

SEXUAL ORIENTATION HARASSMENT IN THE WORKPLACE:
THE DEVELOPMENT OF A MEASURE

By

Tamara Ann Bruce

A THESIS

Submitted to
Michigan State University
in partial fulfillment of the requirements
for the degree of

Psychology – Master of Arts

2013

ABSTRACT

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Due to Lesbian, Gay, or Bisexual (LGB) individuals' status as a statistical minority as well as historical and societal influences, LGBs have been targets of prejudice and discrimination in the U.S. However, there has been surprisingly little systematic examination of the nature and prevalence of sexual orientation harassment (SOH) in the workplace. Therefore, existing literature on harassment, discrimination, and hate crime constructs were examined in order to create a comprehensive list of possible SOH behaviors. The resulting measurement tool, the Workplace SOH Measure (WSOHM), as well as measures of sexual and racial/ethnic harassment, expected correlates, and group differences were administered to a convenience sample (N=107) of working individuals. Factor analytic work supported the WSOHM as containing five separate underlying behavioral categories: Coercion, Expectation/Stereotyping, Heterosexist, Exclusionary, and Derogation/Stereotyping Behaviors. Partial support was also found for the relationships between SOH and organizational climate, depression and anxiety, the male to female ratio of workers in the participant's occupational field, and the overall validity of the WSOHM as a measure of workplace SOH. The practical uses of the WSOHM in organizational contexts are discussed.

ACKNOWLEDGEMENTS

I would like to thank my thesis advisor, Ann Marie Ryan, for all her support and guidance during this project, as well as throughout my graduate career and during the transition beyond. I am grateful for her wisdom and flexibility and confidence in my abilities. I'd also like to thank my committee members, Kevin Ford and Dan Ilgen for their helpful feedback and comments.

I am also indebted to my husband Erik, for all that he does for me, our daughter Ripley, and our horde of felines. Without him, life would certainly be a lot less fun and interesting.

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KEY TO SYMBOLS AND ABBREVIATIONS

Acquired Immune Deficiency Syndrome (AIDS)

American Association of University Women (AAUW)

Brief Symptom Inventory (BSI)

California Safe Schools Coalition (CSSC)

Comparative Fit Index (CFI)

Confirmatory Factor Analysis (CFA)

Cronbach's Alpha (α)

Ethnic Harassment (EH)

Ethnic Harassment Experiences scale (EHE)

Exploratory Factor Analysis (EFA)

Federal Bureau of Investigation (FBI)

Gay, Lesbian, and Straight Education Network (GLSEN)

Hate Crimes (HC)

Heterosexist Harassment (HH)

Identity Management (IM)

Lesbian, Gay, or Bisexual (LGB)

Negative Affect (NA)

Office of the Inspector General (OIG)

Positive Affect (PA)

Positive and Negative Affectivity Scale (PANAS)

Post-traumatic Stress Disorder (PTSD)

Racial/Ethnic Harassment (REH)

Racial Harassment (RH)

Racialized Sexual Harassment (RSH)

Root Mean Square Error of Approximation (RMSEA)

Rosenberg Self-Esteem Scale (RSES)

Sexual Experiences Questionnaire (SEQ)

Sexual Harassment (SH)

Sexual Orientation (SO)

Sexual Orientation Discrimination (SOD)

Sexual Orientation Harassment (SOH)

Sexual Orientation Victimization (SOV)

Standardized Root Mean Square Residual (SRMR)

Symptom Check List-90 (SCL-90)

Veterans Affairs (VA)

Workplace Sexual Orientation Harassment Measure (WSOHM)

CHAPTER 1

INTRODUCTION

Overview

Harassment in the workplace has become a well-known topic among researchers and laypersons alike because of increases in empirical research on the topic over the past two decades as well as a variety of well-publicized sexual harassment scandals (e.g. U.S. Navy's Tailhook incident, Clarence Thomas hearings). Similarly, other forms of discrimination in the workplace (e.g. racial, religious) have also received increased attention in recent years, most likely due to a growing societal awareness of the changing demographic diversity of the U.S. workforce (U.S. Census Bureau, 2008).

However, one yet primarily unexplored area is the experience of workers who are subjected to sexual orientation harassment.

Harassment in work contexts is defined as a pattern of unwanted or offensive behaviors that interfere with an individual's performance, affect work outcomes (e.g., turnover), and/or create a hostile work environment (Fitzgerald, et al., 1988). In this proposal, SOH is defined as *the experience of being subjected to a pattern of unwanted or offensive behaviors that interfere with an individual's performance, affect work outcomes and/or create a hostile work environment because of one's perceived or actual sexual orientation.*

While acknowledging that there is a vast spectrum upon which people may fall with regard to their sexual orientation, especially when considering the many different methods of defining sexual orientation (Ragins, 2004), for the purposes of this proposal, the term LGB individuals will be used to refer to persons whom by behaviors, beliefs, or self-labeling may be

considered lesbian, gay, bisexual, or homosexual. For reasons that will be discussed in detail later in the proposal, transgendered individuals are not included in this investigation.

The Importance of Research on SOH

In order to examine the nature and correlates of SOH, researchers must first create a measure by which to assess it. There are several reasons why the development of a measure of SOH is important.

First, as a form of workplace discrimination, SOH has the potential to negatively impact the success and well-being of individuals in the workplace. Like other numeric minorities (e.g. women and non-Caucasians) sexual minorities must deal with discrimination, particularly with the ever-increasing diversity of the U.S. workforce. Although the primary aim of the current proposal is to develop a measure of SOH, and not to examine consequences of SOH, the potential negative consequences of SOH are nonetheless an important consideration for the need for an effective measure.

Second, the victims of SOH (predominantly LGB individuals) are not a small minority group as far as numbers go, with estimates of U.S. LGB populations ranging from 2-10% (McFarland & Dupuis, 2001). Certain recent estimates have even put the proportion of lesbian and gay women as high as 17% (Bowen et al., 2004), and have found that about 20% of men and women report having some homosexual feelings (McConaghy, et al., 2006). However, even the most conservative end of these estimates dictate that the LGB population in the U.S. is equal to or higher than certain other minorities groups that have historically received much more attention (e.g. Jewish persons) (DellaPergola, 2002).

Third, in addition to the number of people that exist in the workforce that have the potential to experience SOH, the limited research on SOH suggests that these individuals are likely to experience a high volume of harassing behaviors, suggesting that SOH is a more pervasive problem than any other studied form of harassment. One estimate is that more than half of the adult LGB population have encountered some form of verbal harassment or violence in their lives (Comstock, 1991). Other estimates suggest that between 25 and 66% of LGB employees experience workplace discrimination (Croteau, 1996).

Fourth, there has been surprisingly little systematic examination of the nature and prevalence of sexual orientation harassment in the workplace. Despite recent research on sexual orientation victimization (i.e., crime; Pilkington & D'Augelli, 1995) and heterosexism in the workplace (Deitch, et al., 2004; Ragins, 2004), there has been no research to date that has specifically focused on the nature of SOH in the workplace. Moreover, the small body of literature that exists on SOH has focused on a narrow range of the population, namely high school and college students (McFarland & Dupuis, 2001). While it is extremely important to investigate the nature and outcomes of victimization in one's formative years and in school settings, it is equally important to examine the nature and nuances of harassment in the setting in which the majority of adult lives are spent, the workplace. SOH in the workplace may differ in its nature and potential consequences from sexual orientation harassment in other settings because one has less control over interpersonal interactions in the workplace (e.g., one cannot choose coworkers or supervisors, or often regulate the amount of interaction).

Fifth, SOH is unique from other forms of discrimination in multiple ways. There is some suggestion that SOH may involve more severe forms of harassing behaviors compared to harassment of other social groups (Croteau, 1996; Van Den Bergh, 1999). Victimization based

on known or presumed homosexual orientation is one of the most common forms of bias-related violence in the United States (Pilkington & D'Augelli, 1995), with gays and lesbians more likely to be victims of hate crimes than members of other social categories (Nelson & Krieger, 1997). Given these findings, SOH in the workplace may be distinct from other types of harassment in the workplace in both its form and consequences.

Sixth, while federal regulations and organizational policies have been developed to address SH, ethnic harassment (EH), and racial harassment (RH) in the workplace, there is currently no federal law prohibiting harassment on the basis of sexual orientation, and often only limited regional formal regulation (e.g., only 20% of LGB individuals live in areas of the US where there are ordinances against employment discrimination on the basis of orientation, Herrschaft & Mills, 2002). The Human Rights Campaign (2009) indicates that only 20 states and the District of Columbia have laws covering sexual orientation discrimination. While there has been an increase in employer non-discrimination policies in the largest organizations (85% of the Fortune 500 had sexual orientation included in their policies in 2008 compared to 51% that had policies in 2000), many individuals work for organizations without such policies (Human Rights Campaign, 2009). This lack of legal and organizational consequences for SOH in the workplace is likely to increase the overall prevalence and tolerance of SOH, as well as the severity of the harassment and its consequences, as compared to harassment behaviors related to other social categories.

Seventh, unlike race or gender, orientation is not a readily visible characteristic. Because LGB individuals can manage their identity to make it more or less visible, avoiding SOH can be a rationale for concealment. Indeed, the avoidance of being stigmatized has been discussed as one reason for the tendency of LGB individuals to conceal their orientation at work (Croteau,

1996; Levine & Leonard, 1984; Ragins & Cornwell, 2001; Woods, 1993). In parallel to “passing as white” by ethnic minorities who hide their ethnicity, individuals of LGB orientation may attempt to “pass as heterosexual” in workplace situations to avoid harassment. Meyer’s revised minority stress theory (2003) suggests that concealment of orientation is a cause of psychological distress. Indeed, empirical evidence has supported this theory. Gay males who do not disclose their orientation report higher incidences of mental and physical health problems (Meyer, 1995). Both lesbians and gay men who did not disclose their orientation manifest significantly more depressive symptoms, higher levels of demoralization, and lower self-esteem as compared to those who have disclosed (Herek, Cogan, Gillis, & Glunt, 1998).

Current Approach

Given each of these reasons, the primary goal of the current proposal was to design and validate a measure of adult workplace SOH. In order to achieve this goal it was imperative to first define the construct domain of sexual orientation harassment. Given the paucity of research on adult workplace SOH, the ability to investigate the domain through review of existing measures and taxonomies was limited. Therefore, three different approaches to defining this domain were employed.

First, the literature on SH, hate crimes, racial/ethnic harassment, and both youth and adult non-workplace SOH was reviewed in order to propose a list of categories and specific types of behaviors that were likely to compose adult workplace SOH. Within this review, the focus was on defining potential SOH behaviors that were distinguishable from existing discrimination and crime behaviors, thus reducing the potential contamination of the SOH construct domain.

Second, first person accounts of witnessed workplace SOH were analyzed. The analysis of these free-response critical incident accounts included categorization of responses along several dimensions in order to further define the behaviors included in the construct domain. While the previous approach mainly focused on proposing domain behaviors based upon theoretical frameworks, the second approach used empirical data to further refine the construct domain. The presence of certain behaviors and the emergence of logical categories of behaviors during the analysis phase allowed for the discernment of which theoretically proposed behaviors did and did not in fact belong within the domain of workplace SOH, thus further reducing the potential contamination of the construct domain.

Third, the refined group of behaviors compiled at the end of the second approach, including behaviors identified from both the first and second procedures above, was presented in endorsable-item form to a group of experts in the field of SOH. These individuals were defined as experts either by their involvement in workplace SOH-related research or by their personal experiences with workplace SOH. Solicited feedback from these individuals allowed for further refinement of the construct domain.

Together these three approaches will allow an accurate definition of the domain of adult workplace SOH behaviors, thereby providing a solid foundation upon which to construct a measure of adult workplace SOH. Further details of the second and third approach will be provided in the Methods section; the first is presented in the next sections.

Areas of Related Research

In order to provide a framework for understanding the nature of adult workplace SOH, there are six main areas of research reviewed in this paper. These are:

- 1) Sexual harassment as a form of sexual discrimination
- 2) Hate crimes against LGB individuals
- 3) Racial/ethnic harassment as a form of racial/ethnic discrimination
- 4) Identity management of sexual orientation for LGB individuals
- 5) Sexual orientation harassment of LGB *youth* as a form of sexual orientation discrimination
- 6) Sexual orientation harassment of LGB adults

Each of these areas of research provides a distinct and important perspective from which to define SOH of adults in the workplace. By synthesizing the findings from these six topics, a truly comprehensive and accurate measure of workplace SOH can be created.

Sexual Harassment

Sexual harassment is an extremely important construct to review with respect to SOH because it is by far the most well studied form of harassment in the workplace. Additionally, the victims of SOH (primarily LGB individuals) and SH (primarily women) often share a similar disadvantaged position in society. By examining the nature and correlates of SH, it is possible to both make informed predictions about the nature and correlates of related components of SOH, as well as learn from the limitations of SH research in an attempt to overcome such limitations for SOH research.

Definition and Prevalence

The set of behaviors that constitute SH has been detailed both in empirical investigations and federal legislation. Empirically, SH has been typically defined as encompassing any combination of behaviors that can be grouped into a number of overarching categories (Fitzgerald, Swan, & Magley, 1997; Gelfand, Fitzgerald, & Drasgow, 1995; Stockdale, Berry, Schneider, & Cao, 2004). These categories are gender harassment, unwanted sexual attention, and sexual coercion.

