

**UNIVERSIDAD SAN FRANCISCO DE QUITO USFQ**

**Colegio de Ciencias Sociales y Humanidades**

**What is the Effect of an Intervention to Change Attitudes  
Towards Transgender Individuals in the Workplace  
Environments in Ecuador?**

**Proyecto de Investigación**

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What is the effect of an intervention to change attitudes towards transgender individuals in  
the workplace environments in Ecuador?

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## RESUMEN

**Antecedentes:** A partir del desarrollo del término transgénero, que se refiere a todas las personas en las cuales su identidad de género no encaja con su sexo biológico (Moleiro & Pinto, 2015); varios estudios se han realizado en cuanto a la calidad de vida de esta minoría de la comunidad LGBT. Uno de los ámbitos estudiados son las actitudes de discriminación reportadas en el campo laboral. Este estudio se enfoca en conocer el efecto de una intervención sobre las actitudes presentes hacia individuos transgénero en el campo laboral ecuatoriano; además de la influencia del género sobre el tipo de actitudes existentes.

**Metodología:** Se contactará a las primeras veinte empresas con mayor ingreso según la revista EKOS, con el propósito de realizar el estudio con sus empleados. De cada empresa se hará una selección aleatoria de 100 participantes. Quienes den consentimiento, serán asignados de manera aleatoria en dos grupos: experimental o control. Los dos grupos completarán la escala “Attitudes Towards Transgender Individuals Scale” de forma pre-prueba y pos-prueba. El grupo experimental recibirá una intervención dimensional (psicoeducativa, juego de roles, discusión y contacto social) durante una jornada laborable.

**Resultados esperados:** Basada en la revisión de literatura, se esperaría ver una influencia positiva en actitudes de discriminación, estigma y marginalización hacia individuos transgénero. Además, se espera encontrar mayores actitudes de discriminación en participantes masculinos.

**Conclusiones:** Una intervención dimensional tiene un efecto positivo sobre las actitudes que se presentan ante individuos transgénero en el campo laboral ecuatoriano.

**Palabras clave:** transgénero, campo laboral, discriminación, actitudes, intervención

## ABSTRACT

**Background:** Since the development of the term transgender, which refers to individuals whose gender identity does not go accordingly to their sex assigned at birth (Moleiro & Pinto, 2015), several studies have been made in reference to the quality of life of this minority within the LGBT community. One of the studied areas is the discrimination present in workplace environments towards them. This study aims to know the effect of an intervention in attitudes towards transgender individuals in workplace environments in Ecuador, and the role gender plays with the type of existing attitudes. **Methodology:** The first twenty companies with greater income according to EKOS magazine will be contacted, in order to use their employees as participants. Of each company, a 100 participants will be randomly selected. Those who consent will be randomly assigned to the experimental or control group. Both groups will complete the Attitudes Towards Transgender Individuals Scale before and after the intervention is given. The experimental group will receive a dimensional intervention (psychoeducational, role-play, discussion and social contact). **Expected results:** Based on the literature review, it will be expected to see the intervention have a positive on attitudes towards transgender individuals. As well as higher discrimination attitudes towards transgender individuals from male participants. **Conclusions:** A dimensional intervention can positively influence attitudes towards transgender individuals in workplace environments in Ecuador.

**Keywords:** transgender, workplace, discrimination, attitudes, intervention

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## INTRODUCTION

Since the 1960s the term Gender Identity has been around (Moleiro & Pinto, 2015). A term that acknowledges an individual's inner sense of belonging to a certain gender (Moleiro & Pinto, 2015). At the beginning it was Gender Identity only referred to either having a sense of being either male or female, however through time this term has evolved. It was in 2009 that the American Psychological Association described it as an individuals' basic sense of being male, female or an *indeterminate sex*; from then on there has been the use of terms such as transsexual (cit. in Moleiro & Pinto, 2015). With continuous finding and knowledge new terms upon gender were applied, as is the case of transgender. It was in the late 20<sup>th</sup> century that there was a definition as: "anyone who has a gender identity that is incongruent with the sex assigned at birth," (cit. in Moleiro & Pinto, 2015: pg. 2). Furthermore, it has been defined as: "...umbrella term to describe those people who defy societal expectations and assumptions regarding gender," (cit. in Moleiro & Pinto, 2015: pg. 2).

The academic recognition and use of the word transgender, further comprehension of what it entails on different areas such as self, family and more. One of the areas that has become of great interest has been transgenderism within the workplace environment (Davis, 2009). The International Labour Organization has reported that LGBT individuals have to face constant discrimination in their line of work; in extreme cases even harassment, physical abuse and sexual abuse (OIT, 2012).

According to a case study of the social conditions of LGBTI individuals in Ecuador, LGBTI individuals experience discrimination, exclusion and violence (INEC & CDT,

2013). In the workplace environment 43,8% reported discrimination, 27,6% reported exclusion and 22% reported violence (INEC & CDT, 2013).

Under Ecuadorian law, the Constitution bars discrimination due to gender identity (Viteri & Ocampo, 2017). Nonetheless, discrimination, exclusion and violence still occur (INEC & CDT, 2013). Another important fact under the status of transgender individuals in Ecuador is the presence of one transgender individual in the National Assembly, Diane Rodríguez (Viteri & Ocampo, 2017). With her presence certain efforts have been accomplished to empower transgender individuals, such as the possibility to change gender and name, in the ID (Viteri & Ocampo, 2017). In spite of this, her presence in the National Assembly has been more linked to the political party than to grand efforts for the LGBTI community (Viteri & Ocampo, 2017). An important fact to comprehend the still conventional way of Ecuadorian society is that the Identity Law still reserves the right, under biological criteria, to allow or not parenthood and maternity when it comes to same sex couples (Viteri & Ocampo, 2017). This has resulted in babies not being able to be inscribed in the civil registry (El Universo, 2012).

### **Transgender Definition**

Gender has been defined by the American Psychological Association (APA) as how an individual internally perceives themselves as being male, female or another (...). By using the word another it is referred to other types of identifications, such as transgender. Gender Identity first appeared in the 1960's and evolved to its present understanding in the early 2000s. Alongside Gender Identity is Gender Expression which is the way an individual communicates their gender through external aspects such as behavior, clothing and more. However, the term transgender has only been around for a few decades. Before



(OIT, 2012) there was a term of what being transgender meant, the term used was transsexuality (Moleiro & Pinto, 2015). It was a restricted term used for individuals who had foregone genital reassignment surgeries for several decades. Nonetheless, it was in the 1990s that the term transgender appeared (Moleiro & Pinto, 2015). APA defines transgender as a term for individuals who do not sense that their gender goes accordingly to the sex they were assigned at birth. Susan Stryker, transgender herself and Ph.D. on the matter, refers to this term for individuals *crossing over* (Stryker, 2008). In the fifth edition of the Diagnostic Statistics Manual the term Gender Dysphoria is used. Gender Dysphoria accounts for people who suffer stress due to the conflict between their gender identity and their birth assigned sex (Bockting, 2015). New information and studies have shed light on transgenderism, due to this it is no longer referred as a disorder as it used to be in previous editions of the Diagnostic Statistics Manual. In previous editions the term was Gender Identity Disorder, however, it is clear now that it is not a disorder (Bockting, 2015).

There needs to be a clear comprehension that transgenderism to a conflict between sex given at birth and gender identity. Under this term, individuals can find different ways to express themselves. There is no actual understanding that it necessarily means having a completely different gender; people have also found to be in between (Bockting, 2015).

### **Attitude Definition**

Attitudes are at the core of Social Psychology. They have been defined in the Glossary of Psychological Terms in the American Psychological Association as: “The learned, relatively stable tendency to respond to people, concepts, and events in an evaluative way,” (Gerrig & Zimbardo, 2002). Attitudes are also defined as the mental readiness, either positive or negative, towards stimuli such as a person, place, event or thing

(Jain, 2014). Jain emphasizes a triad to explain attitudes. This triad is made up of affective, cognitive and behavioral components (2014). These components are basically emotions, beliefs as well as evaluation, and action taken, respectively (Jain, 2014). According to Bradburn et. al., an attitude has these three components, but also consists of two other aspects: direction and intensity (2004). Thus attitudes are a person's disposition to act, positively or negatively, towards various possible stimuli through affective, cognitive and behavioral components. Life is a continuous flow of attitudes. Therefore, why would they not be present in a workplace environment where a transgender employee works?

### **Current attitudes**

A crucial consideration under transgenderism is discrimination and mental health. The LGBT community tend to suffer by different forms of discrimination and social exclusion. This different forms of discrimination vary like abuse both psychological and physical, bullying and persecution (Moleiro & Pinto, 2015). It is important to note that this forms of discrimination occur in various areas of a transgender individuals; from family to education or health care, to workplace. In the past few years' special attention has been drawn to transgenderism and the workplace environment. It has also been called as The Human Resource Development new challenge and opportunity (Davis, 2009). According to a study made by the International Labour Organization in the United Kingdom in 2013, transgender individuals suffer the highest rate of discrimination in their site of employment (Ozturk & Tatli, 2015).

The term *transprejudice* has been developed to account for the negative attitudes towards transgender individuals (Davidson, 2014). This term is clearly defined by King, Winter and Webster in 2009 as: “negative valuing, stereotyping, and discriminatory

treatment of individuals whose appearance/and or identity does not conform to the current social expectations or conventional conceptions of gender,” (Davidson, 2014). This term has been developed due to the constant negative behaviors towards transgenderism, reflecting the current negative attitudes.

