective of employees that would influence an organization's workforce that would align organization's culture. When an organization has gender diversification, productivity of organization will be high.

CHAPTER II

LITERATURE REVIEW

What will come to people mind when they think about LGBT individuals? LGBTs are sexual minorities among people. LGBT often face a challenge when compared to heterosexuals (Tilcsik, Anteby, and Knight (2015) and Weiss (2017)). It is a delicate situation with few opportunities to cause societal discomfort and controversy (McPhail R., McNulty Y. (2017)). LGBT people were once considered "abnormal" in Thai society, where they were considered strange and unsettling to be around (Wanna N., 2012). Despite the fact which they have no legal action against LGBT people in Thailand, Thai culture does not fully embrace gender and sexual expression diversity (UNDP, 2014). According to research conducted by UNDP, people tend to lack an understanding of LGBT by having a stereotype on others. How does a stereotype harm an opportunity for an individual? The report addresses the issue of discrimination and related stereotypes (Trevor G., Pamela V., 2014). It is a kind of situation in which people perceive themselves to be at risk of being a negative stereotype. It is not only from a negative perspective; stereotypes are also associated with positive things, such as human resources. It is necessary to protect LGBT people from discrimination and to ensure that they have equal access from all benefits (Yvonne M., Ruth M., Tony D., Eva N., 2017). In the worst way, LGBT will find negative results of the stereotype such as discrimination at work or sexual harassment. So, working place issue and concerned situation is a best case to emphasize on. Kleiner's report that there is a beneficiary of having LGBT to work in an organization (Kleiner B., 2001). It is increase of productivity as LGBT employees are feel relax and also attracting LGBT customers to come to purchase on company's product. Derek F.'s finding mentions a company in USA states that gender diversity is a key success strategy (Derek F., Jennifer L., Kelli G., Mayra L., Allen W., Karl K., 2019). This is an interesting topic because researchers want businesses to succeed when they employ a diverse range of genders. As a result, the purpose of the study is to gain a better understanding of the factors affecting LGBT job applications in

Thailand (Figure 2.1) which got an idea and adapted framework from Nareeluc P.'s research. As part of the analysis, this study makes use of a conceptual framework developed through a literature review.



Figure 2.1 Factors analysis as a conceptual framework

2.1 Social and cultural attitudes

According to the UNDP, being LGBT in the past was viewed negatively in Thai culture and was not accepted (UNDP, 2014). Third gender terms such as tom; short for 'tomboy' in English; refers to a masculine or butch lesbian, dee; short for 'lady' in English; refers to a gender normative homosexual woman, kathoey; lady boy or biological men, lesbians, and bisexuals; can love both men and women are all frequently used in Thai society to refer to LGBT individuals (Ojanen T., 2009). LGBT are incompatible with the sexuality and gender accepted by society. "If he doesn't know what sex he is," one Democratic Party member observed, "how could he possibly know his politics?" (Someone from the political party mentioned to Seri W., 2013). It demonstrates a lack of awareness of human rights in instances when discrimination is considered. The most successful technique, according to 45 participants, is to foster empathy rather than relying solely on human rights to increase acceptance and understanding of LGBT persons.

Siriwat's research focused on same-sex relationships in Thai culture. A relationship is critical not only for the couple's concerns, but also for individuals who engage in are questioned about sexual encounters. In Thai society, the construction of the mass media on the basis of same-sex couples is also visible on a number of Thai tv channels, which may assume that reporting on such stories is uncommon (Siriwat M., 2020). Siriwat conducted research to presented in order for the news channel to highlight a typical marriage, most especially the same-sex relationship. This is an illustration of the indirect cultural impact and shifting social context brought about by traditional Thai values and the society's cultural variety (Sriwat M. 2020). The table shows heterosexuals have nothing to report upon the marriage of a celebrity but same sex marriage to determine the total amount of news pieces broadcast by Thailand's top three news outlets (Figure 2.2).

Same-sex Marriage	The Number of News Presented in Thairath Online, Daily News Online, and Khao Sod Online						
	2013	2014	2015	2016	2017	2018	Total
Male-male	2	4	7	5	18	7	43
Female-female	-	3	4	7	8	14	36
Total	2	7	11	12	26	21	79

Figure 2.2 News presented per years about same-sex marriage

Additionally, Chatterjee's research discusses the consequences of discrimination and social exclusion, which brings us to the following issue on employment (Chatterjee S., 2014). Chatterjee did not include many references in his research, making it appear to be more of a personal opinion than an academic one. Marginalization is at the heart of social exclusion. Individuals who are marginalized risk being stigmatized and frequently encounter a negative attitude, which greatly contributes to low self-esteem, low self-confidence, and restricted prospects in their social life (Deloitte Insights, 2019). LGBT people face numerous types of marginalization, including racism, poverty, and so on. According to Sabra L.'s study, LGBT adolescents around 30% in the United States face maltreatment from members in the family as a result of their sexual orientation or gender identity (Sabra L. Katz-Wise, Margaret Rosario, and Michael Tsappis,

2016). The family is the first social structure, and if family members overlook teens, there are various activities that might be affected. Not just LGBT adolescents, but even adults of working age are impacted. They are facing difficulty to find jobs and have little employment opportunities (Mikolaj P., Ina T., 2019) for an occupation in Thailand, such as motor vehicle mechanics and engineering, still need a specified gender (Jobpub.com), which will have an effect on the quantity and hiring of LGBT persons.

2.2 Legal protections

"Individuals are equal in the eyes of the law and deserve equal protection. Men and women should be treated equally at all times. Discrimination against someone on the basis of their origin, ethnic origin, language, sex, age, physical or mental health condition, personal status, economic or social status, religious belief, education, or Constitutional political ideas is illegal." (Thailand's Constitution, Article 30). Thailand has a democratic constitution. Thai citizens are entitled to protection and must not face discrimination, particularly in categories such as gender, religion, and ethnicity, all of which are banned under Thai law (UNDP, 2014).