The first category, gender harassment, is defined as offensive and derogatory gender-based behavior (e.g., jokes and insults), and is the most prevalent form of harassment. In some studies (e.g., Stockdale, Visio, & Batra, 1999; Waldo, Berdahl, & Fitzgerald, 1998), gender harassment has been said to consist of two underlying factors: sexist hostility, or being treated differently because of your sex, and sexual hostility, or being subjected to humiliating sexual stimuli. For example, a comment about how women do not belong in corporate America would be considered sexist hostility, whereas a comment about a person's physical attractiveness would be considered sexual hostility.

The second category, unwanted sexual attention, consists of sexual attention that is unwelcome but is not tied to any job rewards or punishments (e.g., requests for dates), whereas the third category, sexual coercion, involves implicit or explicit connection of sexual cooperation to rewards or punishment (e.g., promotion in return for sexual favors). These underlying factors of SH are said to be robust, having been found across a variety of populations and settings (Cortina, Swan, Fitzgerald, & Waldo, 1998; Fitzgerald, Drasgow, Hulin, Gelfand, & Magley, 1997; Fitzgerald, Gelfand, & Drasgow, 1995; Glomb, et al., 1997).

A meta-analysis of SH in the workplace found that incidence rates of SH among employees ranged from 25% to 69% depending on study methodology and organizational setting (Ilies, Hauserman, Schwochau, & Stibal, 2003), aligning with one of the most commonly cited prevalence rates of half of all women experiencing workplace harassment in their lifetime (Harned, Ormerod, Palmieri, Collinsworth, & Reed, 2002). One variable that has been shown to impact these incidence rates is the perpetrator gender, with women being more likely to be harassed by men, but men experiencing harassment by women and men at approximately equal rates (Berdahl, Magley & Waldo, 1996; DuBois, Knapp, Faley & Kustis, 1998; Waldo et al., 1998). In general, women are the victims of SH at much higher rates than men (Donovan & Drasgow, 1999; DuBois, et al., 1998; Fain & Anderton, 1987; Gerrity, 2000; Niebuhr & Boyles, 1991), although there is evidence that this difference varies as a function of harassment behavioral type (DuBois, et al., 1998). Among female victims of SH, harassers are more likely to be superiors or peers than subordinates (DuBois, et al., 1998; Popovich, et al., 1995), but this relationship also seems to vary based upon type of SH behavior (Kalof, Eby, Matheson, & Kroska, 2001). As discussed previously, less severe forms of SH (e.g. sexist comments or jokes) are more prevalent than more severe forms (e.g. rape and assault) (DuBois, et al., 1998; Kalof, et al., 2001).

In sum, this review of the definition and incidence of SH suggests the following item types might be included in a measure of SOH:

- Orientation hostility (treated differently on basis of orientation and/or being subjected to humiliating stimuli related to orientation; paralleling gender harassment)
- Unwanted attention based on orientation (paralleling unwanted sexual attention)
- Coercion (paralleling sexual coercion)

Hate Crimes

Another relevant area of research, hate crimes, provides additional insight into the domain of potential SOH behaviors not as a similar form of workplace discrimination, but instead because both hate crimes and SOH possess a high proportion of similar targets: LGB individuals.

While some forms of harassment and other forms of discrimination in the workplace are illegal and actionable under civil law, certain related behaviors are also prosecutable under criminal law. Such behaviors are considered hate crimes. A hate crime can be defined as criminal actions intended to harm or intimidate people because of their race, ethnicity, sexual orientation, religion, or other minority group status (Herek, 1990; McDevitt, Levin, & Bennett, 2002). Hate crimes are intimately related to harassment behaviors since both focus on a specific demographic characteristic by which victims are targeted. For this reason, hate crimes are discussed as an additional realm by which the nature of SOH behaviors might be informed.

Legislation

An interesting dichotomy in the area of hate crimes legislation and definitions has arisen over the past four decades years since the first hate crime legislation was introduced (Federally Protected Activities, 1968). While federal acts related to the collection of hate crime statistics and state definitions of hate crimes often include disability, sexual orientation and gender as characteristics by which offenders may target their victims, federal legislation protecting victims does not recognize these categories.

Although there have been ongoing efforts to expand the scope of federal hate crime legislation (e.g. Local Law Enforcement Hate Crimes Prevention Act of 2005), the statute still only covers individuals who are targeted because of their race, color, religion or national origin. Additionally, such victims must be involved in one of the federally designated activities in order to be protected. These activities include those related to participating in or enjoying any benefit, service, privilege, program, facility or activity provided federally or state funded project (welfare), institution (school), agency (VA or military) etc. or being somewhere that is open to the public (e.g. voting, court). Therefore under federal law, individuals are not protected from hate crimes in any private domain (e.g. a privately owned company) (Federally Protected Activities, 1968).

At the same time, federal acts requiring the reporting and collection of hate crime statistics define hate crimes as "crimes that manifest evidence of prejudice based on race, religion, sexual orientation, or ethnicity, including where appropriate the crimes of murder, non-negligent manslaughter, forcible rape, aggravated assault, simple assault, intimidation, arson, and destruction, damage or vandalism of property" (Hate Crimes Statistics Act, 1990).

Behaviors

The behaviors that are covered under the federal hate crime statutes are actions of “force or threats of force that willfully injures, intimidates or interferes with, or attempts to injure, intimidate or interfere with an individual” (Federally Protected Activities, 1968). Behaviors that are not covered include name-calling, verbal abuse, or expressions of hatred directed at all persons possessing a particular characteristic (e.g. Jews, African-Americans, or homosexuals).

These latter verbal behaviors are protected as free speech under the First Amendment (U.S. CONST. amend. I.)

Of types of hate crimes based upon sexual orientation, almost all (approximately 94%) are represented by four categories: aggravated assault (14.8%), simple assault (26.5%), intimidation (27.7%) and destruction, damage, or vandalism (24.9%) (Federal Bureau of Investigation (FBI), 2005)

As can be observed in the federal categories, hate crimes often contain a breed of behaviors that are much more consistently serious than other harassment behaviors. However, there is also often an overlap. Definitionally, hate crimes include a wide spectrum of behaviors ranging from verbal insults and threats of violence, to being punched, kicked or beaten, or sexually assaulted (D'Augelli, Pilkington & Hershberger, 2002). While hate speech is federally protected under the first amendment, it is a complex and controversial topic. The Civil Rights Act of 1964 contains provisions for the prosecution of employers who do not protect employees from hate speech when it relates to a larger pattern of harassment, and many institutions and organizations have created their own policies prohibiting such verbal acts (Hudson, 2009), so there are some inconsistencies as to how hate speech should be handled. Additionally, hate crimes in general are also sometimes referred to as bias crimes or incidences of victimization, leading to further complication in determining distinctions between underlying behaviors.

A practical example can be observed in a 1999 study by Herek, Gillis and Cogan. The authors conceptualized hate crimes to include physical attack, sexual assault, robbery or vandalism. In this case, it is not difficult to see how some of the behaviors the authors have defined as hate crimes could also be considered SOH when the victim was targeted because of his or her sexual orientation. Although it is important to be cautionary when drawing

comparisons between consequences of hate crimes and those of SOH, it is likely that they share some similarities.

In summary, this review of hate crime research and legislation suggests a measure of SOH should include:

- Hate crime behaviors (assault, intimidation)

So far definitions of harassment based upon gender and criminal victimization based on sexual orientation have been reviewed. The literature on harassment based upon race and/or ethnicity will be reviewed next as another means to gain insight into the nature of SOH in the workplace.

Racial and Ethnic Harassment

Racial/ethnic harassment (REH) has typically been conceptualized as threatening or verbal conduct or exclusionary behavior with a racial/ethnic component directed at targets due to their race or ethnicity (Schneider, Hitlan & Radhakrishnan, 2000). It is important and helpful to review the nature and correlates of REH to help inform the measurement of SOH for a number of related reasons. The characteristics upon which persons are victimized in cases of REH, race and ethnicity, are qualitatively different constructs than gender, the characteristic upon which victims of SH are chosen. Because of this, REH and SH antecedents, behaviors and correlates possess both similarities due to a shared classification of harassment, and distinctions because of their differentially targeted characteristics. It is likely that the similarities between SH and REH may also be at least somewhat shared by SOH as well. Conversely, the differences between SH and REH may highlight areas where SOH may be distinct in form and motivation than either REH and SH.

Factor analysis supports theoretical work on the underlying components of REH demonstrating that REH consists of two underlying factors, one including nonphysical verbal, symbolic, and exclusionary behaviors, and the other including threatening or harmful behaviors (Scarville, Button, Edwards, Lancaster, & Elig, 1999). Additionally, REH experiences have been conceptualized as being more subtle and indirect in form and content than SH behaviors (Buchanan, 2004). This finding parallels racial and ethnic bias research findings that most such behaviors are subtle, with only a small percentage of the population exhibiting overt behaviors (Dovidio, 1993; Dovidio & Gaertner, 1998).

Racial and Ethnic Harassment Distinctions

Racial harassment and ethnic harassment, while highly related forms, do have slight differences. These differences relate to the underlying characteristics of race and ethnicity. While many people today may actually use these terms interchangeably, and even view the constructs as equivalent, the fact is that they are not the same, and some people differentiate between them. With the growing Hispanic population in the U.S. one of the most common distinctions is between Caucasian (Hispanic), and Caucasian (Non-Hispanic). While a person of German descent and one of Latin American descent may both be classified as being Caucasian in race, their ethnic classification would be different. In fact, the importance of this distinction can be observed in the types of demographic questions asked by the U.S. Census bureau. Although the U.S. government has been recording census records for hundreds of years, it was not until 1977 that they included questions designed to distinguish between different types of ethnicities. Prior to 1977, only race information was collected (Revisions to the Standards for the Classification of Federal Data on Race and Ethnicity, 1997). This relates to one of the major distinctions between

race and ethnicity – the visibility level of the characteristics. Although there are cases in which an individual's race is not easily determinable by observation, it is usually more visible than a person's ethnicity. For ethnicity, observers rely more heavily on inferences and other characteristics to determine ethnicity (e.g., manner of speech) (Schneider, et al., 2000).

Given that ethnicity is generally a *less* visible characteristic than race, managing their minority group identity may be easier for ethnic minority individuals as compared to racial minorities. Stigmatized individuals who have been able to cross group boundaries may enjoy the benefits of majority group membership and feel significantly less stigmatized or not stigmatized at all compared to those who cannot or do not cross such boundaries (Harvey, 2001). Therefore, the nature of ethnic harassment may be qualitatively different from racial harassment because of the increased potential for identity management strategies.

Thus, arguments can be made for and against the separation of the ethnic and racial harassment constructs. Some distinguish between the two constructs while others do not; still others simply confuse the two (for a discussion of the use of race versus ethnicity in ethnic/racial harassment research, see Blumenthal, 1999). Finally, these forms of research suffer from a lack of empirical investigations examining the differences between ethnic and racial harassment.

One implication that the above discussion suggests is that it is important to examine the nature of SOH in respect to the invisibility of sexual orientation and identity management strategies. More specifically, that SOH behaviors may be qualitatively different in form and content from sexual or racial harassment behaviors because of the unique manageability of sexual orientation. In sum,

- SOH measurement should be accompanied by measurement of identity management strategies as these may impact levels of SOH experienced.

REH Behaviors

REH behaviors have been categorized into two forms, verbal behaviors such as comments, jokes, slurs, etc. related to one's ethnicity or race, and exclusionary behaviors such as not being included in a social event or being given necessary information due to one's ethnicity or race or pressure to "give up" one's ethnic/racial identity to fit in (Schneider, et al., 2000). Some have suggested the exclusionary behaviors component of REH as unique to harassment based upon ethnicity/race, since previous SH research has not explicitly focused on such behaviors. However, SH inventories may capture some, if not all, types of exclusionary behaviors based on gender with items asking whether someone has "treated you differently because of your sex (for example, mistreated, slighted, or ignored you)" (Fitzgerald, et al., 1988). The focus on exclusionary behaviors in REH but not in SH measures, appears to be motivated by the frequency of such behaviors within each harassment type. Thus, research and practice suggest that individuals may encounter exclusionary behaviors based on gender or ethnicity/race, but that those experiencing REH are far more likely to encounter exclusionary behaviors than those facing SH (Schneider, et al., 2000). Such findings highlight the need to consider exclusionary behaviors as one possible category of SOH behaviors.

Studies have reported REH incidence rates of 40-67% among employed individuals (Scarville, et al., 1999; Schneider, et al., 2000). These rates have been shown to be affected by the victim's race/ethnicity, religious affiliation, age, country of origin, organizational ethnic/racial composition, and work experience as well as the harasser's employment status (Berdahl & Moore, 2006; Corbie-Smith, et al., 1999; Scarville, et al., 1999). There does not appear to be a consistent pattern across racial/ethnic groups with regard to how the majority of

these variables affect the percentage of individuals who experience REH, most likely due to differing research methodologies of each study. However, one theme does emerge from these results, and that is that ethnic/racial minority individuals experience proportionally more REH than their non-minority counterparts.

