



MINGLE

'Out'-Numbering in India

LGBT Workplace Diversity and Inclusion
Survey 2011-12

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Foreword



It was a typical comment during my time in the corporate world, “If you cannot measure it, you cannot manage it”... or even more concerning, “If you do not measure it, you do not manage it.”

The reality of that statement is no more apparent than in the work to create workplaces inclusive of lesbian, gay, bisexual and transgender (LGBT) employees. Even with inclusive policies in place, employers find it difficult to determine if the implementation of those policies is creating the intended result – workplaces of choice where all employees – including those who are LGBT -- are valued and productive.

Mingle’s First Annual LGBT Workplace Diversity and Inclusion Survey is an important step in shedding light on the state of LGBT workplace inclusion in India and the work to be done there. In the future,

Mingle’s survey will provide a tool for tracking progress – a measurement for managing the progress of the good work being done by a growing number of employers and employees – both LGBT and allies – in one of the largest marketplaces in the world.

Congratulations to our colleagues at Mingle for taking on this important work and making a difference.

J. Kevin Jones, Jr.
Deputy Director
Out & Equal Workplace
Advocates

Introduction

The First Annual LGBT Workplace Diversity and Inclusion Survey – the first of its kind in India- was conducted over a period of 45 days with the aim of gauging the workplace environment vis-à-vis gay and lesbian employees in the Indian corporate workplace.

Although Corporate India has been growing by leaps and bounds over the last two decades, workplace diversity and inclusion has only recently been getting the attention it deserves. However, one segment of the employee base that seems to have been neglected so far is the Lesbian, Gay, Bisexual and Transgender (LGBT) community.

We understand that since the decriminalization of homosexuality in 2009, some attempts have been made by a few multinational companies to correct this gap, but they need to implement on a wider scale and across the board. More importantly Indian companies need to take a cue from US and Europe based companies that are bringing

LGBT-friendly policies into their Indian offices as well.

This survey focused on 3 sectors of the economy- Finance, Software & IT Services, and Engineering. 455 respondents from various Indian and foreign multinational companies participated in the survey that showed interesting results. When it comes to the issue of workplace environment, the response is a mixed bag- On the negative side, while a third of LGBT respondents reported facing harassment at the workplace, nearly 80% reported hearing homophobic comments in their offices.

On the brighter side, among out LGBT employees most did not face discrimination from their managers. Also, half the respondents believe that their being closeted or facing harassment has an impact on workplace productivity. The survey also busts the general perception that openly gay employees have a hard time and it's safer being

closeted. The survey shows that openly gay employees- as compared to their closeted counterparts- have greater trust in their employers, are more likely to have entrepreneurial aims in the future, have greater satisfaction with their rate of promotion, feel more loyal to their organization and are more likely to continue with the same company for a greater period of time. Also, 90% of respondents say that an organization's LGBT related policies are a factor they have in mind before joining the company. Additionally, the fact that we could not find a single transgender employee in any of the organizations we surveyed speaks for itself.

Mingle believes these survey results show our corporate bodies a glimpse of the workplace environment from the perspective of their LGBT employees. Undoubtedly as more LGBT employees come out of the closet, organizations will have to deal with the issue in a sensitive manner so as to make their workplaces more welcoming for people

of all sexual orientations and gender identities.

- Office of Workplace Diversity & Inclusion, Mingle

The Methodology & Survey Sample

The Survey was conducted for employees of corporate organizations from the Banking, IT Services and Engineering Sectors from across their Indian offices.