While human rights are respected, the law distinguishes between male and female genders. Complete safety for LGBT people is quite difficult to attain (UNDP, 2014). According to the United Nations Development Programme, Thai legislation prioritizes sexual acts above sexual orientation or identity, with no mention of cross-dressing or transgender behavior (Bangkok Post, 2019). Since 1997, the Thai legal system has promoted and safeguarded civil rights, freedom, and liberty (Constitution of the Kingdom of Thailand, 1997), yet "there are continuous campaigns to enhance the LGBT community's rights." (National Human Rights Commission of Thailand, 2012). After interviewing 45 leaders of LGBT organizations around the nation, UNDP determined that this is a long-standing issue in Thailand's legal history. The UNDP supports the inclusion of LGBT persons in discussions, as well as identifying gaps in the legal system that might result in equal human rights protection, such as same-sex marriage and gender identification updates in documentation.

Additionally, the International Labor Organization (ILO) has stressed the importance of same-sex marriage, which is not explicitly codified under Thai law.

Without this regulation, a same-sex couple in Thailand would be constrained in their legal transactions, such as managing assets for one another or receiving social security benefits as a beneficiary person. Following the completion of the questionnaire by 160 respondents, Bukakorn S. has seen improvements in Thai law with the elimination of references to gender identity disorder, but Thai law continues to provide only rudimentary protection for LGBT individuals. Discrimination also exists in the workplace and occupations (Busakorn S., 2014), which I will examine in further detail in the employment section. While in Nareeluc P. made reference to sexual citizenship as it is related to human rights equality as LGBT are one of the citizens in society. A sexual citizen, according to Richardson's research, is someone who views their sexuality as a form of citizenship independent of their sexual orientation; however, all citizenships are deemed to be sexual citizenship identities, which are also verified as citizenship. To act equitably, all citizens must have the same level of regard for everyone (Richardson D., 2015).

2.3 Employment

José G. did study on the experiences of LGBT individuals throughout the recruiting process, including the selection process, which is important to this study topic (José Giovanni Luiggi-Hernández, 2015). Why is it necessary to place more value on LGBT problems throughout the hiring process? To begin, recruiting and selection practices are governed by legislation. Thailand has also signed a memorandum of understanding to protect the rights of LGBT persons. The movement highlighted MOU which is a recruiting process that emphasizes on individual's competence and qualifications rather than gender identity, but LGBT must utilize language, performance, and appearance that are acceptable for each gender identity, as no one can treat LGBT poorly and yet value them. Additionally, the MOU said that when recruiting a committee or individuals for positions, consideration should be given to talent, not gender identity. Finally, the government must endeavor to eradicate employment discrimination and infringement. Second, José G. notes that human resources use a variety of strategies to establish an effective selection process and choose the best applicant (José Giovanni Luiggi-Hernández, 2015).

While Dennis from OutBuro Media company had written article about how to improve diversity at a workplace. Dennis found the biggest barrier of 38% is that recruiter find diversity candidates is the toughest job, follow by retaining for recruiter is big problem at 27% and to get diversity candidates through interview process is at 14% respectively. Most of 42% of recruiter fail to get diversity candidate as interviewer has bias toward LGBT. To make recruiter has no bias, company need to listen to candidate's feedback, be open mind and welcome a new idea. Also, be consistent to every candidate such as manners and explaining about company information including diversity culture to make LGBT feel people in the company are open minded. (Dennis V., 2018)

Sangeeta's research also mentioned gender diversity in the workforce. As male and female have different points of view and ideas as well as LGBT. Hiring a demographically diverse workforce can improve a company's financial performance (Sangeeta B., 2014). While Michaela mentions that the US workforce is increasing diversity of personal characteristics which include race, gender identity, gender orientation and national origin. A company that has a well-managed diverse workforce will reduce costs and get greater profits (Michaela K., 2015). The reason mentioned previously, started from LGBT that need to hide gender identity in the workplace. It causes employees to have high stress and results in health issues and work-related complaints. A good relationship among coworkers will build more company commitment. Once companies make LGBT happy, these people tend to be loyal as well as customers who have increasing purchasing power (Michaela K., 2015).

There are many issues to make LGBT employees not happy in workplace. There are several instances of prejudice that candidates suffer throughout the selection process, including being rejected for a post or being denied an interview due to their sexual orientation or sexual identity, or being accosted physically when applying for a job. This research has underlined several serious case examples. It is summarized frequencies of encounters with discrimination in the workplace which is founded by José Giovanni Luigi-Hernández as can be seen in Figure 2.3 below.

Frequencies of the Discriminatory Experiences Scale

Items	<i>n</i>	Frequency	Percent
I heard employees say jokes about LGBT people.	155	74	47.7%
I heard derogatory remarks by employees about LGBT people.	155	58	37.4%
The employees made questions about my sexual orientation or gender identity.	155	52	33.5%
They asked me to conceal my sexual orientation or gender identity.	155	15	9.7%
They asked me to control my gestures.	155	24	15.5%
I was physically assaulted during the processes of applying for a job because of my sexual orientation or gender identity.	155	1	0.6%
The patron placed me in a different position to the one that I applied for because he/she thought it was more appropriate for me due to my sexual orientation or gender identity.	155	15	9.7%
I have been sexually harassed because of my sexual orientation or gender identity.	154	32	20.8%
I was told that I wouldn't be interviewed because of my sexual orientation or sexual identity.	156	11	7.1%
I was told or I learned that I wasn't hired because of my sexual orientation or gender identity.	156	19	12.2%