In summary, the literature on REH suggests the following types of items should be considered for a measure of SOH:

- Exclusionary behaviors
- Verbal behaviors (e.g., jokes, slurs)

Youth Sexual Orientation Harassment

The current proposal is interested in the SOH of adults in the workplace. Although the theoretical nature of SOH appears to be similar for victims of all ages, practically the SOH of youth populations differs from that of adult populations in a number of ways. First, the years considered to be during one's youth (defined here as younger than 18 years old) typically involve dramatic emotional, physiological, and psychological change as compared to the years during adulthood (18 years or older). Second, youth spend most of their time in a school environment as a student, whereas the majority of adulthood is typically spent in a work context. Third, youth are conceptually and legally considered minors, and as such are usually dependent on, live with, and are subject to the rules of parental figures. Each of these aspects of the life of a youth dictate that the nature of SOH, although highly related to the SOH of adults, may differ in variety of ways.

Incidence of Youth SOH

While there have been numerous studies that have investigated the prevalence of any form of harassment among LGB youth (e.g., Berrill, 1990; Gross, Aurant, & Addessa, 1988; Remafedi, 1987; Trenchard & Warren, 1984), few studies have attempted to classify the type(s) of harassment experienced (e.g., SH, SOH, RH). In fact, some studies that purport to measure sexual orientation victimization actually measure the prevalence of a combination of incidents, including behaviors that are clearly SOH (e.g., threats of “outing”), behaviors that could be classified as SH (e.g., sexual assault), and behaviors that could be either, both or some other type of harassment such as RH/EH (e.g., verbal insults or threats of violence) (D’Augelli, et al., 2002).

Studies that have attempted to distinguish between different types of harassment content have found that over 90% of LGBT youth report that they regularly hear homophobic remarks in their school (CSSC, 2003; Dupper & Meyer-Adams, 2002; GLSEN, 1999; 2001; 2003; Massachusetts Governor’s Commission on Gay and Lesbian Youth, 1993). Even more disconcerting is that 24-53% indicate hearing homophobic comments from school staff (GLSEN, 1999; 2001; Massachusetts Governor’s Commission on Gay and Lesbian Youth, 1993), and those teachers who hear homophobic comments typically fail to take any action against the person making the comment (CSSC, 2003; Carter, 1997; GLSEN, 1999; 2001).

When specifically asked if subjected to SOH, studies have provided mixed overall results. This is mostly due to differing research methodologies. In studies that surveyed solely LGBT youth, over 80% of LGBT students reported being verbally harassed because of their SO (D’Augelli, 2002; GLSEN, 1999) and approximately 40% were physically harassed because of their SO (GLSEN, 1999; 2001). Additionally, over 40% of LGBT students of color reported being harassed because of both their race and SO (GLSEN, 2001; 2003).

In comparison, studies that include samples of students of all sexual orientations tend to find much lower prevalence rates. For example 7.5% of CA students reported being harassed because they were LGBT or someone thought they were (CSSC, 2003). On the surface, these findings seem contradictory. However, given estimates that between 2-10% of the populations is LGB (McFarland & Dupuis, 2001), a 100% harassment rate (i.e. all LGB students experience harassment) would yield an overall harassment rate between 2-10%. Therefore a 7.5% overall rate is actually rather high, and actually may suggest a fair amount of harassment of youth who do not self-identify as LGB, but who may otherwise appear so by their manner, speech, or dress. Interestingly in this study, students subjected to SOH were also more likely to experience repeated episodes of harassment, as compared to victims of racial, gender or religious harassment (CSSC, 2003).

Another examination of SOH of students of all sexual orientations found that 42% of boys and 29% of girls reported ever having been called LGB (AAUW, 2001). These findings reinforce the idea that many youth may be harassed for appearing LGB when in fact they do not self-identify as such. In the same study, 73% of students said they were most likely to be upset if someone said they were gay or lesbian (AAUW, 2001). This number is down from 86% of students in 1993 (AAUW, 1993), suggesting that maybe there is a trend towards increased acceptance of LGB individuals among today's youth. Rates of ambient SOH include 61% of students reporting they knew of someone saying that someone they knew was gay or lesbian (AAUW, 2001). Finally, rates of SOH appear to differ along racial/ethnic lines with Caucasian boys experiencing the most SOH (45%), Hispanic and African American boys and Caucasian girls experiencing slightly less SOH (appx. 30%) and African American girls experiencing the least SOH (20%) (AAUW, 2001). Another recent study of SH (AAUW, 2005) found that among

youth who experienced SOH, boys experienced it at rates almost three times (37%) as high as those of girls (13%).

Given these findings, a measure of SOH should include:

- Homophobic remarks
- Both direct and indirect behaviors

And more generally:

- Assessment of participant sexual orientation

Heterosexism and Homophobia

It is important to understand the commonly cited mechanisms behind youth SOH, and how these may compare to the motivations behind other types of harassment. Audrey Lorde first proposed the term “heterosexism” in the 1970’s (Blumenfeld, 1992) to denote the broad, structural nature of the dynamics around sexual orientation. Heterosexism is a framework that serves to stigmatize and belittle any expression of nonheterosexuality, including behaviors, identities, relationships and communities (Herek, 1990). Herek also defines two types of heterosexism, cultural heterosexism, which is manifested in societal customs and institutions (e.g. religious and legal realms) and psychological heterosexism, which is manifested in individual attitudes and behaviors (Herek, 1990).

The term “homophobia” was originally used as a clinical term to describe a phobia – the intense hatred and fear of gays and lesbians (Blumenfeld, 1992). It was coined by George Weinberg (1972) to describe the feelings that many heterosexual psychoanalysts felt towards their exposure to LGB persons in non-clinical settings (Herek, 2004). Internalized homophobia

(Herek, et al., 1998; Stein & Cohen, 1984) occurs when one identifies as nonheterosexual, but still harbors some negative feelings towards LGBs. Internalized homophobia has been shown to be related to lower self-esteem and greater psychological distress (Herek, et al., 1998; Lima, LoPresto, Sherman & Sobelman, 1993; Shidlo, 1994; Wagner, Brondolo & Rabkin, 1996), likelihood to disclose (Herek, et al., 1998; Shidlo, 1994), and reduced social support and sense of belonging to the LGBT community (Herek, et al., 1998; Nicholson & Long, 1990; Ross & Rosser, 1996).

Both heterosexism and homophobia have been used in the literature to describe the attitudes and influences upon those attitudes that contribute to climates intolerant of LGB individuals and their lifestyles. Many theorists cite the grounding of violence against LGBs in cultural norms of heterosexism and homophobia (e.g. Herek, 1990; 2004). However, research has suggested that the majority of negative attitudinal reactions to LGBs are best conceptualized as a type of prejudice and stigma rather than a phobia (Logan, 1996), thereby suggesting that heterosexism is a more appropriate term to use in most instances of harassment than homophobia (Ragins & Weithoff, 2005).

One of the most commonly held stereotypes about LGB individuals has been of persons with heightened levels of sexuality who possess a propensity to prey on unwary heterosexuals in order to satisfy personal sexual urges that they are unable to control (Adam, 1978; Allport, 1954; Herek, 1991b). These stereotypes have pervaded despite empirical evidence to the contrary that identify heterosexual males as the primary perpetrators of male-male sexual assault and rape (e.g., see Herek, 1991a for a review).

These findings highlight that when developing a measure of SOH behaviors that it is important to consider:

- Heterosexist remarks (including being labeled as LGB as a form of derogation)
- Reflecting the violation of gender or religious norms
- Beliefs regarding heightened sexuality and preying on heterosexuals

Adult Sexual Orientation Victimization

Two of the greatest obstacles that impede one's ability to use previous research on adult SOH to inform the development of a measure of workplace SOH is that similar to research on the victimization of LGB youth, many researchers use different terminology to refer to similar constructs and that the methodology of the accompanying studies is often lacking in detail. Subsequently, it is often difficult to discern what specific types of behaviors are included in a particular prevalence rate.

Such difficulties can be observed in studies of adult sexual orientation victimization (SOV), in which the behavioral forms measured range from verbal harassment and abuse to physical assault. The focus of these victimization studies typically involve overt violence and threats of violence, which while these behaviors may overlap with workplace SOH behaviors, is usually not the same in form and prevalence. Nonetheless, when it was possible to tease rates of verbal SOH behaviors out from the rest of the measured behaviors, the rates were relatively high, with estimates ranging from 52% and 92% (Berrill, 1990; Comstock, 1991; D'Augelli, 1992; Herek, Gillis, Cogan, & Glunt, 1997), and some evidence that females experience slightly more SOH than males (Herek, et al., 1997).

SOH-Related Behaviors

One form of behavior that is related to SOH and has received recent attention is heterosexist harassment (HH). Heterosexist harassment is defined as hostile experiences which the individual, regardless of their self-identified sexual orientation, encounter as society mandates compulsory heterosexuality (Konik, 2005). Again, the types of behaviors included in this form of harassment are likely to have significant overlap with workplace SOH, but also should have unique aspects as well given that the construct of HH encompasses incidents of discrimination that would not be considered SOH (e.g., hiring or firing decisions based upon perceived SO). Nevertheless, factor analytic work on HH has yielded some interesting findings. Konik (2005) found support for a three-factor model of harassment, one factor being HH (which includes both direct and indirect forms), and the other two factors being approach-based SH (designed to engage the target in sexual contact) and rejection-based SH (designed to distance and denigrate the target). Additionally, although LGB individuals in the Konik study reported encountering more SH and HH than non-LGB individuals, no gender differences in prevalence rates were found.

Still another form of behavior that has been labeled “sexual harassment in regards to sexual orientation” is liable to be highly related, if not the same as SOH (Embser-Herbert, 2005). Research on women in the military has found that this type of harassment is so prevalent in the Armed Forces that it is colloquially referred to as “dyke baiting” (Embser-Herbert, 2005). Additionally, lesbians and bisexual women were significantly more likely to be the victims of this type of harassment as compared to heterosexual women. Unfortunately, this particular study utilized a method of broad coding of reported harassment incidents, resulting in a lack of information about the specific underlying behaviors, and thus making it difficult to discern if

incidents were SH or SOH in nature. Another military study, although still encompassing a wide variety of behaviors such as assault and discriminatory acts based upon sexual orientation, does provide additional insight into the phenomenon of SOH. Among respondents, 80% reported hearing offensive speech, derogatory names, jokes, or remarks about homosexuals in the past year, and 37% reported witnessing or experiencing an event or behavior toward a service member that they considered harassment based upon sexual orientation (Office of the Inspector General (OIG), 2000). When asked to report the most significant situation related to this form of harassment, offensive speech was the most common response (89%), followed by offensive or hostile gestures (35%), threats or intimidation (20%), graffiti (15%), physical assault (9%), and property vandalism (8%) (OIG, 2000). Additionally, when asked to report the types of harassment they had either experienced or witnessed at least once, offensive speech was again the most common response (33%), followed by offensive or hostile gestures (20%), threats or intimidation (12%), graffiti (9%), property vandalism (5%), and physical assault (5%) (OIG, 2000). Other research has found that LGB victims report that the most prominent types of victimization they experience are social ostracism, accusations of being LGB, verbal insults, and threats to expose the individual (Norris, 1992).

The results of these two studies as well as previously cited research reinforce proposed behavioral types and correlates related to the nature and categories of SOH that are likely to be observed. Overall, these findings suggest including items that cover:

- Social ostracism
- Offensive speech
- Accusations of being LGB (as a derogation)

- Behaviors such as hostile gestures, threats or intimidation, and offensive graffiti.

Interim Summary

Six areas of research related to the SOH of adults in the workplace were reviewed in order to inform how best to design a measure to examine the phenomenon. These areas included workplace sexual harassment, hate crimes, workplace racial/ethnic harassment, SOH of youth populations and SOH of adult populations. Based upon these areas of research, the methods section outlines the proposed content of the SOH domain and strategies for validation.

In the next sections, research on correlates of harassment is reviewed and, in support of the validity of an SOH measure, hypothesized relations of SOH to known correlates of harassment are presented. Specifically, the relation of SOH to organizational and health outcomes, to workplace climate perceptions, to occupation, to other forms of harassment, and to identity management strategies is discussed.

Outcomes of Harassment

There is a considerable body of literature that has established that discrimination has negative effects on well-being (see Crocker, 1999 and Major, et al., 2002 for reviews on the effects of stigmatization). Additionally, a growing body of research focusing on generalized victimization and harassment has shown similar negative outcomes (e.g., Bowling & Beehr, 2006).

Outcomes of Sexual Harassment

Research on SH has drawn from the literature on trauma and well-being (e.g., Hobfoll, 1991) that proposes that threatening events that are unexpected and perceived as outside one's control lead to anxiety and depression. Researchers have supported this view and have linked SH to a host of negative individual outcomes, including mental and physical health problems, lowered self-esteem and life satisfaction, and decreased work productivity and job satisfaction (Dansky & Kilpatrick, 1997; Fitzgerald, et al., 1997; Glomb, et al., 1999; Piotrkowski, 1998; Schneider, Swan & Fitzgerald, 1997). Harassment experiences have also been found to impact attitudes towards others at work at multiple levels, including feelings about the victims' unit, superiors, organization, and profession (Pryor, 1995). Over 35% of women who have been harassed report negative changes in their work attitudes (Gutek, 1985; USMSPB, 1981).