Studies remark that under negative attitudes, transgender individuals have been victims of “...exclusion, marginalization and stigmatization,” (Ozturk & Tatli, 2015). The prospect of possible exclusion and low acceptance often leads to transgender individuals to transition in private. This leads up to less gender identity representation in workplace environments (Ozturk & Tatli, 2015).

The phenomena of negative attitudes towards transgender individuals vary according to gender. It has been found that these types of attitudes prevail more in men than women. This disregard from the male gender has also been found to be greater when the transgender individual has a male sex but has identified as a woman (Davidson, 2014). This proposes an interesting factor that influences the types of attitudes towards transgender individuals.

### **Interventions**

Research has explained how a low percentage of knowledge upon transgenderism can be linked to the negative attitudes (Flores, 2015). Therefore the technique of social contact appeals to this minimum perceived knowledge (Flores, 2015). Research has shown that the most successful interventions to change attitudes towards LGBT communities are those based on social contact (Iverson & Seher, 2014). A study conducted in Hong Kong showed a congruence of Contact Theory with decrease of transprejudice (King, Winter, &

Webster, 2009). According to Iverson and Seher, educational practices such as workshops and panels have been used to influence positively in attitudes before (2014). Moreover, research has found that a way to reduce transprejudice is interventions based on humanizing and perspective-taking (Tompkins, et. al., 2014). This exercise consists of participants being exposed to intimate media about the prejudiced individuals and then writing as if they were part of the LGBT community (Tompkins, et. al., 2014).

Furthermore, the use of theatre as a medium for LGBT psychoeducation has been tested (Iverson & Seher, 2014). A theatrical presentation and subsequent dialogues, have been used as tools to break heteronormativity (Iverson & Seher, 2014). The use of theatre can evoke emotional response, questioning, and even empowering to those in question (Iverson & Seher, 2014).

### **Methods to measure attitudes toward transgender individuals**

Due to the attention being drawn towards transgenderism, several scales have been developed. Hill and Willoughby designed the Genderism and Transphobia Scale in 2005, their scale is meant to measure transprejudice (Davidson, 2014). In order to measure transprejudice, three constructs were developed: genderism, transphobia and gender-bashing. Other aspects such as the mix of behavioral and attitudinal items arose conflicts on the scale itself.

Walch et. al. designed a scale by the name Attitudes toward transgendered individuals scale, in 2012 (Walch et. al., 2012). The intent on his part was to develop a purely attitudinal scale towards the specific minority of transgenderism. This scale has 20

items that mention repeatedly use the word transgender and its derivations (Walch. et. al., 2012).

### **The problem**

Research studies have shed light on the fact that transgender individuals do not feel accepted and supported, but feel discriminated (Ozturk & Tatli, 2015). In fact, the International Organization has found that in order to avoid discrimination, LGBT individuals have resulted in disguising their gender identity (OIT, 2012). Transgender individuals have been analyzed as the individuals within the LGBT community to endure the most severe discrimination (Ozturk & Tatli, 2015). It has been reported that many transgender individuals have been declined a job position due to their gender identity during a job interview (OIT, 2012).

The International Labour Organization has reported that apart from having difficulties going beyond a job interview, there are several other aspects that cause utter discomfort in transgender individuals within the workplace environment (OIT, 2012). These include: no identification according to their gender, conflict of bathroom use, harassment for their attire (OIT, 2012). This results in a great percentage of transgender individuals to turn to sexual labor because of the lack of formal employment that assures their security and respect (OIT, 2012).

A previously noted, statistical percentages of discrimination, exclusion and violence have been recorded in Ecuador (INEC & CDT, 2013). Transgender individuals also go through harassment and discrimination in Ecuador within workplace environments (INEC & CDT, 2013). There is only one recognized transgender figure in the public eye, Diane

Rodríguez (Viteri & Ocampo, 2017). Research has shown that out of 82 reported murders against LGBT individuals, 79% was of transgender individuals (Paucar, 2016). The confusing articles within the Constitution also result in perpetual negative societal attitudes (Viteri & Ocampo, 2017).

### **Research question**

What is the effect of an intervention to change attitudes towards transgender individuals in the workplace environments in Ecuador?

### **Significance of the study**

The improvement on the life quality in the workplace needs to be enhanced. This study can promote awareness and a basis for the inclusion of this minority in Ecuador. This study can be a gateway for the foundation of inclusive programs for workplace environments. The significance resides in the suggestion of inclusion of a minority within the workplace environment in a country that could be perceived as conventional. This study can provoke the interest and design of better measures for inclusion. This study can invoke reflection on the human traits that seem to be overlooked within transgenderism, and applied to the Ecuadorian labor force. In a conventional country, where there have barely been proper investigations this study can be a stepping stone for the better interest of workplace development. This study aims at exposing the need for recognition and inclusion through a change in attitudes within the workplace environment.

The intervention proposed is based on a dynamic use of psychoeducation, workshops and the use of theatrical presentations; all of them with a component of social contact with individuals of the transgender community.

## **Literature Review**

### ***Sex and Gender***

To comprehend the term transgender, the terms gender and sex must first be explained. The American Psychological Association has defined gender as: “the condition of being male, female or neuter...gender implies the psychological, behavioral, social and cultural aspects of being male or female (i.e., masculinity or femininity),” (2015: pg. 2). And it has defined sex as: “the traits that distinguish between males and females. Sex refers especially to physical and biological traits,” (American Psychological Association, 2015: pg. 5). A further definition of sex under medical standards analyzes the differences between males and females on their genetic makeup which includes “sex chromosomes, gonads, sex hormones and non-ambiguous internal and external genitalia,” (Acton, 2014: pg. 565). While Acton considers gender as a designation on how masculine or feminine roles take place on social, public contexts (Acton, 2014).

### ***Gender Identity***

With both sex and gender explained the path towards gender identity is paved. Gender Identity is a term that was first used in the mid twentieth century. Gender Identity was first used as a term, as the psychological studies of Gender Dysphoria began, (Steensma et. al., 2013). According to Money et. al., it can be defined as the sense of belonging to a gender category (cit. in Moleiro & Pinto, 2015: pg. 2). The American Psychological Association has defined it as self-identification as male, female or indeterminate sex, adding that this identification is influenced by both biological and environmental factors (2015). The term identity relates to how a person sees themselves. To be able to identify oneself, a process of finding similarities in others occurs. In the case of

Gender Identity, as Steensma et. al. explains is: "...the extent to which a person experiences oneself to be like others of one gender," (2013: pg. 289). There are different implications within gender identity, and how a person determines their gender, since it is: "...how people view themselves and provides an important basis for their interactions with others," (Steensma et. al., 2013: pg. 289).

The development of gender identity, in most cases, does so accordingly to physical sexual characteristics (Steensma et. al., 2013). However, around the world people have shown development of gender identities that are not according to their sexual characteristics (Steensma et. al., 2013). This non-matching circumstance could possibly cause distress; this has been named Gender Dysphoria (Steensma et. al., 2013).

The process and development of gender identity has been discovered to have biological as well as social elements. Under social influence characteristics such as types of parenting and specific factors during critical periods. Under biological influence there has been etiological research as the sexual differentiation of the brain that occurs during pregnancy. This is due to the amount of sex hormones released during this time (Steensma et. al., 2013).

### ***Transgender***

The word transgender a term that aims to describe individuals "whose identity and/or gender expression does not reflect the societal gender norms associated with the sex assigned at birth," (Dietert & Dentice, 2010: pg. 122). The idea of transgenderism (transgenderal, transgenderist) has been around since the 1960's, in the sense of an individual identifying as the different gender from the one his or her sex conventionally



implied (Stryker, 2008). However, it is only thirty years later that the term transgender became an umbrella term for all forms of gender outside heteronormativity (Stryker, 2008: pg. 146). These forms of gender outside heteronormativity are all individuals who defy assumptions and standards typically present in society (Moleiro & Pinto, 2015). Therefore, transgender refers not only individuals who identify as a gender (male or female) different from their biological sex, but also all those individuals who do not identify under the female/male binary, but rather throughout the gender spectrum (Moleiro & Pinto, 2015). Examples of the identifications that transgender encompasses are: transsexual, intersex and cross-dresser (Schilt & Westbrook, 2009). Transgender individuals can also identify themselves with terminology such as *MTF* (transitioning from male to female) or *FTM* (transitioning from female to male), which represents their gender identity journey, (Singh, Hays & Watson, 2011).

As it has been said previously, the word transgender is modern term. A term that has been around since the 1960's and modified through time as it was in the 1990's. This is why an attempt to construct a Transgender History becomes complicated. Historically individuals with gender nonconforming identities could have been present, but who could they be included within modern terminology? Would those individuals identify or consider themselves as transgender? These are all considerations that make it difficult to establish an exact transgender history (Beemyn, 2011). Nonetheless it is possible to establish individuals and cultures whose practices or behaviors would nowadays, be considered transgender (Beemyn, 2011). In the case of the United States there has been record of gender nonconforming individuals within Native American history. These accounts have been recorded in history by European settlers, who took notice of the acceptance and

practice of gender diverse roles. An example would be a man taking up the female role of the household, which by Europeans was taken as acts of sodomy. Other recorded examples would be those of a woman taking up the male role of the household. Later on, these individuals would be persecuted and violently punished (Beemyn, 2011). Another example could be Lili Elbe from Germany. She was born as Eignar Wegener, and is the first recorded transgender individual to have undergone sexual reassignment surgery in the 1930's (Beemyn, 2011).