Figure 2.3 Discrimination issues



CHAPTER III

RESEARCH METHODOLOGY

The purpose of this themed paper is to examine the elements that influence LGBT individuals' decision to seek employment in Thailand. As research topic is quite sensitive about gender discrimination. So, study need to developed an appropriate data collecting approach, which is a qualitative method of conducting semi-structured interviews. The age of 25 and 55 years of interviewee is selected as a representative of knowing an attitude of LGBT. The semi-structured method can be used to investigate a unique factor that contributes to people being blind to accepting LGBT as a person (Nancy A. Orel, 2014), as well as to identify representatives of the LGBT and friends of the LGBT who can suggest an idea and significant factors that influence their decision to apply for a position in a particular organization (Nattamon T., 2016). On the other hand, uses a qualitative technique, conducting an in-depth interview. This researcher offers open-ended questions to a focus group of ten individuals, the majority of whom are LGBT. A researcher's questions must be adaptable, as respondents are often willing to discuss their opinions on LGBT workplace inclusivity. Simultaneously, Pitchaya's research uses an analytical technique by gathering numerical data and analyzing it respectively, in order to gain a better understanding of LGBT people's travel behavior (Pitchaya P., 2015). Pitchaya advise to go for questionnaire technique for this sort of subject since it can easily be compared to straight individuals by observing LGBT people's destination choices and purchase intentions for travel items using a questionnaire. It is good for Pitchaya's studies using questionnaire technique because researcher need to know LGBT behavior, destination preference and purchasing on travel products when compare to straight people. The topic that this researcher did, no need to interview as it is not looking for an attitude that may need to check and asking probing question again and again to get an interviewee's real attitude. So, quantitative method is faster to approach the idea and answer that researcher wants. When it comes to my study issue are

highlighted into two components of methodology: population and sample size, and data analysis.

3.1 Population and sample

The study's population is gender diverse, with a concentration on those between the ages of 25 and 55. It is helpful to have people with limited experience under the age of 25 who are likely to face a wider scope of working issues. People in their 30s and 40s desire and are financially equipped for tough work. In comparison to other ages, this is the most challenging situation of working life, and people at this age must compete for jobs in order to earn a living and gain numerous skills along the way (Vista College: 10 Best Jobs for a Midlife Career Change, 2020). People in their 40s to 55s desire employment security and a sufficient income to live on, and thus have extensive job search experience (Khemmika W., 2020). Additionally, workers competed for employment in a variety of industries, including private, public, and state-owned firms, as well as for roles in their own businesses. The researchers selected 10 respondents to describe their varied experiences of heterosexual discrimination in a variety of organizations, including those that employ LGBT individuals. The sample group is chosen via maximum variation sampling and comprises individuals of various gender identities, including lesbians, homosexuals, biological males, heterosexuals, and queers. In a semi-structured interview, the selected sample will talk and ask questions so people can continue exploring the interviewee's thoughts and attitudes regarding the LGBT population, for example. A semi-structured interview is useful for discussing a sensitive subject that impacts the interviewees' company's reputation and image. An interview is scheduled using online communication tools such as Line and Facebook Messenger. Because the respondents were contacted by a researcher friend of a friend, they consented to disclose their sexual orientation in exchange for confidentiality. Maximum variation sampling will enable researchers to obtain firsthand experience with a range of gender identities and LGBT in a variety of job settings. Thus, the following is a list of the 10 interviewees.

1. Cabin Crew from one of airlines (Gay), 9 years of working experience
2. Secretary to executive from one of state enterprise company (Female), 15 years of working experience

3. Director of Human Resource from hotel industry in Bangkok (Male), 20 years of working experience
4. Operation Executive from tourism industry (Biological man – lady boy), 5 years of working experience
5. Marketing and communication from state enterprise company (Bisexual), 9 years of working experience
6. Accounting Manager from strategy and planning company (Bisexual), 25 years of working experience
7. Computer graphic teacher from private school (Gay – ready to be transgender), 7 years of working experience
8. Doctor in emergency from government hospital (Lesbian / woman role), 5 years of working experience
9. Tourism development from government company (Lesbian / man role), 9 years of working experience
10. IT officer from public company (Queer), 11 years of working experience

3.2 Data analysis

Atthapong M, 2014 used SPSS or computer program to analyze statistic and generate into rough result. Refer to SPSS, researcher can generate four main types. First, factor analysis by using variable attraction. Robinson et al, (1991) is recommend to use alpha of 0.60 to have better measurement scale. It is good to represent factors that are stable and internally consistent in the sample. Second, reliability analysis is using the Cronbach's Reliability Analysis to measure a consistency set of variables that are set into main independent factors of a research. Third, correlation analysis is using the Pearson correlation coefficient to measure the strength of linear association between each factor. And lastly, Multiple Regression Analysis is to evaluate the value of independent variables toward dependent variable. It is good for this research because the topic is need one direction of the answer is to find out which factors effect to job and life satisfaction of LGBT at work place.

This research is adapting from Natthamon T.'s research starts with content analysis and refer to theory about commitment in organization by gathering information

that get from interview to interpret into induction analysis. Researcher will observe from conversation had with interviewees if it is direct or indirect answer by comparing similar information together and separate different information in another part. Research related to gender diversification and commitment in workforce is very little, so a researcher needs theory and conceptual framework that related to general employees instead (Nathamon T., 2017).

Sirawat M, 2020 had made a research for the doctoral program about same-sex marriage which has some related to this research about LGBT. As researcher collect data by gather information from past six years (2013-2018) news and opinion of audiences. The researcher will see two dimensions of information; language and social practice dimension. Researcher observing the new from three main news channels which had influencing to Thai audience. Also, researcher needs to analyze the trend of news that related to same-sex marriage to have an in-depth analysis. The same-sex marriage also come from many dimensions that influencing society. There are marriage rituals, law, family, religion, social status and economic status. Research after analyze information gathering by audience and news channels, also need to have an interview to get further detail of what men love men and women love woman think.

A researcher thinking of content analysis by compiling data from an interview and structuring it systematically. The researcher must interpret what each interviewee wants to emphasize and consolidate all of the data into key concepts. Researchers must pay close attention to interviewee intentions and responses in order to conduct a more in-depth study by combining comparable data from each subject into a single section. The unique and intriguing facts must be discussed in another section, but researchers must crystallize the data once again into sound analysis in order to elicit a genuine notion or intention from the interviewee.