Outcomes of Racial/Ethnic Harassment

Racial/ethnic harassment also appears to lead to lower health satisfaction, lower well-being scores, higher levels of general work stress and a desire to change career directions, decreased job satisfaction, negative psychological and physical outcomes, increased substance abuse, and greater negative affectivity (Bennett, Merritt, Edwards, & Sollers, 2004; Bennett, Wolin, Robinson, Fowler, & Edwards, 2005; Corbie-Smith, Frank, Nickens, & Elon, 1999; Erlich & Larcom, 1992; Hughes & Dodge, 1997; Radhakrishnan, 1999; Schneider, et al., 2000). REH is related to worker dissatisfaction, which in turn affects turnover intentions (Inman & Radhakrishnan, 2009).

Outcomes of Hate Crimes

In Herek, Gillis and Cogan (1999), LGB hate crime victims experienced proportionately worse symptoms of depression, anger, anxiety, and posttraumatic stress disorder as compared to non-LGB hate crime victims. Additionally, the study showed that as a consequence victims were more likely to have negative views about the benevolence/malevolence of people and safety of the world.

Outcomes of Youth SOH

Youth victims of SOH are more likely to report a host of negative health and school-related outcomes as compared to their non-harassed counterparts. These include lower grades, increased school absenteeism, depression, suicide, substance use, and less confidence in the safety of their school environments, and less connection with their communities and schools (CSSC, 2003; D'Augelli, 2002; GLSEN, 1999; 2001; 2003; Hershberger, Pilkington, & D'Augelli, 1997).

In another recent study investigating the experiences of lesbian victims of hate crimes (Descamps, Rothblum, Bradford, & Ryan, 2000), 52% of victims reported that they had been verbally attacked. Lesbians who experienced hate crimes, as compared to lesbians who experienced other traumatic events such as child sexual abuse, rape, and intimate partner violence, had more negative mental health outcomes (Descamps, et al., 2000).

Outcomes of Adult SOH

In general, given the paucity of research on adult SOH as compared to other forms of harassment and crime, there is little research that has examined the effects of SOH on adult

populations. What research has been performed parallels the negative outcomes associated with SH and REH. Related findings include SOH as a possible explanation for disparities in job satisfaction rates between heterosexual and LGBT employees (Del Duco, Chan, Black, & Reichman, 2005), and a relationship between harassment related to sexual orientation (but not specifically labeled as such) and increased psychological distress (Herek, et al., 1997).

Heterosexist harassment, another similar construct has also been shown to predict lower job satisfaction (Konik, 2005). Another study focusing on the HH of lesbians found that it was significantly positively correlated with overall psychological distress, somatization, depression, and anxiety (Szymanski, 2006). Additionally, heterosexism, yet another construct related to SOH (but again which include sexual orientation *discrimination* behaviors) has been shown to predict psychological distress, health-related problems, and decreased job satisfaction (Waldo, 1999).

This summary of research on the outcomes of harassment suggests a relationship between scores on a SOH measure and negative work and health outcomes should be expected. Thus:

H1: Experiences of SOH will correlate negatively with organizational commitment and job satisfaction

H2: Experiences of SOH will correlate negatively with self-esteem and positively with depression and anxiety

Harassment Climate

In order to understand the role of climate in harassment research, it is important to understand the distinctions between climate and a highly related construct, culture. Although there are varying levels of disagreement in the research community, the conceptual differences between

the two constructs are likely best described as culture being the underlying beliefs structure of an organization, while climate is a more surface environmental manifestation of the organizational structure (Denison, 1996). While climate emphasizes interpretations, such as how individuals in general perceive their organization (James, Joyce, & Slocum, 1988), culture definitions focus on the motivations and reasoning behind such perceptions. Culture has been defined as the normative beliefs and shared behavioral expectations in an organizational unit (Cooke & Szumal, 1993). Schein (1990) differentiates organizational culture and climate by arguing that organizational climate is the surface manifestation of organizational culture, and is the more easily measured and observed construct. In short, climate is the “what” of behavior, and culture is the “why”.

Given these definitions of culture and climate, it is acknowledged that an organization can have many simultaneous climates for different constructs, such as climate for service or technical updating (Kozlowski & Hults, 1987; Schneider, 1990). Because of this, researchers have begun to define the specific climates they are investigating (Anderson & West, 1998; Zohar, 2000). Similarly, a number of harassment researchers have defined the construct of an organizational climate of tolerance for harassment. One such definition states that this type of climate is defined as employees’ perceptions of the contingencies between harassing behaviors and outcomes (Hulin, Fitzgerald, & Drasgow, 1996).

Individual-level perceptions of such organizational attributes represent *psychological* climate, whereas agreement among these person-level perceptions represents *organizational* climate (James, James, & Ashe, 1990). Research has provided evidence that a climate tolerant of harassment is an important antecedent of harassment behaviors (Dekker & Barling, 1998; Fitzgerald, et al., 1997; Glomb, Munson, Hulin, Bergman, & Drasgow, 1999). Perceptions of an

organization's climate for SH have also been shown to influence the interpretation of potentially harassing events, as well as directly influencing perceptions and attitudes towards the organization (e.g. work satisfaction) (Culbertson & Rodgers, 1997). Factors affecting an organization's climate for SH include workplace sex ratios, with higher proportions of women resulting in less tolerance for SH, and organizational policies and procedures regarding harassment, such that the greater number of policies and procedures an organization possesses discouraging harassment, the less tolerant of SH the organization is perceived to be (Gruber, 1998; Tangri, Burt, & Johnson, 1982).

Some research related to a psychological climate for SOH exists. One study found that 99% of respondents reported hearing derogatory or antigay comments on their university campus, and only 4% felt an LGBT person would *not* be harassed on campus (D'Augelli, 1992). Similarly, 60% of college students in another study reported knowing a fellow student who made anti-GLB remarks, 10% reported seeing anti-GLB graffiti on their university campus, and 40.1% of men and 21.8% of women admitted they would do nothing if they witnessed someone being verbally harassed because of their sexual orientation (Malaney, et al., 1997). Among LGB college students, 74% thought that anti-LGB attitudes were prevalent on their campus compared to only 28% of heterosexuals. Similarly, 50% of LGB individuals compared to 27% of heterosexuals thought that LGB people would be harassed in their workplace (Eliason, 1996). Finally, organizational tolerance of heterosexism has also been shown to predict SOD behaviors (Waldo, 1999).

The above discussion of organizational climate influences on harassment suggests that finding a correlation between organizational climate for LGB individuals and total reported SOH behaviors would provide support for the validity of the SOH measure. Thus:

H3: Experiences of SOH will correlate negatively with perceptions of an organizational climate of LGB support

Occupation

Theory has posited that women who work in traditionally male-dominated occupations are more likely to experience a hostile work environment than women in nontraditional occupations because men, as the majority group in the environment, dictate the expectations of gender-role behaviors and attitudes (Gutek & Morasch, 1982; Hinze, 2004). It is also believed that gender-role attitudes and occupational interests often combine to influence an individual's career choice (e.g., Gottfredson, 1981; Lent, Brown, & Hackett, 1994), thereby creating similar patterns of gender-role attitudes within related occupational groups. In the SH literature this claim has been supported by evidence that women in traditionally male-dominated occupations or work environments, are more likely to be harassed and/or discriminated against as compared to women in gender-neutral or female-dominated ones (Berdahl, 2007; Fitzgerald, et al., 1997; Glomb, et al., 1999; Gruber, 1998; Mansfield, et al., 1991; Neibuhr & Oswald, 1992; Steele, James & Barnett, 2002; Willness, Steel & Lee, 2007). In other literature, evidence has been found that men in traditionally male-dominated occupations are more likely to hold less neutral gender-role attitudes and have more negative attitudes towards homosexuals than men in occupations that are not traditionally male-dominated (Hayes, 1989; Lemkau, 1984; Jome & Tokar, 1998; Jome, Surething, & Taylor, 2005). Additionally, results from structural model testing of the antecedents and outcomes of heterosexism found support for self-reported job gender context as an antecedent of workplace heterosexism, with greater proportions of women in a workplace being associated with less heterosexism (Waldo, 1999). Although the majority of these previous studies have examined group-level differences, it would logically follow that a

linear relationship between the male to female ratio in an occupational field and the likelihood of experiencing harassment could also be detected. Therefore:

H4: Individuals who work in occupations with large proportions of male workers will experience more SOH than those who work in occupations with small proportions of male workers.

Multiple Forms of Harassment

Given the theoretical and practical similarity of the constructs of racial, ethnic, and sexual harassment, one may wonder if the predictors and outcomes of one form can be explained by that construct's correlation to the others. The answer to this question is not simple. Findings from investigations examining REH and SH together include significant correlations that have ranged from .39 to .62. (Buchanan, 2004; Cortina, Fitzgerald, & Drasgow, 2002; Schneider, et al., 2000). REH has also been shown to have unique predictive ability beyond the effects of SH, in the areas of work withdrawal, somatization, health satisfaction, and PTSD symptomatology (Bruce & Buchanan, 2004). These results suggest that as previously mentioned, the constructs of REH and SH are distinguishable from one another, but also have significant areas of overlap. The high co-occurrence of these two forms of harassment also suggest that it may be beneficial to measure multiple forms of harassment simultaneously instead of in isolation in order to provide a comprehensive picture of the context in which the harassment occurs. The measurement of multiple forms of harassment in a single survey also aligns with practical considerations in regards to stigma and prejudice. Typically individuals are viewed in light of all

of their characteristics (e.g., race, gender, sexual orientation), rather than just one characteristic at a time.

Possessing multiple stigmatizable characteristics can contribute to a person experiencing a situation of multiple advantages or multiple jeopardy (Beale, 1970; Bond & Perry, 1970; Epstein, 1973; Jackson, 1973; King, 1975; Landrine, Klonoff, Alcaraz, Scott, & Wikins, 1995; Lorber, 1998; Reid, 1984). Although most researchers tend to conceptualize multiple minority status in terms of a “double jeopardy” situation in which the individual has two stigmatizable characteristics (e.g., a black female), persons can also occupy a “triple jeopardy” or “multiple jeopardy” status when they possess three or more stigmatizable characteristics (e.g., a black lesbian) (Greene, 1994; Harper, Jernewall, & Zea, 2004).

There are two main mechanisms by which multiple minority status may affect incidences, severities, and outcomes of any form of harassment. First, it may translate into multiple minority individuals experiencing numerous different forms of harassment. In such cases, the increased number of harassment types experienced translates into an additive effect resulting in an overall increased frequency and amount of harassment (Berdahl & Moore, 2006; Buchanan & Fitzgerald, 2008; Nelson & Probst, 2004), and worse outcomes for victims (Cortina, et al., 2002; Schneider, et al., 2000). Second, it may create an interaction effect where one experiences a unique form of harassment that is more than just the additive effects of the separate status characteristics (Almquist, 1975; Greene, 1994; Landrine, et al., 1995; Lykes, 1983; Ransford, 1980; Reid & Comas-Diaz, 1990; Smith & Stewart, 1983).

This phenomenon has been echoed by recent research proposing that the harassment of African American women is likely to be unique both in its perception as well as its form (Buchanan & Ormerod, 2002; Mansfield, et al., 1991; Mecca & Rubin, 1999; Texeira, 2002;

Yoder & Aniakudo, 1995; 1996; 1997). Specifically, the nature of such SH is likely to draw upon aspects of race, whether subtle or overt, when directed toward women of color. For example, although White women may be referred to as “sluts” or “whores”, an African American woman is more likely to be called a “*Black* whore,” creating an experience that combines aspects of both gender and race. These studies demonstrate that SH, when directed towards women of color, often fuses racial and gender domination and may be better defined as racialized sexual harassment (RSH) (Buchanan & Ormerod 2002; Martin, 1994; Texeira, 2002). RSH seems to be a construct that is distinct from either sexual or racial/ethnic harassment (Buchanan & Ormerod, 2002), and has only recently begun to be mentioned in the literature (Buchanan, 1999; Collins, 2000; Murrell, 1996; Woods, Buchanan, & Settles, 2009).

In sum, research on racial/ethnic harassment and multiple minority individuals provides valuable insight into the measurement of SOH in many ways. Most importantly, it allows for a theoretical basis regarding how harassment of individuals who might be able to manage their minority status and/or may occupy more than one minority status may be different from traditional models of harassment. Additionally, this research suggests that it is important to consider the distinctions among different forms of harassment when attempting to validate a measure of SOH.

Thus:

H5: SOH, REH and SH will demonstrate divergent validity (i.e., not correlate highly/load on different factors).

Identity Management

As mentioned previously, LGB individuals differ from members of other minority groups in their ability to manage their stigmatized status. The invisibility of an LGB status thus has a significant influence on the types of behaviors SOH encompasses. In order to fully delineate the construct domain of SOH, it is therefore important to understand the nature of identity management strategies among LGB individuals.

One consequence of sexual orientation not being a readily visible characteristic is that a target of SOH does not need to self-identify (to themselves or others) as LGB in order to be the victim of SOH. Moreover, a person can be targeted for SOH simply because they are *perceived or suspected* to be LGB (Ragins & Wiethoff, 2005), even if they identify as heterosexual.

Additionally, heterosexuals may be subjected to SOH in cases where harassers believe they are heterosexual but desire to use SOH as a mechanism to attack other aspects of their identity (e.g. masculinity; CSSC, 2003).