A total of 455 responses were registered from employees of the following organizations:

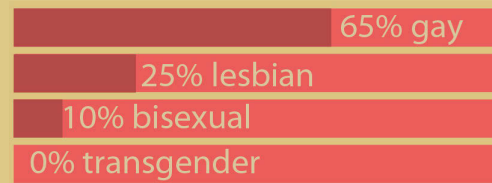
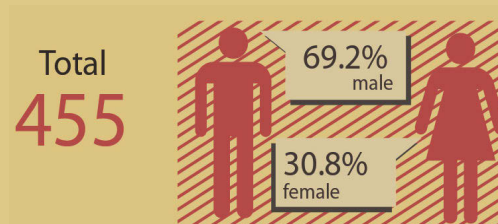
Accenture (Bangalore)
CSC (Chennai, Hyderabad)
Goldman Sachs (Bangalore)
Google (Hyderabad)
Hewlett Packard (Bangalore)
IBM (Bangalore)
ICICI (Mumbai, Bangalore)
Infosys (Bangalore, Pune, Mysore)
Intel (Bangalore)
L&T (Hyderabad)
McAfee (Bangalore)
Microsoft (Bangalore)
MindTree (Bangalore)
Mphasis (Pune)

TCS (Mumbai, Chennai)
Thompson Reuters (Bangalore)
Wipro (Bangalore, Hyderabad)

It should be noted that some of the above listed organizations may have revised their LGBT related policies and practices since the time the survey was conducted.

The Sample

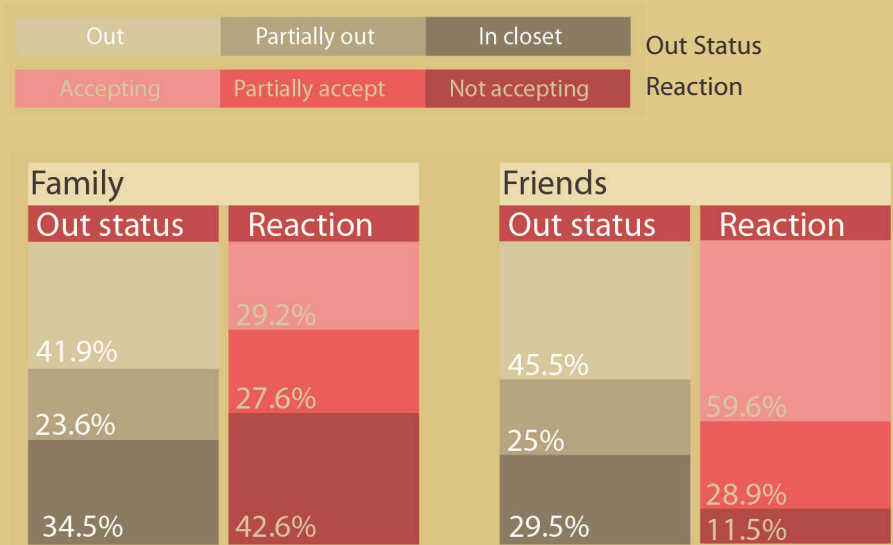
Distribution of respondents based on sexual orientation and gender.



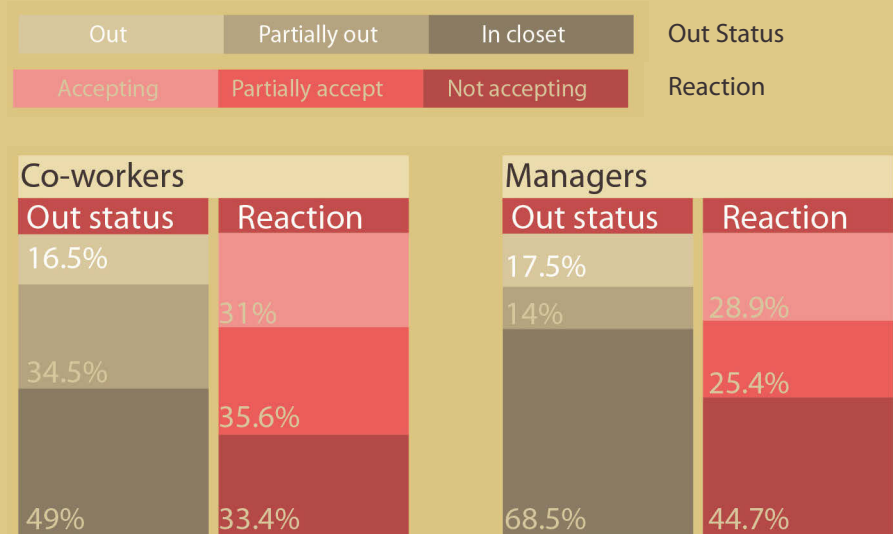
Coming Out Issues

The Survey reveals that among LGBT employees, a vast majority remain closeted at the workplace, even though many more are out to their families and friends. LGBT employees are least open about their sexual orientation to their managers.