CHAPTER IV

RESEARCH FINDINGS

After compiling all of the data, online interview has been conducted. This interview is mainly focused on individuals' thoughts on a LGBT community's social influence. The purpose of this research to determining what factors contribute to LGBT people's fewer job opportunities. An issue enables LGBT to feel included in society and addresses biases and discrimination towards LGBT. In-depth interview with ten various genders, including gays, females, males, lesbians, biological men, bisexuals, and queers have been conducted. The interviews contain open-ended questions to get as much transparent answers available from participants regarding their thoughts and attitudes toward LGBT.

The majority of interviewees are aware of Thai society's LGBT difficulties. People in society generally tolerate gender diversity in both private and public life, but they have a limited tolerance for or only accept changes in gender diversity based on their personal preferences. There are many variables that will make it difficult for LGBT people to start working in a positive organization. There are 3 main types that influence LGBT status quo in Thailand.

4.1 Social attitudes toward LGBT in workforce

4.1.1 Perception toward LGBT

This research discovers that 90% from ten interviewees think that LGBT people are fun and energetic. Most of them believe that LGBT people are not distinct from heterosexual people, but rather members of society who are treated equally.

“I had a bad experience with the LGBT community because one of the lesbians sold me a counterfeit bag. When I first started working, my team included one lesbian. My first impression was not good because I had bad feelings about it. After a

month, I finally got her as my best friend because we share similar interests and characters, and now I have gender-diverse friends who make me laugh every day.” (Secretary (female), one of state enterprise office in Bangkok)

However, some people do not completely accept the LGBT because they are confused about their own gender. Being LGBT requires a strong mentality capable of fighting off a look down attitude. One of interviewee mention about bad experience that people may have change to face this kind of situation in public.

“On BTS, I was approached by a man who asked, "Are you gay?" I detected an abnormality and informed him that I was not gay. He began to complain, because a gay is someone who is uncertain about their gender and he talked non-stop until he mentioned his current workplace that has many LGBTs working. He is not happy that people sitting next to him at his working place are gay and tell me how a gay can get a good position.” (Thai teacher (gay), one of private school in Bangkok)

Additionally, question asked to assume a situation where LGBT salesperson approaching each interviewee to promote things, which enables them to determine which degree of a person has a mindset or attitude about LGBT. From ten candidates, there are seven people think LGBT is good at persuading, energizing, and offering professional services to consumers, particularly a lady boy (biological men) who is an excellent seller. There are three persons believe it is a product of self-ability, not gender. However, tourism developers and government institutions continue to stigmatize LGBT individuals, as seen by senior staff members who are always teasing LGBT people with their words and actions. She was informed that being LGBT was unnatural gender and that she lacked the capacity that heterosexuals possessed. People believe that LGBT people are always underprivileged, and families are concerned about how to support for LGBT people.

“I need to develop relationships with Generation X and baby boomers. Due to my sexual orientation, I am frequently teased and looked down. And, as a new employee, I am in the lowest position with the lowest starting income. Indeed, I was able to support my family since I worked near to home, but the older generation had an image of LGBT people working in low-wage positions such as gas station attendants and cashiers.” (Tourism developer (Lesbian), one of government office)

4.1.2 Media toward LGBT

As everyone has been impacted by the media in their everyday routines such as Facebook, television channels, and Instagram. The remaining 20% of interviewees were asked to list media outlets that potentially have an effect on LGBT people's image and perception. Certain media outlets portray LGBT topics in ways that are ingrained in Thai culture. Individuals attempt to progressively alter their thoughts throughout time like media channel style, is unlikely to alter rapidly. As a former employee of a media outlet, one interviewee observes various changes among the company's employees. The company is attempting to hire an increasing number of LGBT individuals. People's perception of Lesbian, gay, bisexual, and transgender are always having creativity and diligence. Additionally, the entertainment organization promotes LGBT shows on Thai television channels to reassure people that they may experience love, friendship, and conflict just like heterosexuals.

“I previously worked for one media channel. When I first graduated about 5 years ago, there were a lot of LGBTs in the entertainment industry, such as moderators, stylists, etc. However, I was told by senior staff that in the past, not many LGBT people were recruited, and they were not open to hiring LGBT people. Channels 3/5/7 are becoming more open and changing their broadcasting style. Like heterosexuals, they begin the series with gay or LGBT with love, friendship, and so on.” (Thai teacher (gay), one of private school in Bangkok)

Not only do media outlets try to promote the series, but some media companies work with LGBT people to produce high-quality YouTube creators. The private school teacher is also a fan of Goodday or Good Deal entertainment, which creates online content for Thailand's famous tiger cry videos. A gender diversity team develop a great content for the channel. The variety team member inspires many ideas, creates a fun and relaxed working environment, and ultimately results in high productivity. The channel tries to involve diverse team members to show them in a clip video, in order to increase the team's popularity and get people to know the channel's team members. It is a good representative of mixing of LGBT members who show individual ability and together in a good to represent a successful company.

The media and news channels are all intertwined. Refer to the founding of Siriwat M., (2020) that news channel always mentioning bad news about LGBT. It is

true when people try to make the daily news and YouTube video clips more interesting. The headline and description of the news must attract people's attention. People now have analytical skills to identify which one is true and which one is false, which means it is up to people's mindsets. The mindset of the older generation cannot change so quickly, but one way to change people's behavior is through the media that can impact it slowly to make changes. Diverse gender companies will help people see LGBT in a better way, not see them as one gender but an ability.

4.2 Legal protection towards LGBT in workforce

Researchers are attempting to determine whether or not people entering the labor force face discrimination. People should not face discrimination because it is illegal where laws are applicable to protect human rights. There are five of interviewees and their friends who never face any kind of discrimination. This is a good start when people from different industries rarely face discrimination before entering the workplace. In addition, 50% of interviewees and their friends face discrimination or sexual harassment. People who wear nice clothes and have a good appearance tend to cause others to discriminate against them. During an interview, one of the operations executives from a private tourism company mentioned verbal harassment.