Under a psychological standpoint, there has also been this shift on what the term transgender means. In 2013, the *Fifth version of the Diagnostic and Statistical Manual of Mental Disorders (DSM-V)*, left behind what had been called the Gender Identity Disorder (Parry, 2013). The Gender Identity Disorder (GID), first appeared in the 3rd edition of the *Diagnostic and Statistical Manual of Mental Disorders (DSM-III)*. This disorder aimed to describe individuals that had a dissonance between their sex, at that time also gender assigned at birth, and their gender identity (Tejada, 2016). The 22<sup>nd</sup> of May of 2013, the American Psychiatric Association released their 5<sup>th</sup> Edition, GID was modified to Gender Dysphoria. This new emphasis stresses the intense discomfort and distress a dissonance between sex and gender identity could develop, rather than focusing merely in the incongruity between both aspects (Parry, 2013). Through the shift from GID to Gender Dysphoria the American Psychiatric Association reflected that gender nonconformity is not to be considered as a mental disorder, (Tejada, 2016). Nonetheless, Gender Dysphoria continues to be a part of the DSM-V to allow individuals who are diagnosed with it to have accessibility to care (Tejada, 2016). However, the existence of the diagnosis of Gender Dysphoria maintains a degree of stigmatization. On one hand, distress felt by transgender

individuals is due to ongoing cultural stigmas towards individuals who identify outside gender norms (Parry, 2013). On the other hand, this diagnosis maintains this sense of a transgenderism being a condition with symptoms. It continues this process of othering gender nonconforming individuals. It upholds this uncomfortable process to need a diagnosis before gaining access to medical health care or treatment (Tejada, 2016).

### *Transgender Healthcare*

The LGBT community often face instances of "...discrimination, stigma and social exclusion- including physical and psychological abuse, bullying, persecution, or economic alienation" (Moleiro & Pinto, 2015: pg. 2). These types of discrimination happen in various contexts of a person's life: relationships (friends and family), education, job, and health care. These instances have been linked to different health instances, as mental health, that affect transgender individuals (Moleiro & Pinto, 2015). Studies have found that transgender individuals have a greater risk percentage to develop: "anxiety disorders, depression, social phobia and adjustment disorders, substance abuse or eating disorders," (Moleiro & Pinto, 2015: pg. 2). Suicidal ideation as well as suicide attempts have been discovered to be present at an alarming rate in the transgender community. A study showed that 40% of transsexual men and 20% of transsexual women had attempted suicide (Moleiro & Pinto 2015). In another study of 500 transgender women, 30% had a suicide attempt, 30% had planned to commit suicide and around 250 of them had expressed suicidal ideation (Moleiro & Pinto, 2015). Moleiro and Pinto conclude the evident relationship between discrimination, stigma and psychopathology amongst transgender individuals (2015). They also stress the need not to focus solely on these matters generally, but rather a subjective focus on each individual experience with psychopathology (2015).

Another study conducted in 2016 focused on categorizing health-related instances within six health-related outcome domains, by analyzing 116 studies around the world focused on transgender health. These were: mental health, sexual and reproductive health, substance use, violence and victimization, stigma and discrimination and general health (Reisner et. al., 2016). Within mental health most datapoints were related to: mood disorders, suicidal and non-suicidal self-injury, and anxiety disorders. Depression was the most predominant element within mental health, as shown by a 60% prevalence within a group of 573 transgender women (Reisner et. al., 2016). In the category of mental health researchers concluded the need for deeper study to avoid comorbidity of mental disorders as well as risk factors for this population (Reisner et. al., 2016). Moving on, sexual and reproductive health is the second most frequently study within transgender health. In this category the study showed that most datapoints were related to sexually transmitted infections. 75% of the sample reported a prevalence in HIV or STI's. The highest prevalence however, was found in transgender individuals with a male sex assigned at birth. An issue within this category raised by Reisner et. al., is that other sexual and reproductive health concerns have little or no attention, such as non-infectious health instances, fertility or pregnancy (2016). In the next category, substance abuse, research upon the topic was too scarce; too scarce to identify substance use as a coping mechanism as it happens with other minorities; and too scarce to overall (Reisner et. al., 2016). Under violence and victimization, the types of these to be present across studies were: sexual, physical, psychological or emotional, verbal and not specified. These however have been under-researched which call for a deeper sense of the dimensions in abuse (Reisner et al., 2016). The results found within stigma and discrimination call for awareness due to the lack of research upon them being health outcomes. "54% of outcomes specifically

addressed stigma and discrimination in health care, including the occurrence of denial of care and postponement of care due to stigma,” (Reisner et.al., 2016: pg. 17). The conclusion for this category is the need to research on properly addressing stigma and discrimination to improve access and use for transgender communities. Finally, general health was the least researched topic within transgender individuals; which marks the need for changing this (Reisner et. al., 2016).

### *Transgender Statistics*

There is no clear information upon the exact number of the transgender population worldwide. There are many variables to take into account to estimate the growing transgender population. However, there are studies that have been able to make this analysis about the amount of transgender individuals. In the United States, the Williams Institute (UCLA School of Law) developed a report that estimates that 0.6% of the U.S adult population identifies as transgender. A 0.6% would estimate 1.4 million adults. This report is based on data from the Centers for Disease Control and Prevention- Behavioral Risk Factor Surveillance System. (Flores, Herman, Gates, & Brown, 2016). This report was divided on estimates based upon state of residence and age. One of the findings was a predominant identification of being transgender in individuals ranging from 18 to 24 year olds (Flores, Herman, Gates, & Brown, 2016). The data recollected by the BFRSS was done through survey’s all around the country. This survey collects information on health-related elements; it is done either with an interviewer either through a landline telephone or a cellphone. There are different modules within the survey, one of them contains the question: “Do you consider yourself transgender?” (Flores, Herman, Gates & Brown, 2016: pg. 7), the person can only answer yes or no. If the answer is yes, there is a follow-up

question that goes: “Do you consider yourself to be male-to-female, female-to-male, or gender non-conforming?” (Flores, Herman, Gates & Brown, 2016: pg. 7). An important note to mention is that if participants ask for a definition of transgender, the interviewer needs to give a previously designed definition of transgenderism (Flores, Herman, Gates & Brown, 2016).

Furthermore, the Williams Institute developed a report this 2018 about measures worldwide about LGBT Acceptance and Inclusion (Flores, Park, & Badgett, New Measures of LGBT Acceptance and Inclusion Worldwide, 2018). This report examines correlations between LGBT acceptance and inclusion and economic, legal, social instances worldwide. The first conclusion is based on survey research on 141 countries; which showed that average levels of both acceptance and the increase of rights has increased in countries who are more accepting as a whole, whilst countries that are not have seen a decrease in acceptance (Flores, Park, & Badgett, New Measures of LGBT Acceptance and Inclusion Worldwide, 2018). The second conclusion is that the more democracies commit to free press and abide laws the stronger the acceptance and legal inclusion. Finally, a positive correlation was found between the inclusion of LGBT communities and GDP per capita (Flores, Park, & Badgett, New Measures of LGBT Acceptance and Inclusion Worldwide, 2018).

However, Ecuador is far from developing such research upon minority groups. The last report developed in Ecuador upon the LGBT community, not even transgender specific, was done in 2013. This report is called Case Study about Life Conditions, Social Inclusion and fulfillment of Human Rights of the LGBT population in Ecuador (INEC & CDT, 2013) This report was done by the National Institute of Statistics and Census. In this report a total

of 2,805 cases are used that include: gay, lesbian, bisexual, FTM, MTF, transsexual and other (INEC & CDT, 2013). There are no clear statistics to even estimate the number of individuals that make up the transgender population in Ecuador. Although this report is a thorough study of living conditions, inclusion and human rights, it does not change the fact that it was done five years ago. It is the only source of information upon LGBT community, but it is outdated and there is no explanation on how the sample was chosen. In this 2,805 individuals it is a mixture of LGBT individuals, so information does not come through as it should (INEC & CDT, 2013). In this report 58% of LGBT individuals have no health insurance. Another important statistic is within the employment area. In this sample 94,5% reported to be employed (INEC & CDT, 2013). Out of those 94,5%, a 49,5% work as market vendors or provide services. Close to 20% of the individuals reported having been a sexual worker. There is a discrimination unit that reports that in almost every area of their life they had more than a 60% of acceptance (INEC & CDT, 2013). However, later on different reports of discrimination are exposed such as: 61.4% of reported violence within the family environment (INEC & CDT, 2013). As well as, a 33% of LGBT individuals being prohibited by their families to go out with anyone. Plus, a 32.3% of having been told by their family members that they should either be more feminine or masculine (INEC & CDT, 2013). A 26,2% also reported that because of their gender identity one or more family members stopped talking to them. Another important statistic is the types of violence they have received with the highest being yells, insults, threats and mocks with a 35,3% of report (INEC & CDT, 2013). But instances such as: obligated sexual relations, sexual harassment, property damage, physical assault are also present. The final unit is: "Discrimination, exclusion and violence". 55,8% of individuals in the sample reported to having experienced discrimination in public spaces; 50,5% reported to having experienced

discrimination in private spaces; 43,8% reported being discriminated in workplace environments (INEC & CDT, 2013). Under exclusion, 71,4% of individuals reported feeling excluded in private spaces and 60.8% reported the same but in public spaces; in the workplace environment 27,6% reported to feelings of exclusion (INEC & CDT, 2013). Finally, 65,5% of individuals reported experiencing violence in public spaces; 52,1% reported the same but in private spaces; and 22.0% reported experiences of violence in workplace environments (INEC & CDT, 2013).