(NOTE: All figures are in percentage)



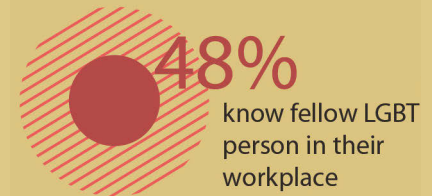
Across the board, LGBT employees are clearly more comfortable in revealing their sexuality to their close friends and family instead of their colleagues or managers. Even acceptance levels seem dismally low at the workplace.



Employee Interactions

The survey reveals some facts worth noticing:

- Half of LGBT employees do not know any other LGBT person in their workplace
- 3 out of 4 LGBT employees who have ERGs in their organizations are members of the same and 84% believe it has helped them.
- A majority of LGBT employees would like to attend LGBT related events and be part of ERGs if their organizations provide them with the opportunity.



Employee Resource Groups (ERGs)

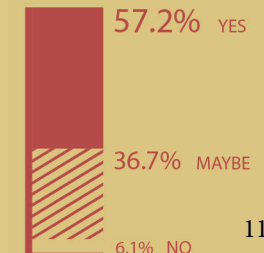
Among those who have LGBT ERGs at their workplace:



Among those who do not have LGBT ERGs at their workplace: Would you like to have one?



Employees who would participate in it



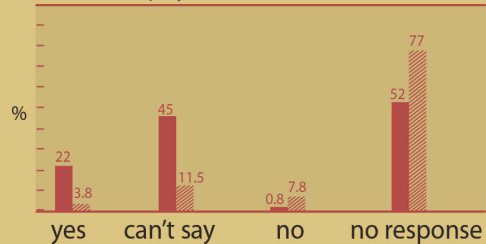
Workplace Environment

The most essential part of the survey reveals how workplace environment affects the productivity and loyalty of employees. Out gay employees are likely to be happier and more satisfied with their jobs compared to their closeted counterparts. They're also more likely to be productive and have better interactions with their managers and team mates, while having greater loyalty to the organization.

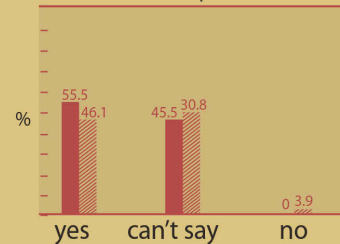
The following results show how out and closeted employees respond differently on these issues.