"I applied for a sales position at a logistics company. The interviewer did not look at my information or my previous experience on my resume, but rather at me. After a brief interview, the interviewer invited me to dinner and asked, "You are beautiful; do you want to be my personal secretary?" you want to have dinner with me? etc. I got a job two days later, but I turned it down because it seems not safe if I was there." (Operation Executive (Biological men), one of private tourism company in Bangkok)

Researchers also imagine a scenario in which there is a strict law requiring companies to hire more LGBT people. There are four persons out of the ten interviewees said it was a good way to create equality and protect LGBT rights. The labor market is highly competitive, as a result of forced laws. So, people are attempting to develop themselves in order to become skillful workers. Some jobs require gender as a qualification, which limits the opportunity for other genders to work. A new federal law is assisting in the reduction of labor-market inequality.

“People would try to develop themselves to compete in a highly competitive labor market if there was a fixed rule requiring companies to accept more LGBT positions. It is also good for some jobs that require a man to work as an engineer. Some women have the potential to be engineers but have a lower chance of getting a job; a law was passed to address this issue.” (Marketing and communication (Bisexual), one of tourism state enterprise)

There will always be a gap in the protection provided by the law for LGBT people. When employees are forced to hire LGBT candidates, it may lead some people to believe that the standards for hiring disabled people are identical. The Ministry of Labor established the Rehabilitation of Disabled Persons Act (1991) supporting the disabled person by setting a law that requires companies to hire one disabled person for every 100 employees (“Employment of disabled persons”, 2021). However, if company rejected to hire the disability person, a firm must pay for the Fund for Empowerment of Persons with Disabilities which will be very expensive. If there is a law requiring LGBT people to work in a company, it is a sensitive subject to consider, similar to laws requiring disabled people to work. Another point about a forced law is that it will not be 100% effective as people’s mindsets cannot change so quickly, like what the teacher from the private school mentioned.

“I believe there is a rule. It will not be completely successful because the mindset is deeply ingrained in Thai culture and cannot be easily changed. Different people’s points of view are not the same because they grow up differently. The first step should be in their own family, where parents teach their children to be open-minded and to not discriminate against others.” (Thai teacher (gay), one of private school in Bangkok)

“If there is a labor law requiring companies to accept LGBT employees, it may be similar to what the labor law requires for disabled people. The law is set for companies to accept one disabled person to work with every 100 employees or else need to pay for a disabled fund which will cost extra for company to take care of. When a company is forced to do so, people may draw parallels between LGBT people and disabled people.” (Marketing and communication (Bisexual), one of tourism state enterprise)

Many LGBT related-topic research highlights the legal protection of equal human rights. While the legislation specifically protects only two genders, fortunately, the Thai company where ten interviewees previously worked or are currently employed did not engage in major discrimination or sexual harassment. However, the small start will bring serious problems in the future. It is beneficial to be aware of and educate others about this delicate issue of inequality. For heterosexuals, this case can deduce that discrimination and sexual harassment occur when individuals are attractive, wear short skirts/dresses, are modest, or lack confidence. It is particularly common in small enterprises with few employees, when the boss has the most authority in a company. Thus, a boss may occasionally approach candidates in an unsuitable manner. Discrimination against LGBT individuals might be observed throughout the resume screening process and during the interview process. Certain individuals continue to believe that LGBT persons are aberrant, which will be difficult to change due to its established nature in Thai culture. A stringent labor legislation may be the best option for this country to entirely eliminate crime and prejudice. Human resources professionals must be open-minded about a person's ability, not their gender, in order to compete in the future labor market. Most new generations now accept and can be or work with LGBT people, and because LGBT people outperform heterosexuals in some tasks, LGBT people will have a better future.

4.3 Employment in workforce

Heterosexual especially in generation Z are entering into working age as well as LGBT. People have found that LGBT face difficulties when they are applying for a job, such as looking down, discrimination and sexual harassment. Many persons discovered that experience and opinion through questions asked to find out a large difference in the attitude toward LGBT. Most people in various type of companies including private, public and state enterprise had never faced such difficulties, but some had encountered discrimination from a variety of female employees and friends of the interviewees.

4.3.1 Benefit of employees

Workers must step outside of their comfort zone in order to advance in their careers. So, the majority of interviewees are looking for a new job because eight interviewees' parents encourage them to take a job close to their home and it is a good opportunity to find a better job with higher pay; workers, regardless of gender, need to find a better place to work and make people feel comfortable. Interviewees are also looking for job security where they feel secure and do not get laid off easily. While some people are looking for more challenging jobs where they can develop themselves and grow in a new industry, this is more common among people under the age of 40, with the majority of interviewees at this age still looking for a career path.

Apart from the motivations for seeking a new position, they are more concerned with the company's employee advantages. Following an interview, there are nine out of ten people receive similar benefits from employer, such as salary, health insurance, social security, provident fund, overtime pay, and reimbursement for essential travel expenses, depending on industry that each interviewee work for. For instance, teachers and doctors are having different benefits from general officers such as teacher's saving fund and on-duty pay. While the majority of schools in Thailand cover tuition expenses for instructors pursuing advanced degrees, the school of one of the interviewees does not because it is up to the school leader's discretion. Additionally, teachers receive a teacher's fund. For doctors, most hospitals provide free housing, but this varies by hospital policy. Doctors also receive on-call compensation because they are occasionally compelled to work outside of their typical work hours. Due to the hospital always has many emergency cases, so doctors need to standby which can be up to 36 working hours.