It should be also noted that theoretically, the domain of SOH behaviors encompass the harassment of a person regardless of their sexual orientation, meaning that a person who is harassed for being heterosexual would also be considered to be a victim of SOH. However, both anecdotal and empirical evidence suggests that such forms of SOH have an extremely low prevalence in the general population and would tend to be concentrated in environments where LGB individuals occupy a perceptual or numerical majority (e.g. LGB-affiliated groups or organizations) (Crocker, Major, & Steele, 1998). Therefore the current proposal conceptualizes SOH as the harassment of individuals for appearing or being lesbian, gay or bisexual.

The implications of this conceptualization is that items assessing SOH must be worded to refer to comments and attitudes towards LGB individuals as opposed to sexual orientation in

general, and that such wording must also allow for a person who does not identify as LGB but is still perceived to be, to endorse such items.

Identity Management Strategies

It has been suggested that the three main methods by which gay men manage their identity in the workplace are counterfeiting a false heterosexual identity, avoiding the issue of sexuality entirely, and integrating their gay identity into the work environment (Button, 1996; Woods, 1993). Similarly, one of the first conceptions of identity management was the choice of LGB individuals to “pass” or not to “pass” as heterosexual in the workplace (Elliott, 1993). Additionally, LGB persons often employ different types of management strategies depending on the context and audience, such that they may be more or less open to family members and friends as compared to coworkers or supervisors (Zea, Reisen, & Diaz, 2003).

By integrating research on identity management and deception (Bavelas, Black, Chovil, & Mullett, 1990; Button, 1996; Metts, 1989), it is possible to create a framework for the types of methods an LGB individual may employ to manage his or her identity. There are three *behavioral* categories of management strategies that may be used: avoidance, i.e. avoiding people or situations where personal matters may be discussed, deception, i.e. engaging in conversations with others about personal matters but using deception strategies as a means to mask one’s sexual orientation, and integration, i.e. incorporating information about one’s LGB status in everyday communications with others.

Research suggests that when engaging in conversations with others, LGB individuals who choose to misrepresent their sexual orientation may employ one or more of the following four *communication* strategies (Bavelas, et al., 1990; Button, 1996; Metts, 1989). Falsification

entails fabrication of events that are designed to lead others to believe an individual is heterosexual. Examples of this approach include talking about fictional dates with members of the opposite sex or commenting on or displaying interest in members of the opposite sex. Omission involves discussing details of one's personal life but refraining from including any specific information that might lead someone to believe the individual is LGB. Examples of this method include talking about opposite-sex relationships in one's past, while avoiding mentioning more recent same-sex relationships. Equivocation entails discussing information relevant to one's sexual orientation and relationships in a manner that is vague, confusing, and unclear. Examples of this approach involve responding to questions about one's sexual orientation with generic answers such as "people are going to believe whatever they want to believe." Finally, evasion involves talking "around" the topic of sexual orientation without giving specific personal information. Examples of this method include changing the subject when discussions about relationship status arise, and using gender-neutral terms such as "my date" to avoid providing pertinent information.

Consequences of Identity Management

There are many potential personal reasons why LGB individuals may employ non-integration identity management strategies. However, the most prominent reason is to avoid the stigma and discrimination associated with an LGB status. Stigmatized individuals who have been able to cross group boundaries are likely to enjoy the benefits of majority group membership and feel significantly less stigmatized or not stigmatized at all compared to individuals who cannot or do not cross such boundaries (Harvey, 2001). Therefore, avoiding an LGB status label allows such individuals to avoid the negative outcomes associated with it such as reduced well-being

(see Major, Quinton, & McCoy, 2002, for a review), increased emotional stress (Katz, Joiner, & Kwon, 2002), and discrimination (e.g., fewer promotions; see Ragins, 2004 for a review). More specifically, closeted individuals tend to be more satisfied with their pay and tend to have higher salaries than their disclosing counterparts (Ellis & Riggle, 1995).

However, choosing not to integrate one's sexual orientation into an individual's public identity is a double-edged sword. While it may provide benefits in the way of avoiding discrimination, LGB individuals who do not reveal their sexual orientation have been shown to report lower levels of psychological well-being and satisfaction (Crocker & Major, 1989; Garnets & Kimmel, 1993; Lane & Wegner, 1995; Savin-Williams & Rodriguez, 1993), higher stress levels (Brooks, 1981), and increased health risks (Cole, Kemeny, Taylor, Visscher, 1996; Kalichman & Nachimson, 1999). Similarly, disclosure at work has been found to be related to higher overall job satisfaction and lower job anxiety (Ellis & Riggle, 1995; Griffith & Hebl, 2002). Interestingly, use of identity management strategies is only partially related to the extent to which a person identifies as LGB and how they respond to SOH. Psychological adjustment seems to be highest among LGB persons who are both open about their orientation, and proud of it (Bell & Weinberg, 1978; Hammersmith & Weinberg, 1973).

These findings suggest that identity management is likely one variable that will elicit group differences on overall SOH experiences:

H6: The greater the self-identification as LGB, the greater the likelihood of reporting SOH

H7: LGB individuals who use integration identity management techniques will be more likely to report SOH than LGB individuals who use avoidance or deception strategies

CHAPTER 2

METHOD

Overview

The following sections outline the development of a measure of workplace SOH. Figure 1 shows an overview of the methodology. Phases 1 and 2 are fully described in the Methods section; the procedures for Phases 3 and 4 are described in the Methods section and the findings of those phases are in the Results section. For the remainder of this paper, the proposed instrument will be referred to as the Workplace Sexual Orientation Harassment Measure (WSOHM). Before describing the specific details of the methods, the primary goal of this endeavor should be reviewed.

As previously stated, the main aim of the current study was to develop a psychometrically sound measure of workplace SOH. In order to achieve this goal, the WSOHM must demonstrate that it is both a valid measure of the construct of workplace SOH, as well as a reliable one. Often, efforts of measure development detail how other studies and instruments have operationalized the construct of interest. Moreover, these existing instruments are typically used as a method of validation for the new measure, by demonstrating convergent validity in the measurement of the same construct. In the current endeavor, since no measure of workplace SOH exist, it is impossible to use such validation strategies. Instead, validity evidence for the WSOHM measure was established via relationships between the measure and its expected correlates, demonstration of differential group predictions relating to scores on the measure, and factor analysis of the proposed dimensions of the measure.

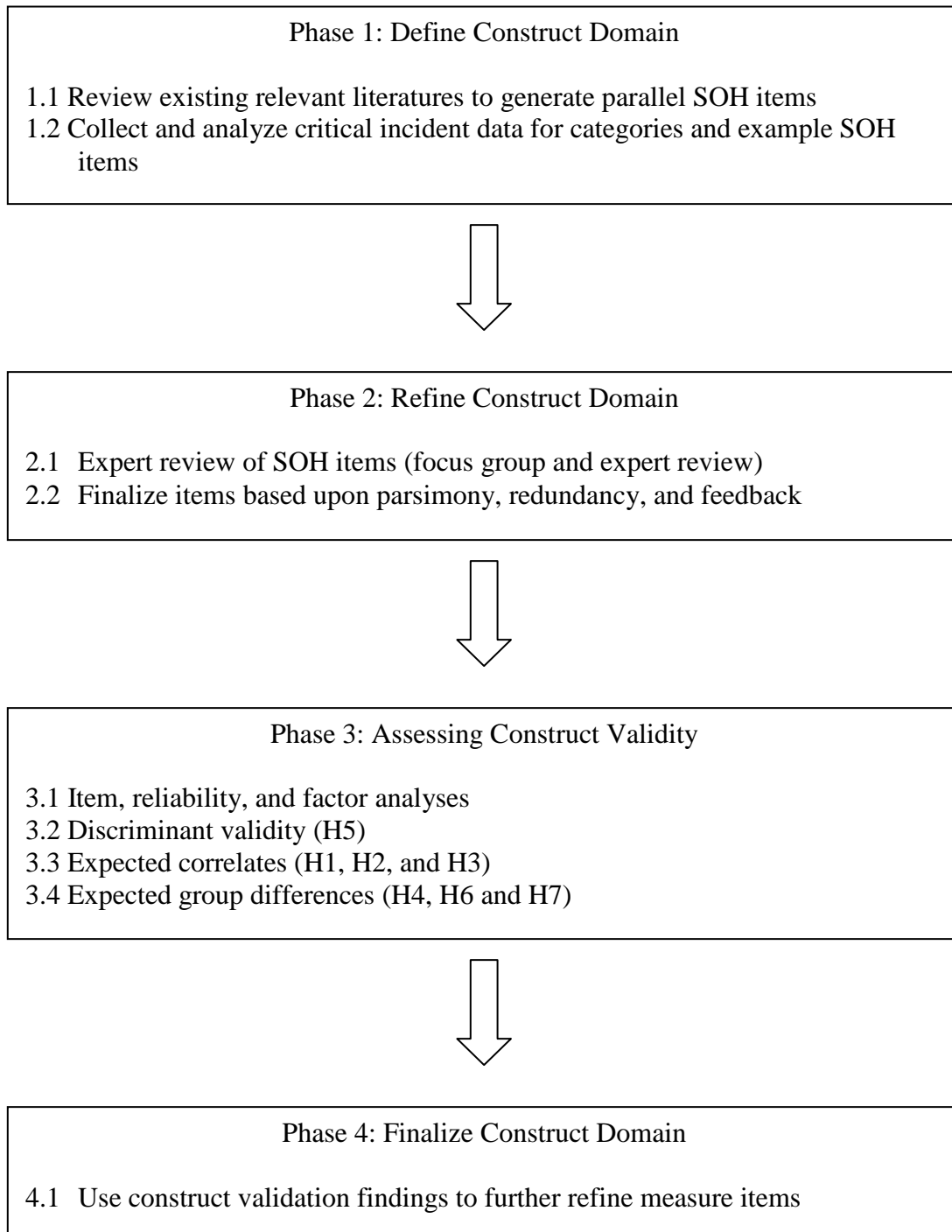


Figure 1. Overview of current study development methodology

Phase 1: Define Construct Domain

A review of the current literature on SOH reveals that there is a paucity of research on workplace SOH, and no validated measure of the construct. This gap in the research literature suggests that one should examine existing theoretical and empirical work of constructs related to SOH as one method of investigating the construct domain. To this aim, the introduction reviewed research related to SH, hate crimes, REH, non-workplace SOH, and the limited literature on workplace SOH in Phase 1.1. Using the contents of the introduction as a basis, each related construct domain suggested behaviors that constitute workplace SOH.

Phase 1.1: Generation of SOH Items through Review of Existing Literature

Generating Items from Parallels between SH and SOH

The forms of SH behaviors detailed previously are likely to have parallel but distinguishable behaviors in SOH (see Table 1 for examples). As noted in the introduction and observed in Table 1, there are three major factors that SH is conceptualized as encompassing: gender harassment, unwanted sexual attention and sexual coercion. The gender harassment factor of SH, which is considered to constitute a hostile work environment behavior under legal definitions of SH, translates into behaviors that consist of offensive and derogatory sexual orientation-based behavior (e.g., jokes and insults), and this category of behaviors is also likely to be the most prevalent form of SOH. The behaviors that consist the gender harassment domain are also purported to fall on two subdimensions, sexist hostility and sexual hostility. Furthermore, the sexist hostility subdimension can also be said to encompass two additional divisions, the negative remarks and behaviors typically reported by female victims of SH, as well as gender role enforcement remarks and behaviors often reported by male victims of SH. It can

be observed in Table 1 that almost all of the behaviors considered forms of gender harassment have parallels for SOH behaviors.

The category of unwanted sexual attention, also considered to constitute a type of hostile work environment because it focused on behaviors that are exclusively *sexual* in nature and content, as opposed to gender harassment, which includes aspect of *gender*, unfortunately has no true parallel in SOH. Even in cases where a form of unwanted sexual attention is experienced by a person due to the harasser's belief that the victim is LGB (e.g., discussions of sex life and sexual practices), the content of the behavior is still *sexual* rather than *sexual orientation* in nature.

Another consideration when creating a measure of SOH is that the SOH behaviors that may parallel sexual coercion forms of SH, which are considered a form of quid pro quo SH, are likely to include slightly different rewards and/or punishments, and/or coercive behaviors. As discussed in the previous category of unwanted sexual attention, behaviors that are completely sexual in nature do not have parallels in SOH. Applied to the behaviors in the sexual coercion domain, this statement would dictate that only the portions of each behavior that are *not* sexual in nature would have parallels in SOH. Also, previous research has highlighted the importance of identity management in certain situations (i.e. an individual does not want others to know he/she is LGB) (e.g. Button, 2001).