■ out ▨ in closet

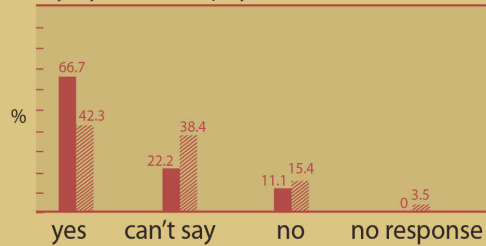
Trust on employers



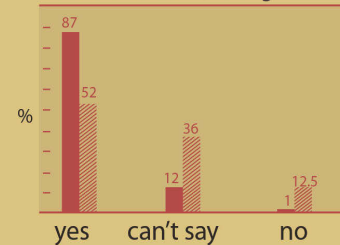
Satisfaction with promotion



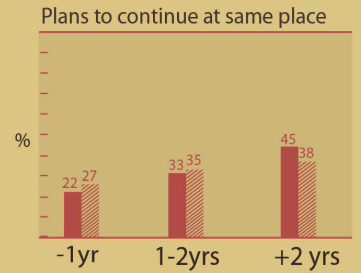
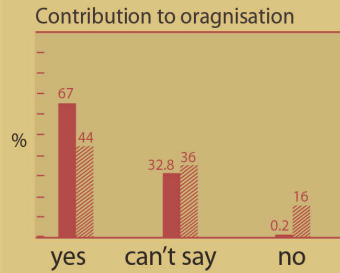
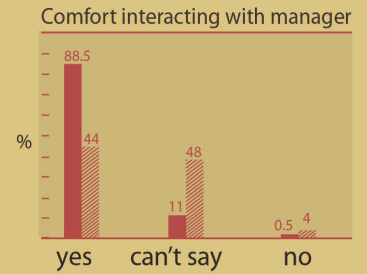
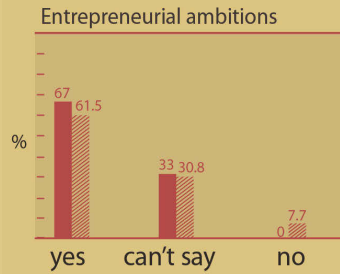
Loyalty towards employees



Comfort level with manager



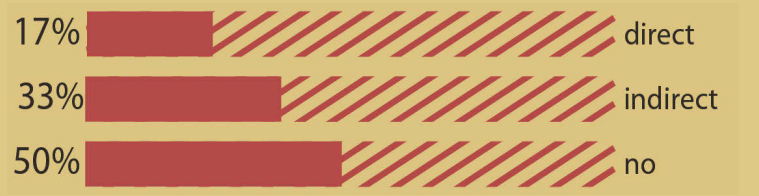
■ out ▨ in closet



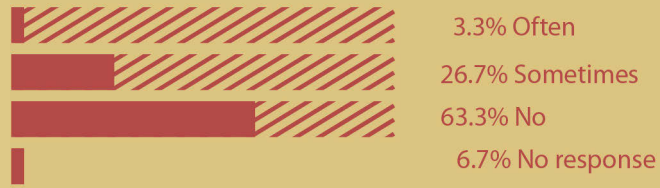
To those who are out: Have you faced discrimination from company authorities/managers because of your alternative sexual orientation/ gender identity?



Do you think the discrimination faced / your being closeted has any impact on your work productivity?



Have you faced harassments/bullying/taunts/verbal abuse at your workplace from other co-workers?



Have you heard homophobic comments/jokes/anti-gay rhetoric at your workplace?



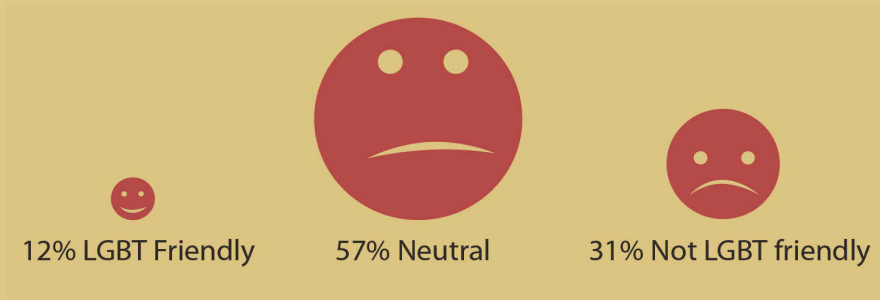
Who did these comments come from?



Would the presence of an LGBT ERG/
LGBT friendly policies be a determin-
ing factor in joining a new company/
continuing in the present company?



How would you categorize your
workplace environment as, for LGBT
employees?





About Mingle

MINGLE (Mission for Indian Gay & Lesbian Empowerment), the first of its kind in India, is a Gay and Lesbian non-profit think-tank consisting of academicians, students and professionals from fields as diverse as the Arts and Sciences, Journalism, Law, Medicine, Management and Engineering.

Its vision is a truly liberal and pluralistic India where all citizens enjoy their fundamental right to lead a secure and dignified life irrespective of their sexual orientation or gender identity.



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