“I have friends who work as officers in private companies and receive benefits similar to those provided by public companies, but mine are different. Actually, my working hours are 8 hours per day, but sometimes there are a lot of emergency cases that come in nonstop. It takes about 36 hours of continuous work, but as an officer, you get overtime pay, which we call on-duty pay. Other advantages for doctors include free scholarships to study in more advanced fields and free housing, such as dormitories.”
(Emergency doctor (Lesbian), one of government hospital)

Questions asked to interviewees to learn about the benefits provided by the company to all employees in general. According to conversation with all candidates, the LGBT community does not receive some benefits that general employees do. So, in order to make an accurate comparison, gather all of the information about what the company provides for all of its employees are needed. Researchers have discovered that both private and public sector employers provide the minimum of labor-law benefits. The different benefits are up to the company's policies and the industries that the companies are in. It means that the company treats its employees in accordance with labor laws. The more they can give benefits to employees, the more companies have potential to attract more skillful employees.

4.3.2 Criteria to accept LGBT position

Before LGBT employees can start working, all people must go through an interview process. When LGBT applicants apply for jobs, some employers do reject the position. To make it more accurate, need to find the differences between heterosexual candidates and LGBT candidates that the interviewer will accept for a position in a company. Up to 80% of interviewees have similar criteria for accepting a position, which are attitude, personality, passing the test, good appearance, past experience, ability and a match with the company's culture. A human resources representative from a private company was the worst-case scenario candidate ever seen.

“I never confront people who do not respect me as an interviewer. I have agreed on an appointment date with the candidate. On that particular day, he was sitting in a car, conducting an interview via mobile phone. The signal is not stable and the outside of the car is noisy. This situation shows he is not ready for an interview and does not respect the time and willingness of an interviewer. As a result, all genders must have the first thing in common, which is respect., personality and appearance will come second. I will not judge people based on their gender, but rather on their ability and fit with the company's culture.” (Human resource person (Gay), one of private company in Bangkok)

Some people are preoccupied with grades and the universities the candidates graduated. Gender is mentioned as a requirement for some jobs, such as an engineer for some companies.

“As long as we get the right person for the right job – a great attitude towards every party, gender diversification will not be any issue. By the way, you need to understand that some jobs or titles should be specified clearly by their gender. For example, we only need males for chief security (as an example) when you need to go to the guest room, investigate, and even manage the situation if there is any fighting going on.” (Director of Human Resource (Male), from one private hotel)

People see LGBT people as one person in the labor market, and it is acceptable if they can fit into the company's culture. While some people have a false perception of what jobs responsibility are required, candidates must either be men or have graduated from a top institution with a high grade. This is a form of discrimination in which people are judged based on this factor rather than ability, which creates inequality and reduces the chances of every candidate, including LGBT people to get a job.

4.3.3 LGBT perception in working place

In the business world, there are many companies that welcome LGBT people to work for them. There are many LGBTs employees in 3 types of working places; state enterprise, private and government. When compared to the total number of employees in a state enterprise or government office, The average amount of LGBT employees in a public and state enterprise firm is remarkably low number. Although LGBT people work in a variety of industries, the airline business has the highest concentration of LGBT employees, showing that the industry has a large number of highly skilled LGBT employees.

Most companies in various industries do not have a policy for LGBT people, but they allow LGBT to dress as per their gender preference as long as they dress professionally. While some companies offer discounted tickets to LGBT couples, they can choose an email name by avoid putting Mister in any introduction notes. However, some companies, such as financial advisor firms or schools, do not allow employees to dress according to their gender preference in order to maintain a professional image.

Actually, all genders need to show their potential and be responsible for a given important task. Before they accept the position, every gender needs to have an equal opportunity to get a position and make sure that before the organization accepts a position, the candidate is matched with the organization’s culture. Unfortunately, one

interviewer's friend said hurtful things during the contract signing process, and as a result, that person was unable to get a job because the contract was terminated.

“One of my friends is ladyboy who dressed as woman, is accepted a position to be a salesperson. On the date of signing a contract, Human Resource person prepare all documents for me to sign on. The French boss come pass by and look at my friend from head to toe with swearing “ugly” The boss approaching HR person right away and ask HR to terminate a contract. He also swearing at HR again that “this person looks ugly and dress like woman, our company no need this kind of person to work” HR need to follow boss’s instruction and terminate the contract, so my friend feel bad about this situation” (IT officer (queer), one of private company in Bangkok)

All employees including LGBT must respect and adhere to their job responsibilities. Every organization has a responsibility to ensure that the proper employee is placed in the right job, and this includes assessing people based on their appearance, not by gender. Several prejudices may manifest themselves in some government or publicly-owned organizations when the proportion of LGBT employees is lower than other private companies. It is beneficial if all businesses attempt to develop the concept of a gender diverse workplace by providing opportunities to employees of all genders on an equal basis.

CHAPTER V

CONCLUSION

The purpose of this chapter is to discuss the current status of LGBT people in Thailand. Additionally, the insight and recommendation for people in general to be aware of inequality and encourage people to work for gender diversity companies. It is a great opportunity for everyone in the labor market that has been placed on the same level of benefits, working potential, and treated equality as a citizenship in society.

5.1 Summary of findings

After asking open-ended questions to ten people, people have a variety of answers that can determine perception and attitude toward LGBT to get to know the status quo of the third gender. The results of each interviewee can be grouped into three main types; social attitudes, legal protection and employment toward LGBT in the workforce.

5.1.1 Social attitudes toward LGBT

Comparing to a literature review of social attitude topic, it has started from Thai culture where people have negatively viewed toward LGBT and caused unaccepting in the third gender for the past seven years. It is true when an individual's mindset has been changing from time to time as people are going to be more open about gender expression. Most companies in Thailand are not considered only heterosexual but gender diversity. Entertainment industry is changing the way of operates its business. People in showbiz world tries to come up with a variety of working genders, especially gays who have a potential for developing creativity and match with the media channel's culture where it always has dynamic changes in business operation. People in many industries are seeing LGBT as one citizenship in a society who can live happily and show their gender expression in a way that is not overwhelming or harm others. As the coin

always has two sides, the first side is the minority of people in society still cannot change their mindset as it is up to a person's perception and also there are many persons are open mind for LGBT. For instance, a successful entertainment company with a YouTube channel or a television channel is not concerned with recruiting gender diversity, but it is up to the company's management to determine how to place a man in the right position. Additionally, people continue to view same-sex marriage as a taboo subject for news outlets, as it is not a common method of marrying men to men and women to women. This is because same-sex marriage is merely a bond between two individuals, unencumbered by legal recognition.