Since then, instances as the election of the first transgender in the National Assembly have occurred (Viteri & Ocampo, 2017). As well as the case of Amada (Rosero, 2018). This is a case of child transgenderism that shook Ecuador. Amada was born in 2009 with a male sex. During her early childhood she presented behaviors that fall into the stereotypical female role; she wanted dolls, pink toys and clothes, and more. Her parents had to deal and fight their initial prejudices, but decided to support their daughter, and create a safe environment for her. That is why the 15<sup>th</sup> of January of 2018, they approached the Ecuadorian Civil Registration to appeal for a change of name and sex in Amada's ID. They were backed by the Inter-American Commission on Human Rights. The 9<sup>th</sup> of that same month their opinion was made public, that it is a name change, photo modification and rectification of gender or sex in any identity register or document is a protected right (Rosero, 2018). After this process the parents of Amada were the entrepreneurs of "Fundación Amor y Fortaleza". This is an organization based to not only accompany and guide families with transgender children and teenagers, but also fight for their rights in Ecuador (Rosero, 2018). In an interview with Amada's parents, it was apparent the struggle they had to face because their daughter had been born in Ecuador (Bonilla, 2018). Her



daughter was bullied in school when transitioning, which initiated a search for a different school. As a family they had to go through fourteen schools, to finally find one that did not allude to a stigma, stereotype or open discrimination towards the child and parents.

Amada's parents are fighting for awareness and changes within Ecuadorian institutions for the rights of transgender children, starting with their daughter's (Bonilla, 2018). Their concern is that knowledge and awareness about the Ecuadorian transgender population was minimum. Although there have been entities for many decades, there had been no real change on a social, educational, medical, psychological, legal and political level, until the case of Amada went out to the Ecuadorian population (in the most sensible way possible), (Bonilla, 2018). They referred to this lack of change because of the constant search for protagonism from specific individuals and governmental entities, for self-benefits rather than truly helping all the transgender individuals behind them. From the moment they knew Amada was a transgender child, they sought knowledge to be able to fight for her. Since they presented their daughter's case, they have held several workshops and panels in hospitals, universities, and more. Alongside other organizations, they have been able to start a real process towards awareness, the need for knowledge and change in behalf of the Ecuadorian transgender community (Bonilla, 2018).

### ***Transgenderism and the workplace***

The National Institute of Statistics and Census has only been able to report the workplace situations within a sample of the Ecuadorian LGBT community. 94, 5% of this sample reported to be employed, but there reports of discrimination prevailed (INEC & CDT, 2013). In 2017, the United Nations Human Rights Office of the High Commissioner, made public a booklet titled *Tackling Discrimination against Lesbian, Gay, Bi, Trans, &*

*Intersex People STANDARDS OF CONDUCT FOR BUSINESS*. In it, there are five Standards of Conduct for Business, that companies all around the world should know and apply to, as the UN High Commissioner Zeid Ra'ad Al Hussein says: "...achieve faster global progress towards equality for lesbian, gay, bi, trans, and intersex people, businesses will not only have to meet their human rights responsibilities, they must become active agents of change," (United Nations Human Rights Office , 2017). These five standards are: 1) Respect Human Rights 2) Eliminate discrimination 3) Provide support 4) Prevent other human rights violations 5) Act in the public sphere (United Nations Human Rights Office , 2017). The first standard alludes companies to have policies and processes that ensure that human rights are being respected (processes appropriate to their nature); by developing policies, being diligent about those and assessing any organizational climate impact (United Nations Human Rights Office , 2017). The second standard refers to eliminating discrimination based on equal benefit and employment opportunities; prevent and handle any harassment or discrimination; raise awareness of human rights concerns that the LGBT community has to face; extend benefits to families equally; support privacy to individuals, whether they identify as any LGBT identity or not. The third standard refers to providing support, creating positive, inclusive environments in their companies. The fourth is to take into account all other types of human rights violations to ensure that their company does not overlook them. Finally the fifth one, is to act within public contexts, to communicate their processes, become advocates, make sure action is being taken, rising awareness and social dialogue and questioning processes to are of abusive nature towards LGBTI individuals (United Nations Human Rights Office , 2017).

Several research studies with a focus towards LGBT individuals have been conducted in regards to their workplace experiences. In 2011, the Williams Institute (UCLA School of Law), developed a report in which they worked with two previous reports upon LGBT community and workplace discrimination, one in the private sector and one in the public sector (Sears & Mallory, 2011). This report revealed that when transgender individuals were surveyed separately they reported higher degrees of discrimination and harassment at work than LGB individuals (Sears & Mallory, 2011). Important statistics from this report, conducted in the United States, more than 60% of transgender individuals revealed, in both sectors (public and private), that they had experienced discrimination and harassment in workplace environments (Sears & Mallory). Another important conclusion from this report, is that transgender individuals are the demographic group with either the least national average income or unemployed (Sears & Mallory, 2011). The types of discrimination in one of the research studies were: being fired, employment denial, harassment, and promotion denial (Sears & Mallory, 2011). In 2009, it was found that 40% of transgender individuals held their gender identity private due to fear of putting themselves in danger if opening up about it, in workplace environments (Sears & Mallory, 2011).

Throughout several studies different forms of discrimination have been identified. A study that took place in 2009 shed light on three specific practices that promote discrimination towards transgender individuals in the workplace environments (Dietert & Dentice). The first form of discrimination comes from transgender employees maintaining their true gender identity hidden from their workplace environment, either to avoid harassment or being fired (Dietert & Dentice, 2009). A second instance is the lack of

support transgender individuals get within workplace environments. In this study it referred specifically to the fact of not having enough support through their transitioning process when they have been employed (Dietert & Dentice, 2009). The final act of discrimination referred to not being treated by the pronoun or name that reflected their gender identity (Dietert & Dentice, 2009).

There are other instances within discrimination in the workplace that need to be considered. An example is that companies that have been labeled as inclusive are not truly so (Priola, Lasio, De Simone & Serri, 2014). Within this article it was reported by transgender individuals that even if their companies were “inclusive” and promoted LGBT awareness, most of their coworkers were not familiar with LGBT knowledge and some even did not take it into account within their work conduct (Priola, Lasio, De Simone & Serri, 2014).

Ozturk and Tatli found that there are three circumstances that occur in workplace environments that continue the path of discrimination towards transgender individuals which are: representation, disclosure and transition (2015). Representation refers to the low levels of transgender individuals formally employed to avoid harassment or discrimination. Disclosure refers to transgender individuals taking the decision to keep a secret their gender identity to avoid transphobia. Finally, transition alludes to the process that the individual has to go through, physically and psychologically, but that companies do not really provide either a safe or understanding environment, upon it (Ozturk & Tatli, 2015).

Another study conducted in 2017 identified types of discrimination, as subtle or not subtle, that transgender individuals had to endure (DeSouza, Wesselmann & Ispas). These types of discrimination and marginalization are: microaggressions and ostracism. They

define microaggressions as “explicit comments that the perpetrator can pass off as harmless,” (DeSouza, Wesselmann & Ispas, 2017: pg. 126). On the other hand, ostracism is defined as the act of ignoring or excluding someone, which is: “...difficult for the victim to prove and invisible to the observers,” (DeSouza, Wesselmann & Ispas, 2017: pg. 126). Finally, DeSouza, Wesselmann and Ispas, support the claim that companies should not only fight any form of discrimination, but truly embrace diversity (2017).

The Human Rights Campaign Foundation developed this 2018 a Corporate Equality Index, in which they reviewed workplaces on LGBT and Queer Equality (Human Rights Campaign Foundation, 2018). The businesses reviewed came from 2016 Fortune 1000 (Fortune’s magazine’s 1000 largest publicly traded businesses) and 2016 AmLaw 200 (American Lawyer magazine’s top 200 revenue-grossing law firms), (Human Rights Campaign Foundation, 2018). This index has four pillars: 1) Nondiscrimination policies 2) Equitable benefits for LGBTQ employees and families 3) Internal Education and accountability metrics towards inclusion of LGBTQ employees 4) Public commitment to LGBTQ equality, (Human Rights Campaign Foundation, 2018). Within these pillars there are several criterions that could serve as guides for businesses across the world to follow a path towards inclusion and respect.

### ***Attitudes***

An attitude is defined as: “evaluations of a particular person, behavior, belief or concept,” (Feldman, 2011: pg. 579). Another definition is: “...an overall evaluation of an object that is based on cognitive, affective, and behavioral information,” (Maio & Haddock, 2015). Attitudes have an important influence from what surrounds us; family members, friends, peers, media and cultural norms all influence the attitudes we develop (Pennington,

Gillen, & Hill, 2016). Maio and Haddock, make it a key point, that an attitude is in essence an evaluative judgement (2015). One model upon attitude states that attitudes are built of: affective, cognitive and behavioral components (Pennington, Gillen, & Hill, 2016). However, there are times when people act opposite to how they think or feel, which ensued the development of a one-dimensional model that takes into account if the attitude is positive or negative and its intensity (Pennington, Gillen, & Hill, 2016). The importance in these levels within attitudes is further explained by Maio and Haddock. The valence of an attitude can be: positive, negative or neutral. The strength alludes to the attitude's stability, if it is able or not to stand an attack, its ability to influence information processing, plus its capacity to guide human behaviors (Maio & Haddock, 2015).