Table 1

Sexual harassment behavioral factors, example items, and parallel SOH items

SH: Legal	SH: Empirical Components							SOH Parallel Items
Category	Factors	Definition	Subfactor	Definition	Facet	#	Example Items	
Hostile work environment	Gender Harassment	Not intended to elicit sexual cooperation but rather consists of crude verbal, physical, and symbolic behaviors that convey hostile, offensive and misogynist attitudes	Sexist hostility	Comments and behaviors that relate to aspects of gender	Negative remarks and behaviors	1	Told jokes or stories that described people of your gender negatively	Told jokes or stories that described LGB individuals negatively
						2	Said things to insult people of your gender	Said things to insult LGB individuals
						3	Treated you differently because of your gender	Treated you differently because they believed you were LGB
						4	Displayed, used, or distributed sexist or suggestive materials	Displayed, used, or distributed homophobic materials

Table 1 (cont'd)

					Gender role enforcement remarks and behaviors (men)	5	Made you feel you were not a "man/woman" if you did things that "women/men usually do"	Made you feel you were not heterosexual if you did things that members of the opposite sex did
						6	Insulted you by saying you were a "fag" or "gay"	Insulted you by saying you were a "fag" or "gay"
						7	Said you weren't "man enough"	Said you were "too gay"
						8	Made you treat women badly when you did not want to	Made you treat LGB individuals badly even though you did not want to
						9	Pressured you into doing things you did not want to by accusing you of not being a "real man"	Pressured you into doing things you did not want to by accusing you of being LGB

Table 1 (cont'd)

			Sexual hostility	Comments and behaviors that are crude or offensive in nature		10	Told dirty or sexually offensive stories or jokes	Told dirty or offensive stories or jokes involving LGB individuals
						11	Said crude, gross, or offensive remarks	Said crude, gross, or offensive remarks about LGB individuals
						12	Said things about your body, sex life or sexual practices	Said homophobic things about your body, sex life or sexual practices
						13	Tried to get you to talk about sexual things	Tried to get you to talk about matters of sexual orientation
						14	Whistled, called, or hooted at you in a sexual way	None

Table 1 (cont'd)

						15	Made gestures or used body language of a sexual nature	Made gestures or used body language of a homophobic nature (e.g., limp wrist)
						16	Exposed themselves physically	None
	Unwanted sexual attention	Sexual attention that is unwanted and unreciprocated by the recipient	Seductive behavior	Inappropriate or offensive non-physical sexual advances		17	Told you about his own sex life or sexual preferences	None
						18	Unwanted attempts to establish a romantic or sexual relationship with you	None
						19	Kept on asking you out even after you had said "no"	None
						20	Stared, leered, or ogled you	None
						21	Made you feel uncomfortable by standing too close	None

Table 1 (cont'd)

			Sexual impos- ition	Inappro- priate or offensive physical sexual advances		22	Touched you in a way that made you feel uncomfortable	None
						23	Made unwanted attempts to stroke, fondle, or kiss you	None
						24	Attempted to have sex with you without your consent or against your will but was unsuccessful	None
						25	Had sex with you without your consent or against your will	None

Table 1 (cont'd)

Quid pro quo	Sexual Coercion	Subtle or explicit efforts to make job rewards contingent on sexual cooperation	Sexually coercive behaviors	Coercion of sexual activity by threat of punishment		26	Made you feel threatened with some sort of retaliation for not being sexually cooperative	Threatened to tell others you were LGB for not being sexually cooperative
						27	Treated you badly for refusing to have sex	Told others you were LGB for refusing to have sex
			Sexually bribing behaviors	Solicitation of sexual activity or other sex-linked behavior by promise of rewards		28	Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual behavior	None
						29	Implied faster promotions or better treatment if you were sexually cooperative	None

Note. Items from this list were pulled from the following references: Cortina, 2001; Fitzgerald, et al., 1988; Stark, Chernyshenko, Lancaster, Drasgow, & Fitzgerald, 2002; Waldo, Berdahl, & Fitzgerald, 1998.

Similarly, previous research has also cited the threat of disclosing an individual's sexual orientation as a type of anti-gay behavior. Therefore for the two behaviors considered true sexually coercive behaviors (denoted on the table as the *sexually coercive* subfactor of sexual coercion) which include threatening someone with job penalties for not engaging in sexual behaviors, parallel SOH behaviors would include threatening someone with telling others the person was LGB for not engaging in sexual behaviors (see Table 1). Therefore, the sexually bribing behavioral component of sexual coercion does not have any direct parallel in SOH.

In rewording these coercion items to reflect aspects of SOH, wording was used that reflects the unique aspect of sexual orientation as an invisible stigma. Asking if someone “told others you were LGB” as opposed to asking if someone “revealed your sexual orientation” reflects the previously discussed fact that an individual does not necessarily need to be LGB for him or her to be a victim of SOH. In many organizations, a simple rumor that one is LGB can result in negative employment outcomes, so a threat of telling people that an individual is LGB regardless of the veracity of the statement can serve the same coercive purpose.

Additionally, it should be noted that while the difference between parallel SH and SOH items may appear small in semantic terms (e.g., changing sexist to homophobic), the differences become more obvious when example behaviors are included (e.g., labeling you a “bitch” versus a “dyke”).

Generating Items from Parallels between Hate Crimes and SOH

The forms of hate crime behaviors detailed previously are also likely to have parallel but distinguishable behaviors in SOH (see Table 2 for examples). As can be seen in Table 2, there

are three main categories of hate crimes: crimes against persons, crimes against property and crimes against society.

Given that the WSOHM is proposed as a measure of workplace SOH and is aimed at victims of SOH, the hate crime behaviors listed in Table 2 as offender behaviors do not have direct parallels. Moreover, although for the sake of fully defining the SOH construct domain, all possible parallel SOH behaviors are in the table, realistically many of them were not included in the final WSOHM measure due to the expected extremely low base rate in an organizational setting. Decisions about the exclusion of such items were made in Phase 2.

As discussed in the previous section on parallels between SH and SOH, the inclusion of items in the WSOHM that are ambiguous or describe unobservable behaviors is undesirable. Unfortunately, most of the SOH items that parallel hate crime items meet these criteria. Unlike hate crimes prosecuted in the legal realm, which involve formal investigations of the circumstances surrounding the incident and information about the perpetrator, SOH parallel items must rely solely on victim attributions as to the motivation behind the behavior. This characteristic of such parallel items were taken into consideration when deciding what items to include in the final WSOHM.

Table 2
Hate crime behavioral factors, example items, and parallel SOH items

Hate Crimes					SOH Parallel Items
Definition	Categories	Subcategories	#	Example Items	
Force or threats of force that willfully injures, intimidates or interferes with, or attempts to injure, intimidate or interfere with an individual and is motivated in whole or in part by the offender's bias towards one or more of the victims.	Crimes against persons	Murder and non-negligent manslaughter	1	I have murdered or killed someone because of a their...(race, religion, sexual orientation, ethnicity, national origin, or disability) (offender)	None
		Forcible rape	2	I have been raped because of my.... (victim)	I have been raped because I was believed to be LGB
		Aggravated assault	3	I have been assaulted by someone with a deadly weapon because of my.... (victim)	I have been assaulted by someone with a deadly weapon because I was believed to be LGB
		Simple assault	4	I have been assaulted by someone without a deadly weapon because of my.... (victim)	I have been assaulted by someone without a deadly weapon because I was believed to be LGB
		Intimidation	5	I have been threatened or intimidated because of my.... (victim)	I have been threatened or intimidated because I was believed to be LGB
	Crimes against property	Robbery	6	I have been robbed because of my....(victim)	I have been robbed because I was believed to be LGB
		Burglary	7	I have had my property burglarized because of my....(victim)	I have had my property burglarized because I was believed to be LGB
		Larceny-theft	8	I have had things stolen from me because of my....(victim)	I have had things stolen from me because I was believed to be LGB

Table 2 (cont'd)

		Motor vehicle theft	9	I have had my car stolen because of my....(victim)	I have had my car stolen because I was believed to be LGB
		Arson	10	I have had my property set on fire because of my....(victim)	I have had my property set on fire because I was believed to be LGB
		Destruction, damage, vandalism	11	I have had my property destroyed, damaged or vandalized because of my....(victim)	I have had my property destroyed, damaged or vandalized because I was believed to be LGB
	Crimes against society	Drug or narcotic offenses	12	I have been convicted of a drug or narcotic offense (offender)	None
		Gambling offenses	13	I have been convicted of a gambling offense (offender)	None
		Prostitution offenses	14	I have been convicted of a prostitution offense (offender)	None
		Weapon law violations	15	I have been convicted of a weapons law violation (offender)	None

Note. Items from this list were pulled from the following reference: Federal Bureau of Investigation, 2005.

Generating Items from Parallels between REH and SOH

The forms of REH behaviors detailed previously are also likely to have parallel but distinguishable behaviors in SOH (see Table 3 for examples). As can be observed, REH behaviors are conceptualized to contain three factors. The first two, derogatory comments and behaviors, and exclusionary behaviors constitute hostile work environment forms of workplace discrimination. The third category, coercive behaviors, constitutes quid pro quo forms. Derogatory comments and behaviors and coercive behaviors of REH have direct parallels to the SH categories of the same names. This is to be expected given the modeling of REH measures on existing SH measures. The potential overlap between SOH behaviors that are parallel to REH as compared to those that are parallel to SH is discussed in the section on refinement of the item pool. However, the one aspect of REH measures that is unique is the inclusion of exclusionary behaviors. Although exclusionary behaviors are likely to occur based upon gender characteristics, SH inventories do not capture the construct very well. Additionally, it is likely the case that exclusionary behaviors are more likely to occur when individuals have greater control over their ability to manage their identity regarding a particular characteristic.

Almost all of the behaviors included in current measures of REH have parallel SOH behaviors. The two exceptions are items four and seven in Table 3. While these two items may have literal parallels in SOH behaviors, e.g., paid undue attention to your hair or skin and/or the way you take care of your hair and skin, their meaning seems to be tied to aspects of race and ethnicity and were therefore excluded from the parallel item creation phase.

Table 3

Racial/ethnic harassment behavioral factors, example items, and parallel SOH items

REH: Legal	REH: Empirical Components				SOH Parallel Items
Category	Factors	Definition	#	Example Items	
Hostile work environment	Derogatory comments or behaviors	Crude verbal, physical, and symbolic behaviors that convey hostile, offensive and racist attitudes	1	Made derogatory comments about your ethnicity	Made homophobic remarks
			2	Told jokes about your ethnic group	Told homophobic jokes
			3	Used ethnic slurs to describe you	Used homophobic slurs to describe you
			4	Displayed tattoos or wore distinctive clothes which were racist	None ^a
			5	Stared or directed hostile looks at people of a particular race	Stared or directed hostile looks at people believed to be LGB
			6	Made offensive remarks about your appearance (e.g., about skin color, hair) based on your race	Made offensive homophobic remarks about your appearance (e.g., about your hairstyle or makeup)
			7	Paid undue attention to your hair or skin and/or the way you take care of your hair and skin	None ^a

Table 3 (cont'd)

			8	Made statements suggesting that people of your race are inferior	Made statements suggesting that LGB individuals are inferior
			9	Vandalized your property with racial statements or slurs	Vandalized your property with homophobic statements or slurs
			10	Made unwelcome attempts to draw you into an offensive discussion of racial matters	Made unwelcome attempts to draw you into an offensive discussion of sexual orientation matters
			11	Put up or distributed materials (e.g., pictures, leaflets, symbols, graffiti, music, stories) which were racist or showed your race negatively	Put up or distributed materials (e.g., pictures, leaflets, symbols, graffiti, music, stories) which were homophobic or depicted LGB individuals negatively
			12	Expected you to behave consistently with a racial stereotype (e.g., assumed that you eat only particular kinds of ethnic food, or wear some particular clothing)	Expected you to behave consistently with a stereotype of LGB individuals (e.g., being sexually promiscuous, being able to fix things)
			13	Expected you to hold a stereotypical job (e.g, secretary, landscaper, janitor) instead of your actual position	Expected you to hold a stereotypically LGB job (e.g., hairdresser, florist, coach, construction worker)

Table 3 (cont'd)

	Exclusionary behaviors	Behaviors intended to exclude people and/or their behaviors based upon their racial/ethnic characteristics	14	Excluded you from social interactions during or after work because of your ethnicity	Excluded you from social interactions during or after work because they believed you were LGB
			15	Failed to give you information you need to do your job because of your ethnicity	Failed to give you information you need to do your job because they believed you were LGB
			16	Made you feel as if you have to give up your ethnic identity to get along at work	Made you feel as if you have to give up your LGB identity to get along at work
Quid pro quo	Coercive behaviors	Subtle or explicit efforts to make job rewards contingent on behavioral co-operation	17	Treated you badly for refusing to participate in racist activities or remarks	Treated you badly for refusing to participate in homophobic activities or remarks
			18	Threatened you with retaliation if you did not participate in racist activities or remarks	Threatened you with retaliation if you did not participate in homophobic activities or remarks
			19	Pressured you to participate in racist activities or remarks	Pressured you to participate in homophobic activities or remarks
			20	Pressured you to behave consistently with a racial stereotype	Pressured you to behave consistently with a LGB stereotype

Note. ^a While these two items may have semantic parallels for SOH, their meaning seems to be tied to race and ethnicity issues, so parallel items are not offered. Items from this list were pulled from the following references: Bergman & Buchanan, in preparation; Schneider, Hitlan, & Radhakrishnan, 2000.

Generating Items from Previous SOH Research

In addition to the existing SOH parallel behaviors, there are a number of other behaviors that are likely to be contained in the domain of workplace SOH that do not have direct parallels in any other form of related behavior. The literature reviewed previously details two common behaviors: accusations of being LGB, and threats of disclosing one's status as LGB to others, which will be included in the preliminary pool of items considered for inclusion in the WSOHM (e.g., see items 3, 4, 10 and 11 in Table 4). In sum, Phase 1.1 led to the generation of a large number of items based on the literature.

In order to further explore the range of SOH that may not be captured in either the existing literature or which have parallels to other forms of discriminatory behaviors, a critical incident data collection effort of first person accounts of witnessed workplace SOH was conducted in Phase 1.2.