Given that anyone can be a customer of any business, what if LGBT businesses approached people by selling products? How would customers react if they encountered an LGBT salesperson? People in public does not care about the gender of the salespersons; they care about an individual's capacity which how they have skill to approach others. Even if some individuals continue to have an anti-LGBT mindset, if people go back in history, LGBT was not universally accepted due to its abnormality. When the time pass by, the mindset will change as people will absorb from media and political which are influence people's behavior and mindset.

5.1.2 Legal protections toward LGBT

Comparing to a literature review on the topic of legal protection. As stated in Thailand's constitution, "Citizenship is a fundamental right that requires equal protection. Men and women should be treated equally as what legal mentioned. It is should not to discriminate against someone on the basis of their origin, ethnic origin, language, sex, age, physical or mental health condition, personal position, economic or social standing, religious beliefs, education, or constitutional political ideas." (Article 30 of Thailand's Constitution). Thailand's labor law, fortunately, remain strict. Businesses are required by labor law to provide benefits to all employees. Still, there are particularly small private companies that do not follow labor legislation as it should be seen in news headlines. The action against human rights can result in sexual and verbal harassment that are both criminal acts. Victims of harassment are frequently scared to inform anyone, which encourages the offender to repeat the act with others.

According to UNDP, there is still some gaps for law that prioritize only male and female but not included LGBT as a gender protection. It is true that LGBTs are not act as per human rights in some cases, out of 50% from ten candidates has faced discrimination. LGBT and heterosexual with good looking, wear nice dress and be polite are risky to get discriminate by a small company. It is an evidence that in Thai society still have existing discrimination. It shows that a law that existing now is not effective enough to gain attention to people to follow it strictly. Also, people in society still afraid of going to police station to make a prosecution to offender.

Additionally, the questions presented contribute in generating gender diversity's perspective on whether the government should pass a law that requiring employers to hire LGBT individuals or not. In order to achieve labor market equality, will not satisfy businesses or other individuals. For example, some other regulations people might not agree to follow the rules, such as driving against the flow of traffic, individuals must pay a THB 500 fine (Viriya Insurance, "If you do things against traffic law", 2019). It is preferable to encourage people to change their mindsets than to tell them what to do.

5.1.3 Employment

In comparison to a literature review on employment topics, it is analyzing the recruiting process demonstrates that the MOU places a priority on an individual's ability and qualifications, not gender identity. The majority of organizations in Thailand apply the same criteria to all candidates, which may imply that the human resource person and company are more open to hiring a third gender as an employee. Individuals are judged on their attitude, personality, prior experience, and ability to fit the job description and corporate culture, not on their gender.

The total number of employees in a corporation when compared to the number of LGBT employees, the average is a surprisingly low in state enterprises and government offices. While private organizations are more receptive to LGBT candidates, it shows how a company manages gender diversity in its workforce. Private companies, on the other hand, that require trust from certain parties must continue to dress according to their birth sex gender. To conduct themselves professionally in public, LGBT

individuals must conceal their gender expression in order to earn consumers' proficiency and reliability.

The critical factor that all employees should evaluate is the benefits available before a company confirming a position. The majority of businesses provide basic benefits to all employees on an equal basis, such as social security, a provident fund, overtime pay, and reimbursement for travel expenses. Except for teachers and doctors, who receive additional basic benefits usually not available to regular officers, such as teacher's fund and on-duty pay. Many employers do not provide any additional benefits to LGBT employees beyond the baseline benefits provided to all employees, but many companies do allow them to dress according to their sexual orientation as long as they dress properly. As long as LGBT employees are accountable for the jobs they are assigned, gender is irrelevant. Certain businesses do provide LGBT employees with additional advantages that non-LGBT employees do not receive. It demonstrates that businesses view LGBT individuals as valuable employees and value gender expression. Gender will no longer be a compulsory requirement for employment recruitment in the future. People will take a longer time to adapt or change their way of thinking. As employment recruitment trends evolve, the number of occupations that require gender as a criterion will decrease. A new generation of people will emerge in society, known as generation X and Y, who will assume managerial roles and hire more gender-diverse individuals to work for a company.

5.2 Recommendation

5.2.1 Social attitudes toward LGBT

Discrimination will always exist in Thai society. It is advisable to begin by settling the issue at the family level, as this provides the first line of defense against discrimination. The education of children begins with their parents, who serve as their primary teachers. Parents can educate their children about different sexual orientations and how to treat LGBT people equally in order to bridge a divide that will result in future discrimination and violence. Parents can encourage their children to think independently and to pose questions. Since children are small, they may be led and practiced.

This provides them with additional time to learn and develop into more open-minded individuals.

To ensure that children continue to develop an open mindset toward LGBT people, schools and universities are critical spaces for establishing and nurturing people's mindsets. The support session is critical in molding professors' teaching styles and gradually integrating LGBT topics into each subject. It would make students feel bad if professors pressed them to consider LGBT issues. Preventing violence on all levels, verbal and non-verbal, should also be codified as a school law. The education institution may initiate a campaign to educate society's citizens about violence and gender equality. The campaign may be effective if people engage in it frequently, such as listening to music. It will reflect something on your mind and will give you a sense of engagement (Kimberly T., 2018).

Media outlets can also be an assistant by providing some good attitudes toward LGBT. Media channels should establish a central office to monitor all broadcasts in Thailand in case any broadcasts that promote gender, religious, or other inequalities will face penalties. A media organization can establish a learning center to distribute information on human rights or discrimination by inserted content in television programs or dramas, or through a YouTube channel, in order to raise awareness and prevent future incidents.