Feldman explains how attitudes are eternally linked to human behavior, and how human beings are constantly striving to having behaviors coherent with their attitudes (2011). Furthermore, Feldman numbers three factors that allow for attitudes to change which are: message source, characteristics of the message and characteristics of the target (Feldman, 2011). It is up to elements within these three factors that can either ease or not a change in attitudes (Feldman, 2011).

Current attitudes towards transgenderism can be reflected on the information previously given. Several statistics and research have shown that transgender individuals report high percentages of discrimination, stigma and marginalization. It has been studied that this discrimination enhances mental health risks in transgender individuals (Moleiro & Pinto, 2015). Due to current attitudes of discrimination, entities such as the United Nations Human Rights Office and the Human Rights Campaign Foundation have developed

standards and criteria that should serve as a basis for businesses to create an equal, inclusive working environment.

Some literature has even begun to use the term *transprejudice* which has been described as: “heterosexual’s negative valuing, stereotyping, and discriminatory attitudes toward and treatment of individuals whose appearance and/or identity does not conform to the current social expectations or conventional conceptions of gender,” (King, Winter & Webster, 2009: pg. 20). Current attitudes towards transgender individuals can be encompassed in this term, the stigma that leads to several types of violence within the workplace environment.

As seen through the Case of Amada, current attitudes toward transgenderism are in their majority negative, based on continuous acts of discrimination that can be attributed to the lack of knowledge Ecuador has in general upon gender identity (Bonilla, 2018). The case study developed by the National Institute of Statistics and Census, discrimination is highly reported by LGBT community members, independent if they are public or private spaces (INEC & CDT, 2013). The crucial point remains that presently, it is a matter of study, which reflects to great extent the search to change heteronormative stigmas.

A study conducted in 2017 revealed that men are most inclined group to show significant higher degrees of transphobia and homophobia (Fisher et. al., 2017). Considerations about this result comes from men having more adherence towards stereotypical gender roles; as well as anxiety upon their sense of being masculine, which shows as either transphobia or homophobia (Fisher et. al., 2017). Another important finding was that the presence of religiosity was also correlated with homophobia and transphobia (Fisher et. al., 2017). This result is interesting to the Ecuadorian context since religiosity is

still a profound cultural aspect. Lorena Bonilla, mother of Amada, even mentioned during an interview that as a mother fighting for her daughter's rights, this is one of the elements that puts walls up when it comes to trans inclusion. She even mentioned the organization "Con mis hijos no te metas", which is an organization of parents that are against governmental laws that to them go against, their heteronormative stance of, the institutions of marriage and family (2018).

### ***Intervention methods***

Psychoeducation is a starting point that can "create an atmosphere of trust and open exchange regarding information that can be difficult to talk about," (Maguen, Shiperd & Harris, 2005). The first method within the intervention is to set ground knowledge that the next methods can build on. Psychoeducation allows for this breach that transgender individuals report of their environments not being inclusive due to boss's and co-worker's ignorance (Priola, Lasio, De Simone & Serri, 2014). Through psychoeducation, there is vital information exchange such as the effect of transphobic experiences such as: stress, depression, anxiety, and suicide (Austin & Craig, 2015). In Ecuador's current situation towards transgender identities it is necessary to impart knowledge first, before going any further in a process of internalization (Bonilla, 2018).

Another method within the intervention relates to acting as a therapeutic instance; role-play and theatre. Role-play has been a therapeutic intervention for decades, and can be understood as: "...a directive and action-oriented approach, is predicated on the concept that learning occurs by doing," (Miller, 1980: pg. 217). Guidelines for a role playing session include: structuring the role-play situation to occur, the players to fully engage as if the situation were real and look out for words or phrases that can hold valuable meaning



(this refers to the person overseeing the role-play), (Miller, 1980). Role-playing can achieve awareness, communication, responsiveness and great understanding (Miller, 1980). Since it is a sensible topic, having to impersonate a transgender individual or someone talking to them can shed light on existing *transprejudices*, questions, and more (Bonilla, 2018). Another method that holds acting as a therapeutic mean is the use of theatre. A study was conducted in 2014 with the aim of changing attitudes towards LGBT individuals through by the presentation of a theatre play that dealt with on campus discrimination towards gender diversity (Iverson & Seher, 2014). The participants had to fill a pre-show and post-show attitude survey. Results showed change in attitudes, and some of the participants even became invested in campus projects to promote gender identity diversity on campus (Iverson & Seher, 2014). It is an interactive way to create awareness and internalization in the path to changing attitudes.

Social Contact will be another method throughout the intervention, as it has been regarded one of the most effective ways towards attitudinal change (Iverson & Seher, 2014). The Social Contact Theory States that: "...under the right conditions, contact between members of different groups leads to more positive intergroup relations," (Crisp & Turner, 2009). An important consideration is that "contact can reduce prejudice only when social groups and group members have the opportunity to engage positively with one another," (Crisp & Turner, 2009). There is important change when you meet a person from a minority, as is the case with transgender individuals, people cannot pretend they do not exist, it becomes a reality that needs to be handled properly, but it can have a great positive effect when trying to teach and communicate what it means to be a transgender individual (Bonilla, 2018).

### *Scale*

Hill and Willoughby developed a way of measuring genderism, transphobia and gender-bashing, by designing the Genderism and Transphobia Scale more than a decade ago (Davidson, 2014). In order to measure transprejudice the three constructs previously mentioned had to be defined Genderism being: "...a belief that devalues and reinforces negative attitudes towards those who do not conform to traditional gender role norms," (Davidson, 2014). Transphobia being repulsion towards people identified as transgender. Gender-bashing as violent conduct against transgender individuals. It has 32 items under two sub-scales. However, its omission of the actual word transgender has decreased its validity (Davidson, 2014).

Another scale was developed in 2012, Attitudes toward transgendered individuals scale, in 2012 (Walch et. al., 2012). This scale tries to measure attitudes more than anything towards the specific minority of the transgender community. This scale is made of 20 items that center completely on the transgender experience (Walch. et. al., 2012). Examples of a few items are: "There should be no restrictions on transgenderism", "I would feel comfortable if I learned that my best friend was a transgendered individual", and "Transgenderism is immoral," (Walch, et. al., 2012). Nonetheless, criticism on this scale is based on the fact that some of the items come from other scales that do not measure transgenderism. Some the items have modified the use of the word "homosexual" or "lesbian" and their derivations, since they were previously established in the Heterosexual Attitudes Toward Homosexuals scale by Larsen, Reed and Hoffman in 1980 (Davidson, 2014). Taking elements from another scale involves a different construct, which is why there is certain criticism. However, at its core it is still the measurement of attitudes against

a gender identity minority. This is the scale to be used throughout this research project, because it is completely developed in an attitudinal level.

## **Method and Design of the Investigation**

### **Design and Justification of Selected Method**

This investigation aims to answer the research question: “What is the effect of an intervention to change attitudes towards transgender individuals in the workplace environments in Ecuador?” Due to the nature of this question, a quantitative approach must be developed; in order to run statistical analysis upon the numerical data recollected through survey answers about attitude change presented by participants, before and after having had the intervention. The nature of the survey to be used is self-report, which will need a quantitative analysis to evaluate if significant attitudinal changes occurred or not. The design of the investigation is experimental, which will be analyzed with a T-Test within two samples. It will occur with an experimental sample and a control group to ensure if significant changes occurred. The control group will also receive the intervention, but only after the experimental group has been tested. The purpose is two- fold; first measure if the intervention influenced attitudinal changes, which could be seen by the use of these two groups; secondly to test if the participant’s gender influences the type of attitudes presented towards transgender individuals. Participants will complete a survey before and after the intervention has been held, to determine if there was a significant influence upon attitudes or not. After a period of time, the researcher will revisit the business to measure if attitude changes were persistent or not after the intervention.

There are two independent variables in this investigation is a designed intervention that is based on psychoeducation, role-play and theatre, and social contact. The second independent variable will be the participant’s gender. The dependent variable would be the

degree of attitudinal change in participants towards transgenderism. The variables will be handled efficiently, to ensure that the results are valid and trust-worthy.

### **Participants**

The present investigation would need to be done in businesses that have a wide staff, and high income, which would suggest a more diverse workplace environment. Plus, in high-ranking companies there is more pressure to upkeep rights and proper working conditions for employees. The twenty highest ranked businesses (by income) according to EKOS magazine would be approached by email and telephone calls. For each group, a minimum of fifty participants will be needed. This number of participants will provide a greater amount of results to the quantitative analysis aimed for.

### **Tools**

The tool used to measure the attitude change is the Attitudes toward transgendered individuals scale, developed in 2012 by Welch et. al. This scale has been reviewed by the US National Library of Medicine National Institutes of Health. This scale maintains a “high internal consistent reliability, and evidence of convergent and discriminant construct validity,” (Walch et. al., 2012). This is the only scale that measures attitudinal change, specifically towards transgender individuals, which is why it suited this investigation properly. It consists of 20 items that hold meaning to attitudes towards transgender individuals. Examples are: “It would be beneficial to society to recognize transgenderism as normal”, “Transgenderism endangers the institution of the family,” (Walch et. al., 2012). The answers are given through a Likert Scale that goes from Strongly Disagree (1) to Strongly Agree (5), (Walch et. al., 2012).