Phase 1.2: Analysis of Critical Incident Data for Categories and Example SOH items

This phase of the project sought to explore the nature of SOH and better inform the development of a measure of SOH by gathering critical incident qualitative data on the phenomenon. This approach is in line with research emphasizing the importance of qualitative methods when investigating topics that involve a significant activation of prejudices since qualitative methods allow for more complete responses (Durrheim & Dixon, 2004). More specifically, documentation of SOH incidents will enable the development of a more comprehensive list of SOH behaviors and a better understanding of contextual variables that should be included in assessments of SOH (e.g., frequency, duration, characteristics of perpetrator).

In addition to gathering information about the types of individual and environmental influences, the critical incident study (as well as the expert reviews discussed later) sought to determine the feasibility and advantages or disadvantages of different methods of acquiring participants from the target population, their willingness to share personal information of this nature, and any problems with the clarity of the study questions.

A 15-20 minute web-based survey was developed to solicit anonymous reports of SOH using a critical incident methodology (Flanagan, 1954). Participants were asked to provide information about their most salient workplace SOH experience. Additional questions involved evaluation of the incident in terms of the nature of harassment, directness of harassment, severity of harassment and effects on well-being. Participants were also asked to provide information on identity management strategies/level of disclosure in the workplace as well as a small amount of demographic data including gender, race, ethnicity, and age. The consent and debriefing forms and complete survey can be viewed in Appendices A-C. The debriefing form for the pilot study was also used for the focus group and main studies.

Recruitment involved dissemination via campus, regional and national listserves targeting LGB individuals (N=84). Additional incidents were gathered through the university's psychology department subject pool (N=89). However, the majority of subject pool responses were unusable because they depicted sexual harassment instead of SOH. In the end, usable responses were obtained from 120 participants.

Demographics of the participants included a mean age of 35.4 years, 93% were Caucasian; 38% Male, 56% Female, and 6% were Transgender; 22% were mostly or strictly heterosexual and 73% were mostly or strictly homosexual. In terms of identity management,

most respondents reported behaviors indicating they were fairly open about their orientation. Sample responses can be found in Appendix D.

These responses were then reviewed by three raters and compared to the generated items in Tables 1-4 to determine if any incidents reflected content not already covered by the spectrum of generated items. The raters coded incidents into the categories of the items in Tables 1-4, noting any additional categories. Although there were no major gaps in the breadth of the literature review-generated items (i.e., all incidents could be placed within the categories), there were areas within the item specifics for which the survey responses provided insight. For example, to operationalize items related to derogatory comments, specific comment types that arose in incidents were used. Typical comments related to deviance in sexual practices (e.g., child molestation), physical health (e.g., having AIDS), and religion (e.g., going to hell). Also, the data suggested that attempts to ascertain one's orientation are a form of harassment with no parallels in sexual or racial/ethnic harassment measures.

In reviewing the qualitative information gathered in phase 1, its largest contribution was to provide specific examples of SOH behaviors (e.g., verbal harassment often constitutes being told that you are contagious) that were systematically different in content from parallel forms of SH or REH behaviors (e.g., verbal harassment often constitutes being told that you are less intelligent). These detailed descriptions guided subsequent measure development in three ways. First, it confirmed that almost all the categories of SOH proposed based upon the literature review did in fact occur as forms of SOH within the community of people who are targeted because they are perceived to be LGB. There were certain categories that were extracted from the literature on SOH that were not detailed in the incidents (e.g., coercive behaviors such as threatening to out someone in return for sexual cooperation), but these categories were kept

nonetheless since they may be considered low base-rate behaviors. Second, it supported the belief that these categories of SOH behaviors are parallel to their SH and REH counterparts, but not the same, as evidenced by observed content differences (e.g., harasser(s) expressing disgust over discovering an individual was believed to be LGB). Third, the incidents suggested a number of additional behaviors that should be included in the definition of the workplace SOH construct domain. These behaviors are detailed in Table 4, along with suggested overarching categories of SOH.

Table 4

Sexual orientation harassment behavioral factors and example items

SOH					
Factors	Definition	Subfactor	Definition	#	Example Items
Derogatory behaviors	Crude verbal, physical, and symbolic behaviors that convey hostile, offensive, prejudicial, homophobic, and heterosexist attitudes	Heterosexism enforcement	Enforcement of heterosexuality as the only appropriate lifestyle	1	Encouraged you to pretend to be heterosexual in social situations (e.g., pretend to have a husband/wife)
				2	Discouraged you from "acting" homosexual (e.g., monitoring your speech, dress, or mannerisms)
		Homophobic behaviors	Condemnation and fear of LGB individuals	3	Accused you of being LGB
				4	Told others you were LGB
				5	Challenged your identification as LGB (e.g., it's just a phase)
		Unwanted investigation of sexual orientation	Comments and behaviors that attempt to determine a person's identity as a LGB individual	6	Asked you questions about your personal or love life that made you uncomfortable (e.g. why don't you ever bring a date to our office parties)
				7	Set you up on a date with a member of the other sex when you did not want it

Table 4 (cont'd)

Conditional behaviors	Subtle or explicit efforts to make rewards and punishments contingent upon behavioral expectations	Bribery	Solicitation of specific behavior by promise of rewards	8	Bribed you with some sort of reward or special treatment to not disclose your sexual orientation to others
				9	Implied faster promotions or better treatment if you did not disclose your sexual orientation to others
		Coercive behaviors	Coercion of specific behavior by threat of punishment	10	Threatened to tell others you were LGB if you did not produce certain work
				11	Threatened to tell others you were LGB if you did not give them something (e.g., money, items)

Generation of Preliminary Item Pool

Based upon the reviewed literature and the examination of the critical incident data, it is possible to combine the four sources of potential SOH behaviors (i.e., Tables 1-4) into a single pool of items. The product of this effort can be seen in Table 5. By removing items that were highly redundant, 37 possible behavioral items were retained for further study during Phase 2.

Table 5

Preliminary item pool for the WSOHM

WSOHM: Suggested Pool of Items					
Factors	Definition	Subfactor	Definition	#	Example Items
Derogatory behaviors	Crude verbal, physical, and symbolic behaviors that convey hostile, offensive, prejudicial, homophobic, and heterosexist attitudes	Heterosexism enforcement	Enforcement of heterosexuality as the only appropriate lifestyle	1	Commented that you were LGB if you did things that members of the opposite sex did (SH)
				2	Said you were "too gay" (SH)
				3	Pressured you to participate in homophobic activities or remarks (SH/REH)
				4	Made you feel you had to pretend to be heterosexual in social situations (e.g., pretend to have a husband/wife) (REH/SOH)
				5	Made you feel as if you had to "act" heterosexual (e.g., monitoring your speech, dress, or mannerisms) (REH/SOH)
		Homophobic behaviors	Condemnation and fear of LGB individuals	6	Told homophobic jokes or stories (SH/REH)
				7	Made homophobic remarks (e.g., LGB individuals are inferior) (SH/REH)
				8	Stared or directed hostile looks at people believed to be LGB (REH)
				9	Displayed, used, or distributed materials (e.g., emails, pictures, leaflets, symbols, graffiti, music, stories, clothing, tattoos) which were homophobic or depicted LGB individuals negatively (SH/REH)

Table 5 (cont'd)

				10	Used homophobic slurs to describe you (e.g., dyke, fag, fence-sitter) (SH/REH)
				11	Accused you of being LGB (SOH)
				12	Told others you were LGB (SOH)
				13	Challenged your identification as LGB (e.g., it's just a phase) (SOH)
				14	Said homophobic things about your sex life or sexual practices (SH)
				15	Said homophobic things about your body, appearance or grooming habits (SH/REH)
				16	Used homophobic gestures or body language (SH)
				17	Destroyed, damaged or vandalized your property with homophobic statements or slurs (HC/REH)
		Stereotyping behaviors	Enforcement of stereotypes about LGB individuals	18	Expected you to behave consistently with a stereotype of LGB individuals (e.g., being sexually promiscuous, being able to fix things) (REH)
				19	Pressured you to behave consistently with a LGB stereotype (REH)
				20	Expected you to hold a stereotypically LGB job (e.g., hairdresser, florist, coach, construction worker) (REH)

Table 5 (cont'd)

		Unwanted investigation of sexual orientation	Comments and behaviors that attempt to determine a person's identity as a LGB individual	21	Asked you questions about your personal or love life that made you uncomfortable (e.g. why don't you ever bring a date to our office parties) (SOH)
				22	Tried to get you to talk about matters of sexual orientation (SH/REH)
				23	Set you up on a date with a member of the other sex when you did not want it (SOH)
Exclusionary behaviors	Behaviors intended to exclude people and/or their behaviors based upon beliefs about their LGB status			24	Treated you differently because they believed you were LGB (e.g. wouldn't shake your hand, ignored you) (SH)
				25	Excluded you from social interactions during or after work because they believed you were LGB (REH)
				26	Failed to give you information you need to do your job because they believed you were LGB (REH)
Conditional behaviors	Subtle or explicit efforts to make rewards and punishments contingent upon behavioral expectations	Bribery	Solicitation of specific behavior by promise of rewards	27	Bribed or rewarded you with special treatment to not disclose your sexual orientation to others (SOH)
				28	Implied faster promotions or better treatment if you did not disclose your sexual orientation to others (SOH)
		Coercive behaviors	Coercion of specific behavior by threat of punishment	29	Threatened to tell others you were LGB for not being sexually cooperative (SH)

Table 5 (cont'd)

				30	Threatened to tell others you were LGB if you did not produce certain work (SOH)
				31	Threatened to tell others you were LGB if you did not give them something (e.g., money, items) (SOH)
				32	Threatened you with retaliation if you did not participate in homophobic activities or remarks (REH)
		Retaliatory behaviors	Punishment for failure to produce specific behavior	33	Told others you were LGB for refusing to have sex (SH)
				34	Treated you badly for refusing to participate in homophobic activities or remarks (REH)
Targeted crime behaviors	Attempted or actual force or threats that injure, intimidate or interfere and is motivated by bias towards the victim as LGB			35	Sexually assaulted or raped because you were believed to be LGB (HC)
				36	Non-sexually assaulted by someone because you were believed to be LGB (HC)
				37	Robbed or had things stolen from you because you were believed to be LGB (HC)

Note. Abbreviations in parentheses represent the construct that the particular item was generated from, SH = sexual harassment (Table 1), HC = hate crimes (Table 2), REH = racial/ethnic harassment (Table 3), SOH = unique to sexual orientation harassment and not otherwise represented by parallel constructs.

Phase 2: Refine Construct Domain

Using the items generated for phase 1, a preliminary WSOHM was further developed through revision efforts.

Phase 2.1: Expert Review of SOH items

First, a focus group was held in order to further advance the understanding of the nature of SOH. A copy of the consent form for the focus groups can be found in Appendix E. Based upon the coded web-survey responses, a focus group protocol was developed to address areas of SOH that would benefit from additional insight (Appendix F). The protocol included questions with follow-up probes where appropriate and participant-led discussion was encouraged. A convenience sample of three individuals was recruited using LGB workers from the local area. The undergraduate research assistant associated with project was also present in order to take notes and assist with the focus group procedures. The session began with a discussion of the rights and roles of participants, followed by assurances that participation was both voluntary and confidential. Participants received \$15 for participating. The session was recorded using a digital audio recorder in order to accurately reference any responses not captured in notes.

Although multiple focus groups were initially proposed to be conducted, the results of the first focus group suggested that further sessions would likely result in redundant information, since there were relatively few comments from the focus group participants about changes they felt would be beneficial to the survey content and methodologies. The largest area of survey administration that they commented on was to provide suggestions as to additional recruitment methods.

Second, four researchers in the area of heterosexism, discrimination, and harassment were asked to review survey content to ensure adequate conceptual coverage. Their comments and suggestions regarding survey length and use of specific measures were taken into consideration during the refinement phase.

Phase 2.2: Finalization of WSOHM Items based upon Parsimony, Redundancy, and Feedback

A number of considerations were taken into account during the refinement phase of the WSOHM measure.

First, parsimony and survey length was considered in refining items, as a lengthy survey can reduce response rates. Second, redundancy was examined to ensure that items represent distinct behaviors. Third, items were worded using gender-neutral behavioral terms. This is an important issue given that SH and REH measures have been typically validated on female victim samples, with the exception of work exclusively on the SH of men (Waldo, et al, 1998). It is therefore key that these items do not reflect any gender bias in language regarding either the victim or the perpetrator given the basis of SOH as an equal-opportunity phenomenon. While behavioral descriptors are gender neutral, some items provided as examples of such behaviors are gender-laden.

Finally, the term sexual orientation harassment did not appear anywhere in questionnaire, thus avoiding the necessity for respondents to make a subjective judgment as to whether or not he or she had been harassed (see Ilies et al., 2003 for a discussion). Research suggests that requiring individuals to label their experiences as harassment may result in underestimates of actual harassment behaviors experienced.

The resulting tool was a web-based survey that allowed enhanced ability to recruit specialized samples of research participants and low margin of costs for added participants (Kraut, et al., 2004), enhanced confidence in anonymity, easy branching of questions, and the ability to start and return later to finish the survey, thereby further decreasing the time burden on participants. Research has also indicated that individuals do not differ significantly in how they respond to web-based as compared to traditional paper-and-pencil formats (Peters & Gaby, 2004; Kraut, et al., 2004).