5.2.2 Legal protections toward LGBT

People believe that because Thai legislation is not mandatory for everyone to follow, it can be flexible in order to prevent any harm from being done to the country. In order to prevent incidents like this from occurring, the government should enact a strict anti-discrimination and sexual harassment law against LGBT people, which would require victims to report an offender to a police station if they were harassed. The fear of going to the police station may prevent many victims from going to the station, causing the offender to become arrogant, resulting in an increase in criminal cases. As a result, it is preferable to create an online channel for reporting criminal cases that will assist victims in reporting cases more easily. People should also receive psychological assistance from the police station after a reported case is received from a victim. This will help them heal from the trauma of violence and crime.

The LGBT community's request for certification of same-sex marriage has been the subject of numerous headlines. A government that passes legislation recognizing same-sex couples and providing them with a written certificate will be eligible for the same benefits as heterosexual couples. It would aid in the reduction of inequality in a community while also generating revenue for the government when people came to obtain marriage licenses in the community. The mindset of same-sex marriage is not common in Thailand, and it is deeply ingrained in the culture of the country, making it difficult to shift people's perspectives at first.

It is critical that all citizens, including LGBT individuals, are aware of and understand basic human rights and anti-discrimination legislation. The government should support LGBT education and the development of their fundamental knowledge of human rights, criminal law, and other related laws that can help protect and discriminate against LGBT people. While non-LGBT individuals should be aware of the laws to protect themselves, other relevant parties, such as police officers, employees, and employers in a business, should also be aware of potential discrimination and crimes.

5.2.3 Employment

Businesses should create a checklist for human resources to adhere to in order to eliminate inequity in the applicant recruitment process. Each candidate must check off all items on this checklist. Additionally, you must explain why Human Resources chose this candidate over another. Gender should no longer be a consideration in this instance. According to observations from numerous firms in Thailand, human resource professionals always evaluate candidates using common sense and academic evidence. The majority of organized companies or well-known brands, such as Marriott, will provide a form for each HR and related interviewer to complete with the same pattern and must assign evaluation points to each company-provided topic. Other businesses, such as startups or small businesses, are less concerned with equality. The ILO must support this initiative and ensure that it becomes a uniform standard for all businesses in Thailand. Companies are required to provide a written version of the checklist to ensure that candidates are evaluated fairly. While it is acceptable for candidates to come from diverse backgrounds, the selection process must be consistent if they are competing for the same position.

To avoid generation X employees looking down on LGBT newcomers, it is preferable if two parties can have an open discussion prior to taking a position. Generation X must be accountable for employees who are LGBT or members of generation Y/Z. Both parties are evaluated on a random basis to solicit feedback from the other. Generation X must look after new hires. Everything a person has to know, such as an older sister caring for a younger sister, including dress code, workplace standards, job descriptions, and how to work efficiently. It's a fantastic idea for generation X to learn about new employees' capabilities, not their gender. The new staff will learn how to conduct themselves professionally on the job.

It is also preferable to develop gender diversity in all types of enterprises rather than just one or two. The International Labor Organization and the Ministry of Education can collaborate in order to establish and promote a campaign to welcome employees of all genders who work in a company. The Ministry of Education can assist in educating people and businesses about the benefits of gender diversity firms, such as retaining employees, which will save businesses from having to hire new employees, which will save them money and allow them to continue to make a great profit for the company. While the International Labor Organization (ILO) can assist by encouraging companies to participate in a gender diversity corporate campaign, it would assist in raising awareness of the company in an indirect manner. In this case, the social impact is that a large number of companies participating in the campaign will influence the participation of other companies in the campaign as well.

The International Labor Organization (ILO) can also provide a channel for reporting discrimination at work in a timely manner, such as Line or email. Applicants who are subjected to sexual or verbal harassment throughout any stage of the company's hiring process must notify the International Labor Organization (ILO) and describe the details regarding the situation. A person can provide contact information so that an investigator can probe further and can leave an email address or any other kind of contact information. In order to ensure fairness, the International Labor Organization (ILO) must also investigate firms. It is preferable for the victim not to go to the police station since it may cause others to believe that it is not a serious matter, but this is a channel that can benefit other people as well as the victim.

5.3 Suggestion for future research

It is preferable to conduct additional research into other status quo fields, such as politics, religions, families, and education, that will have an impact on the LGBT community in Thailand. In addition to the topics covered in this research, there are numerous topics that should be discussed and researched in greater depth. The greater the number of research conducted on LGBT issues, the more people will learn about them and develop a greater understanding of LGBT issues.

As a consequence, future studies can include more comparisons of the status quo of LGBT people in Thailand to other Asian countries, as people in Asia share similar behaviors as well as an attitude toward LGBT people that is more family-like in natural environment. This will help researchers understand how to make LGBT people aware of gender ex-pression in public spaces.

It is necessary to interview more people, both heterosexual and LGBT, from a variety of industries in order to have clear understanding of current situation of LGBT from a larger spectrum of perspectives and experiences.

5.4 Limitations

Based on the fact that the research limits the ages and occupations of interviewees, it is preferable to seek out more people with a variety of jobs and ages in order to obtain a more diverse range of attitudes and experiences with gender diversity. Certain younger and less experienced individuals are unable to provide detailed information about the firm or its LGBT policy because they lack an understanding of what a workplace should look like.

Due to the fact that the questions are about the firm's employees, many genders diverse individuals are unwilling to be questioned, as the subject is extremely sensitive for both the individual and the company.

Certain individuals are unwilling to respond completely to what they believe. It's difficult to be aware of people's minds and ask them to tell you what they think.

Interviews allow for the collection of information from ten candidates in less time. To finish and examine the data, it is possible that no stable and neutral information

will be obtained. It is preferable if the interview duration is extended and a questionnaire is used to ensure that the results of the in-depth interview and the questionnaire match.



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