## **Data recollection and analysis**

The initial contact would occur with the Human Resources Manager in the Human Resources Department, to pitch the idea of creating an inclusive, human rights supportive working environment. After having pitched the idea, the businesses can call back with responses about the offer. From the ones who are interested, there needs to be an interview process, starting with a more thorough gathering of information from the Human Resources department to understand if LGBT members have been hired, the selection process and so on. Then there needs to be a meeting with General Management to comprehend the nature of the business, the organizational climate, the expectations of the business and so on. Half the participants will be chosen from high-ranking job positions and the other half from low-ranking job positions. This will balance the diversity amongst employees. In order to see valid attitudinal changes, the sample must be balanced by gender as well. All the randomly chosen participants will be asked to sign an informed consent due to their experimental participation.

The intervention would occur through a working day. It would take place in the one of the companies' conference rooms or capacitation areas (depending on the businesses available space), in order to fit the all the participants. The survey (Attitudes Toward Transgendered Individuals Scale) will have to be completed by the participants, with proper supervision from the team conducting the intervention. The team will consist of the researcher, a transgender individual from an organization based in Ecuador, a psychologist and endocrinologist. The first part of the intervention will be exercises in order to get to know each other, each other's names and job positions, as well taking the edge off from the participants. This exercise will be taken from Organizational Psychology practices,

according to the business of that day. Afterwards the psychologist, endocrinologist and transgender individual will impart the psychoeducation unit of the intervention on transgenderism to the participants. In this section the UN Standards of Conduct and the Human Rights Campaign Foundation Index will be explained, to establish goals within the businesses policies and overall climate. When it is finished, a role-play session will occur. Participants will be randomly assigned in pairs, and be given a vignette about an instance a transgender individual might go through in the business (it will hold aspects of stigma, marginalization and discrimination). Within that same unit, participants will randomly be assigned to groups and asked to put on a skit involving a transgender individual's day at work. Throughout the whole process assistance will be given by the psychologist, researcher, endocrinologist and transgender individual (ensuring the aspect of social contact). The next unit is an open space for questions for the panel. Finally, there will be a closing activity to revise what has been learned and observed as well as relax, according to Organizational Psychology practices according to the business. Afterwards, the survey will be filled again by participants with the proper supervision. Participants will be thanked and given a participation certificate.

The analysis will be a T-Test, which will allow the comparison of the mean of the experimental group and the control group. This difference will reflect if the effect of the designed intervention is significant or not, when trying to change attitudes towards transgender individuals. The results will also be through an ANOVA analysis to study the second independent variable; gender. This analysis will provide information about the interaction between gender and intervention. An analysis that will shed light on previously

mentioned studies that gender also plays a role on what attitudes a person has towards transgender individuals.

### **Ethical Considerations**

This research will be done following all standards to ensure the compliance with all ethical considerations within an experiment with people. The first step, would be to sign an informed consent (ANEX A), which holds information about the essence of the study. The importance of this informed consent is that ensures that participation is solely voluntary. This study aims to measure the effect of an intervention in attitudes of the participants, through this process there is no intended grave personal or otherwise work related consequences or repercussions for the participants. To this end, complete anonymity will be maintained by the changing participant's names by letters. The participant's will be explained that their information (names, results, etc.) will be strictly confidential, and for this research only. The researcher will ensure that the environment intervention allows for the minimum possible emotional instances. If throughout the experiment any participant shows any discomfort, he or she, will be allowed to leave the experiment. If in any case, psychological distress is caused in any of the participants, services regarding professional help will be granted. When the intervention is finished, participants will be reminded that this experiment aims to study the workplace attitudes that transgender individuals have to face in Ecuador, they will be assured that no judgements are to occur, or any type of stigma for that matter.



## **Expected Results**

The expected results would go accordingly to the through literature review and the cultural context of Ecuador. As in Walch et. al.'s study, there would be a certain level of attitude change due to three factors: attainment of knowledge, internalization through acting, and social contact with an actual transgender individual. Several research studies and interviews have shown the importance of having knowledge to comprehend transgenderism far away from the normally accepted social convictions. There needs to be a destigmatizing process, through scientific, medical and personal accounts as would be given in the first unit of the intervention. Myths need to be broken, to fight these cultural convictions and ideas about transgenderism. The three factors this intervention plays with can predict a positive outcome. Nonetheless, the Ecuadorian population has very strong positions in terms of LGBT community individuals, which could reflect that even if there is an attitude change the change would not be completely drastic.

The Attitudes Toward Transgendered Individuals Scale scores could reflect as in its study, an overall average change of 0.70 (Walch et. al., 2012). However, there are also elements that could vary these results as gender. As it was previously discussed men have a tendency to maintain their stances upon LGBT individuals in order to maintain their sense of masculine role, which could be seen in the results, if overall men have a lower level of attitude change than women. Nonetheless, three months later there needs to be a follow-up to see if the company internalized the need of inclusive and diverse working environments. The survey would be filled by participants again, as well as interview with General Management and Human Resource department to verify if policies or standards of conduct

have been places within the business to ensure the inclusion, equal benefits and protection of transgendered individuals.

## Discussion

Ecuador is a third-world country in need of improvements within social areas. It is a country that has only recently taken into account the existence, the needs of the LGBT community. There is no way of knowing how many transgender individuals live in Ecuador till now, but that does not mean that they do not exist. That does not mean that they do not have rights. That does not mean that they do not deserve a chance to have a proper job out of the lowest levels of employment. This is clearly reflected in the last report upon transgender individuals being five years ago (INEC & CDT, 2013). Questions within this study reflect levels of discrimination towards the LGBT community. However, this is still a sample of 2,805 LGBT identified individuals (INEC & CDT, 2013). This is one of the examples for the social neglect that is present in the Ecuadorian society. Ecuadorian law bans discrimination (Viteri & Ocampo, 2017), but it still occurs. The case of Amada, is a clear example that from young ages transgender individuals are marginalized, that transgender individuals are stigmatized (Bonilla, 2018).

Attitudes are judgements towards individuals, objects or situations; attitudes in Ecuador are prone towards discrimination. Discrimination based on the lack of knowledge and the close-minded way of life (Bonilla, 2018). An intervention such as this, could begin to raise awareness in workplace environments about the existence of transgenderism and the need to include them, to abstain from discriminating or stigmatizing them. The United Nations Human Rights Office has called upon companies ensuring the safety, protection and non-discriminating work environments to abide by human rights (United Nations Human Rights Office , 2017). Standards of Conduct have been drawn as a guideline to ensure the inclusion of LGBT individuals in workplace environments (United Nations

Human Rights Office , 2017). However, these standards propose that companies not only include LGBT employees, but proposes that companies should be active agents for change; a change towards inclusion (United Nations Human Rights Office , 2017). The effect of an intervention to change attitudes towards transgender individuals in the workplace environments in Ecuador, could be a stepping stone for true awareness and knowledge about individuals that have been marginalized for decades.

The analysis of the role gender plays in the types of attitudes towards transgender individuals could provide great insight on the tendencies towards transprejudice. It is to be expected that men have a greater prevalence of discrimination (Davidson, 2014), stigma and marginalization towards transgender individuals. This study could validate these previously seen results and provide insight upon Ecuadorian society. How much does gender influence the types of attitudes developed towards individual's part of the LGBT community.

Transgendered individuals are a minority, within the LGBT community. They report the highest levels of discrimination (Sears & Mallory, 2011), that have the highest health and mental risks because society has not given them a chance; has not given them their place in this country. This investigation would serve as a breakthrough for the fight of transgender human rights in Ecuador.

### **Limitations**

This investigation has the limitation of being extremely general. An ever deeper analysis could be made of the different factors that affect the attitudes towards transgender such as: socioeconomic status, level of education, religiosity and more. More variables can

be taken into account for a more thorough analysis of the reality behind Ecuadorian discrimination towards transgender individuals. In this case only gender was considered based on previous research (Davidson, 2014), but there are different variables, different interactions that could shed light on how to develop proper interventions that work with these different factors. Another limitation could be the need for more units to be included that could enhance the awareness and attitude change. This intervention was done based on the needs identified in Ecuadorian society when it comes to changing attitudes towards transgender individuals. The first need is based on the lack of knowledge (Bonilla, 2018); a lack of knowledge upon gender and sexuality is what allows persistent discrimination towards LGBT individuals (Bonilla, 2018). This sense that sexual minorities are a taboo or a sin, and even nonexistent (Bonilla, 2018) is what diverged the search for a dynamic strategy of exposition. This lead to researching upon role-play and theatre in order to change attitudes (Iverson & Seher, 2014). Role-playing is able to raise allow the participant to put themselves on the shoes of a transgender individual. It is a technique that reflects the process of learning by actually doing (Miller, 1980). Another part of the intervention related to exposition is Social Contact (Flores, 2015). Having a transgender individual being part of the panel taking over the intervention, allows for taboos to be broken, and breaks a barrier by showing the humanity of that individual, possibly putting aside all previous perceptions or stereotypes. Nonetheless, other interventions should be studied in order to accompany this already established dynamic intervention.

Furthermore, this investigation is centered on the largest grossing companies in Ecuador. There are different business ventures existing around Ecuador, that could either include transgender individuals or not. There needs to be a diversifications of interventions

suited for all type of companies around Ecuador, to impact social behavior towards a path of inclusion; a path for progress.

### **Recommendations for Future Research**

In order to continue this fight for awareness, more studies need to happen. A greater understanding of all the minorities within the Ecuadorian LGBT community. Research within this line of thought needs to be done in even more diverse companies to know the level of knowledge, the existing level of discrimination across the whole business area, rather than just the highest income ranking companies in Ecuador.

A study with more independent variables should be done, to comprehend even more interactions affecting attitudes towards LGBT minorities. Overall, there needs to be further research of all topics concerning the LGBT community. More studies provide further insight and pushes towards a change in society. The more the academic field can learn, the more interventions and changes can be made in Ecuador towards an inclusive society.

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## ANEXO A



**Comité de Ética de Investigación en Seres Humanos**  
**Universidad San Francisco de Quito**  
 El Comité de Revisión Institucional de la USFQ  
 The Institutional Review Board of the USFQ

## SOLICITUD PARA APROBACION DE UN ESTUDIO DE INVESTIGACION

## INSTRUCCIONES:

1. Antes de remitir este formulario al CBE, se debe solicitar vía electrónica un código para incluirlo, a [comitebioetica@usfq.edu.ec](mailto:comitebioetica@usfq.edu.ec)
2. Enviar solo archivos digitales. Esta solicitud será firmada en su versión final, sea de manera presencial o enviando un documento escaneado.
3. Este documento debe completarse con la información del protocolo del estudio que debe servir al investigador como respaldo.
4. Favor leer cada uno de los parámetros verificando que se ha completado toda la información que se solicita antes de enviarla.

DATOS DE IDENTIFICACIÓN	
<b>Título de la Investigación</b>	
	<b>What is the Effect of an Intervention to Change Attitudes Towards Transgender Individuals in Workplace Environments in Ecuador?</b>
<b>Investigador Principal</b> <i>Nombre completo, afiliación institucional y dirección electrónica</i>	
	María Emilia Viteri Eguez, Universidad San Francisco de Quito, <a href="mailto:marieviteri12@hotmail.com">marieviteri12@hotmail.com</a>
<b>Co-investigadores</b> <i>Nombres completos, afiliación institucional y dirección electrónica. Especificar si no lo hubiera</i>	
<b>Persona de contacto</b> <i>Nombre y datos de contacto incluyendo teléfonos fijo, celular y dirección electrónica</i>	
	María Emilia Viteri Eguez, 2889 119/ 0992 5555 39, <a href="mailto:marieviteri12@hotmail.com">marieviteri12@hotmail.com</a>
<b>Nombre de director de tesis y correo electrónico</b> <i>Solo si es que aplica</i>	
	Teresa De Jesús Borja Álvarez, <a href="mailto:tborja@usfq.edu.ec">tborja@usfq.edu.ec</a>
<b>Fecha de inicio de la investigación</b> <i>No aplica</i>	
<b>Fecha de término de la investigación</b> <i>No aplica</i>	
<b>Financiamiento</b> <i>Personal/ Empresas que participen</i>	

<b>DESCRIPCIÓN DEL ESTUDIO</b>	
<b>Objetivo General</b>	<i>Se debe responder tres preguntas: qué? cómo? y para qué?</i>
	Se realizará un estudio acerca del efecto de una intervención en actitudes hacia individuos Transgénero en el campo laboral ecuatoriano, a través de un experimento puro (grupo experimental y grupo control), para conocer si una intervención podría fomentar la inclusión de minorías LGBT en el campo laboral del Ecuador.
<b>Objetivos Específicos</b>	
	-Conocer actitudes existentes con respecto a individuos Transgénero en el Ecuador -Conocer los efectos de una intervención en actitudes hacia individuos Transgénero
<b>Diseño y Metodología del estudio</b>	<i>Explicar el tipo de estudio (por ejemplo cualitativo, cuantitativo, con enfoque experimental, cuasi-experimental, pre-experimental; estudio descriptivo, transversal, de caso, in-vitro...) Explicar además el universo, la muestra, cómo se la calculó y un breve resumen de cómo se realizará el análisis de los datos, incluyendo las variables primarias y secundarias..</i>
	Este es un estudio cuantitativo experimental, pre prueba- post prueba. Se dará en el campo laboral ecuatoriano en las empresas interesadas de las 20 primeras empresas con los ingresos más altos según la revista EKOS. La muestra será de un mínimo de cincuenta participantes para el grupo experimental, y cincuenta participantes para el grupo de control. El análisis de datos será a través de una Prueba T, además de ANOVA para comprender la interacción de género con respecto al tipo de actitudes hacia individuos Transgénero.
<b>Procedimientos</b>	<i>Los pasos a seguir desde el primer contacto con los sujetos participantes, su reclutamiento o contacto con la muestra/datos.</i>
	<ol style="list-style-type: none"> <li>1. Contactar al Departamento de RRHH para las primeras 20 empresas de mayor ingreso de acuerdo a la revista EKOS</li> <li>2. Explicar propósito del estudio con respecto a las actitudes existentes a cuanto individuos Transgénero en empresas ecuatorianas y el efecto de una intervención dimensional sobre las mismas y pedir su participación</li> <li>3. Aleatoriamente escoger 100 participantes dentro de la empresa (que firmen consentimiento informado)</li> <li>4. Aleatoriamente dividir participantes, 50 a grupo experimental y 50 para grupo control</li> <li>5. Hacer que ambos grupos completen "Attitudes toward transgendered individuals scale"</li> <li>6. Realizar intervención dimensional durante una jornada de trabajo</li> <li>7. Hacer que ambos grupos completen nuevamente "Attitudes toward transgendered individuals scale"</li> <li>8. Brindar intervención a grupo control</li> <li>9. Realizar análisis Prueba T y ANOVA a resultados recopilados, y su significancia en cuanto a estudio</li> </ol>
<b>Recolección y almacenamiento de los datos</b>	<i>Para garantizar la confidencialidad y privacidad, de quién y donde se recolectarán datos; almacenamiento de datos—donde y por cuánto tiempo; quienes tendrán acceso a los datos, qué se hará con los datos cuando termine la investigación</i>

Se seguirán todos los protocolos en cuanto a consideraciones éticas, que empezará por la firma en el consentimiento informado. Se recolectarán los datos de aquellas empresas dentro de las primeras veinte empresas con mayor ingreso según la revista EKOS. Se recopilarán datos de 100 participantes aleatorios que serán anónimos, a través del uso de códigos. Los resultados solo serán utilizados para este estudio y serán manejados únicamente por la experimentadora principal.

**Herramientas y equipos** *Incluyendo cuestionarios y bases de datos, descripción de equipos*

Attitudes toward transgendered individuals scale

## JUSTIFICACIÓN CIENTÍFICA DEL ESTUDIO

*Se debe demostrar con suficiente evidencia por qué es importante este estudio y qué tipo de aporte ofrecerá a la comunidad científica.*

Este estudio otorgará importancia a la calidad de vida que presentan individuos transgénero en el campo laboral ecuatoriano. Es un paso para obtener conocimientos, pero también para desarrollar medidas para asegurar la protección y disminuir la discriminación ante individuos transgénero. El último estudio se dio por el INEC en el 2013, cinco años atrás (INEC & CDT, 2013). Este estudio denota la importancia de estudios acerca de la comunidad LGBT en el Ecuador. Propone un método para comprender el tipo de actitudes hacia individuos transgénero, así como la posible disminución de aquellas que tengan que ver con discriminación.

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<b>DESCRIPCIÓN DE LOS ASPECTOS ÉTICOS DEL ESTUDIO</b>	
<b>Criterios para la selección de los participantes</b>	<i>Tomando en cuenta los principios de beneficencia, equidad, justicia y respeto</i>
	Empleados de aquellas empresas que acepten el estudio, de las primeras 20 empresas con mayor ingreso de acuerdo a la revista EKOS.
<b>Riesgos</b>	
	Los riesgos se refieren a cualquier tipo de incomodidad y/o molestia con respecto al tema de la intervención. Existe el riesgo de identificación con respecto a la identidad de género; en caso de que una instancia así se suscite, el investigador principal podrá recomendar ayuda profesional. Se manejará toda la información con una índole educativa, y abierta.
<b>Beneficios para los participantes</b>	<i>Incluyendo resultados de exámenes y otros; solo de este estudio y cómo los recibirán</i>
	Los beneficios será la experiencia de comprender acerca de una de las minorías de la comunidad LGBT, además de los obstáculos que deben atravesar cuando se refiere al campo laboral. Tener conocimiento de la realidad de una de una minoría en el Ecuador.
<b>Ventajas potenciales a la sociedad</b>	<i>Incluir solo ventajas que puedan medirse o a lo que se pueda tener acceso</i>
	Estudio que refleja condiciones acerca de actitudes que permiten que persista o existan obstáculos para la inclusión de individuos Transgénero en el Ecuador. Impulso para el estudio a futuro en cuanto a la comunidad LGBT.
<b>Derechos y opciones de los participantes del estudio</b>	<i>Incluyendo la opción de no participar o retirarse del estudio a pesar de haber aceptado participar en un inicio.</i>
	La participación es completamente voluntaria. Si en algún momento del experimento los participantes quieren retirarse, están en libertad de hacerlo.
<b>Seguridad y Confidencialidad de los datos</b>	<i>Describir de manera detallada y explícita como va a proteger los derechos de participantes</i>
	Se codificará los nombres de los participantes, manteniendo su anonimato por completo y los resultados serán únicamente manipulados por el investigador principal.
<b>Consentimiento informado</b>	<i>Quién, cómo y dónde se explicará el formulario/estudio. Ajustar el formulario o en su defecto el formulario de no</i>

*aplicación o modificación del formulario*

El consentimiento informado será dado y explicado por la investigadora principal (formulario adjuntado), en la sala de reunión/conferencia que provee la empresa donde se realizará el estudio.

**Responsabilidades del investigador y co-investigadores dentro de este estudio.**

Respetará las consideraciones éticas y brindará un ambiente de respeto durante el transcurso completo del experimento.

**Documentos que se adjuntan a esta solicitud** *(ponga una X junto a los documentos que se adjuntan)*

Nombre del documento	Adjunto	Idioma	
		Inglés	Español
<b>PARA TODO ESTUDIO</b>			
1. Formulario de Consentimiento Informado (FCI) y/o Solicitud de no aplicación o modificación del FCI *	X		X
2. Formulario de Asentimiento (FAI) <i>No Aplica</i>			
3. Herramientas a utilizar	X	X	
4. Hoja de vida (CV) del investigador principal (IP)			
<b>SOLO PARA ESTUDIOS DE ENSAYO CLÍNICO</b>			
5. Manual del investigador			
6. Brochures			
7. Seguros			
8. Información sobre el patrocinador			
9. Acuerdos de confidencialidad			
10. Otra información relevante al estudio (especificar)			

**PROVISIONES ESPECIALES**

*Esta sección debe llenar solo si aplica. En ella se incluyen manejo de población vulnerable y muestras biológicas, manejo de eventos adversos, seguros de incapacidad o muerte, entre otros.*

No aplica

CRONOGRAMA	AÑO							
	Fechas	1	2	3	4	5	6	7
<b>Descripción de la Actividad</b> (pasos a seguir dentro del proceso de investigación, comenzando por el contacto inicial, reclutamiento de participantes, intervención y/o recolección de datos, análisis, publicación...)								
Contactar a primeras 20 empresas con mayor ingreso según la revista EKOS (vía telefónica, correo electrónico, etc.)								
Selección aleatoria de 100 participantes dentro de cada empresa que haya aceptado participar.								
Distribución aleatoria de participantes en dos grupos (experimental y control) de aquellos que hayan aceptado participar y hayan firmado consentimiento informado.								
Hacer que participantes de ambos grupos llenen escala de actitudes hacia individuos Transgénero								
Proveer intervención dimensional a grupo experimental durante un día de jornada de trabajo								
Hacer que participantes de ambos grupos llenen escala de actitudes hacia individuos Transgénero nuevamente								
Análisis de datos a través de Prueba T y ANOVA								
Proveer intervención dimensional a grupo control								

**CERTIFICACIÓN:**

1. Certifico no haber recolectado ningún dato ni haber realizado ninguna intervención con sujetos humanos, muestras o datos. Sí (  ) No (  )
2. Certifico que los documentos adjuntos a esta solicitud han sido revisados y aprobados por mi director de tesis. Sí (  ) No (  ) No Aplica (  )

**Firma del investigador:** \_\_\_\_\_ (con tinta azul)

**Fecha de envío al Comité de Bioética de la USFQ:** \_\_\_\_\_

**ANEXO B****Comité de Ética de Investigación en Seres Humanos****Universidad San Francisco de Quito**

El Comité de Revisión Institucional de la USFQ  
The Institutional Review Board of the USFQ

**Formulario Consentimiento Informado****Título de la investigación:****Organización del investigador** *Universidad San Francisco de Quito***Nombre del investigador principal** *María Emilia Viteri Equez***Datos de localización del investigador principal** *2889-119/0992 5555 39/ marieviteri12@hotmail.com***Co-investigadores** *Psicólogo Clínico, Activista Transgénero, Endocrinólogo***DESCRIPCIÓN DEL ESTUDIO****Introducción**

Este formulario incluye un resumen del propósito de este estudio. Usted puede hacer todas las preguntas que quiera para entender claramente su participación y despejar sus dudas. Para participar puede tomarse el tiempo que necesite para consultar con su familia y/o amigos si desea participar o no.

Usted ha sido invitado a participar en una investigación sobre las actitudes hacia individuos Transgénero en el campo laboral ecuatoriano porque se quiere estudiar el tipo de actitudes existentes.

**Propósito del estudio**

El objetivo de este estudio es conocer las actitudes existentes ante individuos Transgénero en el campo laboral ecuatoriano, y el efecto que una intervención puede tener sobre las mismas. Se realizará una intervención dimensional, a base de módulos educativos, teatrales, de discusión y contacto social. La intervención se dará de manera aleatoria a una sola muestra, con respecto a dos grupos. Cada grupo será de 50 personas, escogidas aleatoriamente dentro de la empresa.

**Descripción de los procedimientos**

Aleatoriamente sólo un grupo será asignado a recibir la intervención. El otro grupo se mantendrá en espera, durante el experimento. Los dos grupos completarán una encuesta acerca de actitudes ante individuos Transgénero, antes y después de la intervención. El grupo que no reciba la intervención también realizará la encuesta dos veces. Quienes quieran participar deberán hacerlo de manera consciente y abierta. La intervención se llevará a cabo durante una jornada laborable. El día siguiente, el grupo que no recibió la intervención, la recibirá.

**Consentimiento informado** *(Es responsabilidad del investigador verificar que los participantes tengan un nivel de comprensión lectora adecuado para entender este documento. En caso de que no lo tuvieran el documento debe ser leído y explicado frente a un testigo, que corroborará con su firma que lo que se dice de manera oral es lo mismo que dice el documento escrito)*

### Riesgos y beneficios

Los beneficios será la experiencia de comprender acerca de una de las minorías de la comunidad LGBT, además de los obstáculos que deben atravesar cuando se refiere al campo laboral.

Los riesgos se refieren a cualquier tipo de incomodidad y/o molestia con respecto al tema de la intervención. Existe el riesgo de identificación con respecto a la identidad de género; en caso de que una instancia así se suscite, el investigador principal podrá recomendar ayuda profesional. Se manejará toda la información con una índole educativa, y abierta.

### Confidencialidad de los datos

Para nosotros es muy importante mantener su privacidad, por lo cual aplicaremos las medidas necesarias para que nadie conozca su identidad ni tenga acceso a sus datos personales:

- 1) La información que nos proporcione se identificará con un código que reemplazará su nombre y se guardará en un lugar seguro donde solo el investigador tendrá acceso.
- 3) Su nombre no será mencionado en los reportes o publicaciones.
- 4) El Comité de Bioética de la USFQ podrá tener acceso a sus datos en caso de que surgieran problemas en cuando a la seguridad y confidencialidad de la información o de la ética en el estudio.

### Derechos y opciones del participante

Usted puede decidir no participar y si decide no participar solo debe decírselo al investigador principal o a la persona que le explica este documento. Además aunque decida participar puede retirarse del estudio cuando lo desee, sin que ello afecte los beneficios de los que goza en este momento.

Usted no recibirá ningún pago ni tendrá que pagar absolutamente nada por participar en este estudio.

### Información de contacto

Si usted tiene alguna pregunta sobre el estudio por favor llame al siguiente teléfono 0992 5555 39 que pertenece a María Emilia Viteri (Investigadora Principal) , o envíe un correo electrónico a [marieviteri12@hotmail.com](mailto:marieviteri12@hotmail.com)

Si usted tiene preguntas sobre este formulario puede contactar al Dr. William F. Waters, Presidente del Comité de Bioética de la USFQ, al siguiente correo electrónico: [comitebioetica@usfq.edu.ec](mailto:comitebioetica@usfq.edu.ec)



Comprendo mi participación en este estudio. Me han explicado los riesgos y beneficios de participar en un lenguaje claro y sencillo. Todas mis preguntas fueron contestadas. Me permitieron contar con tiempo suficiente para tomar la decisión de participar y me entregaron una copia de este formulario de consentimiento informado. Acepto voluntariamente participar en esta investigación.

Firma del participante	Fecha
Nombre del investigador que obtiene el consentimiento informado María Emilia Viteri Eguez	
Firma del investigador	Fecha

## ANEX C

## Attitudes Toward Transgender Individuals Scale

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1. It would be beneficial to society to recognize transgenderism as normal (HATH 2)\*
  2. Transgendered individuals should not be allowed to work with children (HATH 3)
  3. Transgenderism is immoral (HATH 4)
  4. All transgendered bars should be closed down (HATH 6)
  5. Transgendered individuals are a viable part of our society (HATH 9)\*
  6. Transgenderism is a sin (HATH 13)
  7. Transgenderism endangers the institution of the family (HATH 15)
  8. Transgendered individuals should be accepted completely into our society (HATH 16)\*
  9. Transgendered individuals should be barred from the teaching profession (HATH 17)
  10. There should be no restrictions on transgenderism (HATH 19)\*
  11. I avoid transgendered individuals whenever possible (HATH 20)
  12. I would feel comfortable working closely with a transgendered individual (IHP 1)\*
  13. I would enjoy attending social functions at which transgendered individuals were present (IHP 2)\*
  14. I would feel comfortable if I learned that my neighbor was a transgendered individual (IHP 3)\*
  15. Transgendered individuals should not be allowed to cross dress in public (new)
  16. I would like to have friends who are transgendered individuals (IHP 20)\*
  17. I would feel comfortable if I learned that my best friend was a transgendered individual (IHP 22)\*
  18. I would feel uncomfortable if a close family member became romantically involved with a transgendered individual (new)
  19. Transgendered individuals are really just closeted gays (new)
  20. Romantic partners of transgendered individuals should seek psychological treatment (new)