Phase 3: Assessing Construct Validity

After developing the instrument, a sample was sought to examine the relation of SOH to well-being and workplace outcomes as well as to key individual differences. Several strategies were used to recruit participants.

First, the research was promoted via local, regional and national websites, chat rooms, publications, etc. that have a large LGB audience. Second, affinity groups and LGB advocacy groups at several major corporations were approached to disseminate information about the survey. Given the ethnic/racial homogeneity of the sample acquired in the critical incident study, specific efforts were made to include ethnic/racial minority LGB individuals. The main method that was used to accomplish this was to contact appropriate administrative individuals at advocacy groups that specifically serve ethnic/racial minority LGB populations and ask that they disseminate information about the study to their constituents. Third, incentives for participation were offered. Specifically, respondents were entered into a lottery for a cash prize gift certificate (anonymity was maintained via the use of code identification numbers for individuals to check a website announcing winners, in order to claim the prize they had to provide a previously

individually created password). Fourth, information about the study was distributed to personal contacts of the research team who are either involved in LGB research or likely to have connections to large LGB populations. Fifth, heterosexual participants were recruited through both psychology subject pool recruitment and convenience snowball sampling. Finally, a strong emphasis was placed on the fact that participation in the survey was anonymous, since Martin and Knox (2000) indicated that gay employees are often concerned that their sexual identity will be revealed to individuals to whom they did not want it disclosed. Unfortunately, this anonymity made it impossible to reliably calculate any sort of response rate for the survey. A copy of the consent form for this phase of the study can be viewed in Appendix G.

Sample. In this sample, participants were typically middle-aged ($M = 35.2$ years, $SD = 12.01$, $\min = 18$, $\max = 45$). The sample included slightly more women than men (42% male, 54% female) and a small proportion of transgendered individuals (4%). Regarding racial identity, the vast majority of participants self-identified as Caucasian (90%), with only 8% endorsing Biracial, and 1% each for Black and Asian/Pacific-Islander. Ethnic identity paints a very similar picture, with 94% of participants endorsing being of non-Hispanic ethnic origin, and only 6% reporting being of Hispanic origin. Because individuals may identify as only an ethnic or racial minority, but not both, the two variables were combined into one race/ethnicity variable. This hybrid variable showed that 14% of the sample identified as either racial or ethnic minorities, while 86% reported identifying as neither. Participants also reported on average a fairly high annual income ($M = \$70,000$, $\text{Range} = \$5,000\text{-}\$95,000+$). Finally, overall the sample was highly educated, with over 75% of the sample reporting having a college degree, and approximately a third of the sample having a professional or graduate degree.

Phase 3.1: Item Reliability and Factor Analyses

Item-total correlations, scale alphas, and confirmatory and exploratory factor analyses were conducted to examine the composition of the WSOHM. Findings are reported in the Results section.

In regard to determining the measure's test-retest reliability, this study cannot provide such an assessment. Given that the study used anonymity of response options to help recruit participants, the ability to perform follow-up longitudinal retesting on those same participants was greatly compromised. However, given the nature of the construct, it was important to preserve this anonymity in order to ensure participation. Finally, developing parallel forms of the assessment was not feasible.

Phase 3.2: Discriminant Validity

Discriminant validity can be observed in two ways: the construct the instrument is purporting to measure is distinguishable from other similar constructs, and the different factors within the construct are distinguishable from each other. In this proposal, this should translate into evidence that SOH is distinguishable from the constructs of REH and SH (H5), and that the different proposed components of SOH (derogatory, exclusionary, conditional, and targeted crime behaviors) are also distinguishable from each other.

The results of phase 3.2 are reported in the results section. However, the measures that were used to examine discriminant validity are presented below:

Sexual harassment. The Sexual Experiences Questionnaire (SEQ; Fitzgerald, et al., 1988) contains multiple items assessing participants' experiences of the sexually harassing behaviors (see Appendix H). Many different versions of the SEQ exist. For this study, the most

recently updated version of the questionnaire available at the time, the one used in the 2002 DoD Sexual Harassment Survey (Lipari & Lancaster, 2002), was utilized. Respondents indicated how often they experienced these behaviors (sexual harassment frequency) using the response options: 0 = “never”, 1 = “once or twice”, 2 = “sometimes”, 3 = “often”, and 4 = “many times”. The 2002 version was designed to measure five underlying dimensions: *Sexist Behaviors* (items 2, 4, 7, and 9; alpha = .82), *Crude/Offensive Behaviors* (items 1, 3, 5, and 6; alpha = .86), *Unwanted Sexual Attention* (items 8, 10, 13, and 14; alpha = .87), *Sexual Coercion* (items 11, 12, 15, 16; alpha = .95), and *Sexual Assault* (items 17 and 18; alpha = .94). Items 19 “Engaged in some other unwanted gender-related behavior towards you?” and 20 “If so, please describe” were not included in the total scale score. The harassment factors structure of the SEQ has been shown to replicate across studies (Lee & Ormerod, 2003). Items were summed to create scores for each subscale with greater values indicating more exposure to sexual harassment.

Racial/ethnic harassment. Seven items from the *Ethnic Harassment Experiences* scale (EHE; Schneider, et al., 2000) were included in the survey (see Appendix I). The EHE is a 7-item scale assessing experiences with ethnic harassment at work. Response scale options were the same as the SEQ. Items were summed to create a total scale score where greater values indicating a greater incidence of racial/ethnic harassment.

Sexual orientation harassment. A refined version of the WSOHM (37 items, alpha = .94) was included to assess workplace SOH (see Appendix J). The final version of this measure included all 37 items generated during the preliminary item pool phase (Table 5), but with some wording and examples changes based upon feedback from the focus group and expert reviewers. Items 38 “Did anything else to you because you were believed to be LGB?” and 39 “If so, please describe” were not included in the total scale score. Response scale and scoring methods were

the same as the SEQ and the EHE. Details of the factor analysis of this scale are reported in the Results section.

Phase 3.3: Expected Correlates

Another method of demonstrating the construct validity of a measure is to show that scores on the measure are associated with the antecedents and outcomes one would expect. In the present case, it would therefore be important to show that higher WSOHM scores were positively correlated with outcome measures that are typically associated with exposure to harassment.

H1, H2, and H3 proposed that WSOHM scores would be negatively correlated with the following variables: organizational climate for LGB issues, self-esteem, organizational commitment, and job satisfaction, and be positively correlated to scores on measures of depression and anxiety.

Measures

Depression and Anxiety. (13 Items & 10 items, both alphas = .93) Two scales from the Brief Symptom Inventory (BSI; Derogatis & Melisaratos, 1983; Derogatis, 1993) were used to assess the primary symptom dimensions of depression and anxiety (see Appendices N and O). The BSI is a shortened version of the Symptom Check List-90 (SCL-90), a widely used scale assessing current psychological distress and symptoms in both patient and non-patient populations. The BSI measures the experience of symptoms in the past seven days including the day the BSI is completed. Answers are on a 5-point scale, from 0 = "Not at all", to 4 = "Very

Much", and composite scores were computed by averaging across items. High scores are indicative of greater numbers of symptoms.

Organizational commitment. (6 items each, alphas = .88 and .84 respectively) Affective and continuance commitment were measured using two 6-item scales of organizational commitment (revised by Meyer, Allen & Smith, 1993) (see Appendix P). These scales are adapted from the authors' original 8-item scales (Allen & Meyer, 1990; Meyer & Allen, 1984). Responses were made on a 7-point scale, from 0 = "Disagree Strongly ", to 6 = "Agree Strongly " scales, and composite scores were computed by averaging across items. High scores are indicative of higher levels of commitment.

Job Satisfaction: (5 items, alpha = .90) Job satisfaction was measured with the short form of the Brayfield and Rothe (1951) Job Satisfaction Scale (see Appendix Q). Responses were made on a 7-point scale, from 0 = "Disagree Strongly ", to 6 = "Agree Strongly " scales, and composite scores were computed by summing items. High scores are indicative of higher levels of job satisfaction.

Self-esteem: (10 items, alpha = .91) The Rosenberg Self Esteem Scale (RSES; Rosenberg, 1979) is a self-report scale measuring subjective self-esteem (see Appendix R). Responses were made on a 7-point scale, where 0 = "Disagree Strongly ", and 6 = "Agree Strongly ". Items were summed to create a composite score where higher values indicated higher self-esteem.

Organizational climate. (10 items, alpha = .89) A combination of items assessing the individual's perception of his or her organization's climate towards LGB individuals and discrimination of LGB individuals was included (see Appendix S). Four items (#s 1, 5, 7, & 8) were adapted from Button's (2001) development of a measure of organizational policies

regarding gays and lesbians, 4 items (#s 2-4, & 6) were adapted from Stokes, Stewart-Belle and Barnes' (2000) recommendations for current organizational policies regarding SH based upon analyses of current court cases on the topic. Finally, 2 items (#s 9-10) were adapted from Bingham and Scherer's (2001) measure of organizational policies regarding SH. Responses were made on a 7-point scale, where 0 = "Disagree Strongly ", and 6 = "Agree Strongly ". Items were summed to create a composite score where higher values indicated a stronger perception of a participant's organization having a positive climate towards LGB individuals.

Negative affectivity: Some researchers have suggested that investigations of workplace stressors control for negative affectivity (e.g., Brief, Burke, George, Robinson, & Webster, 1988; Watson & Pennebaker, 1989). This allows for consideration of any systematic negative cognitive biases that could artificially inflate the relationships of such stressors with well-being outcomes. More recently however, others have purported that controlling for NA is not only unnecessary but actually detrimental to one's ability to detect meaningful relationships (Spector, Zapf, Chen, & Frese, 2000). Negative affectivity was therefore measured in order to allow for analyses with and without controlling for it, and was assessed using the Positive and Negative Affectivity Scale (PANAS; Watson, Clark, & Tellegen, 1988) (see Appendix T).

The PANAS consists of two 10-item mood scales and was developed to provide brief measures of positive (items # 1, 3, 5, 9-10, 12, 14, 16-17, & 19; $\alpha = .93$) and negative (items # 2, 4, 6-8, 11, 13, 15, 18, & 20; $\alpha = .89$) affectivity. The items were derived from a principal components analysis of Zevon and Tellegen's (1982) mood checklist; it was argued that this checklist broadly tapped the affective lexicon. Respondents were asked to rate the extent to which they have experienced each particular emotion within a specified time period, with reference to a 5-point scale from 0 = "Not at all" to 4 "Very Much". Items were summed to

create a composite score with higher scores being indicative of greater affectivity. A number of different time frames have been used with the PANAS, but given the inclusion of harassment experiences in this study that are assessed over that past 12 months, the time-frame adopted was ‘during the past year’.

Phase 3.4: Expected Group Differences

One method that supports the validity of a measure is to show that groups who differ on a particular characteristic also differ in their pattern of responses on a measure. In an attempt to provide this form of validity evidence, as discussed in the introduction, a number of variables were expected to produce group differences in scores on the WSOHM.

First, the proportion of men that work in an individual’s occupation is likely to impact a person’s SOH experiences. Second, an individual’s self-identified sexual orientation is also likely to influence his or her SOH experiences. Finally, the techniques that an LGB individual uses to manage his or her sexual orientation identity are liable to affect the same SOH experiences. These three proposed relationships are summarized by previously outlined hypotheses H4, H6 and H7 respectively.

Measures

Job Type. The degree to which an occupational field was male-dominated was determined based upon the proportion of women who traditionally work in the particular profession. Information about the percentage of women by job category was obtained from the detailed table listings published by the Bureau of Labor Statistics (2006). Two researchers familiar with the project independently performed the coding and had an agreement rate of 83%. Codes that they did not agree on were discussed and resolved individually. Possible category

values ranged from highly male-dominated occupations such as “Logging workers” (0.2%) to highly female-dominated occupations such as “Dental hygienists” (98.6%). The average proportion of women in a respondent’s occupational field was just slightly higher than half ($M=53.47$) but there was a large range within the responses, from “Firefighters” (3.5%) to “Secretaries and Administrative Assistants” (96.9%).

Identity management. The strategies used by individuals in their workplace to manage their identities were assessed using items adapted from the identity management measures developed by (Button, 1996). The changes from the original survey involved replacing the term “gay/lesbian” with the term “LGB” (see Appendix K for the finalized measure). Factor analysis has indicated three factors of *Counterfeiting* (6 items, $\alpha = .84$), *Avoiding* (7 items, $\alpha = .89$), and *Integrating* (10 items, $\alpha = .91$) identity management techniques (Button, 1996). Subscales based upon these factors were created. Respondents indicated how often they engaged in these behaviors by endorsing one of five response options: 1=Never, 2=Rarely, 3=Sometimes, 4=Often, 5=Always. Subscale items were summed to create total subscores in which higher scores indicated more experiences of that particular method of identity management.

Sexual orientation. Ragins (2004) noted that the construct of sexual orientation includes physical behaviors, attractions and fantasies, and identity, and is fluid over time and experience. Additionally, Martin and Knox (2000) suggested that when assessing sexual orientation, one should provide a number of different options for individuals to indicate their sexual identity (e.g., self-labeling of orientation, indication of same-gender attraction, specific sexual behaviors). This suggestion is similar to research that has shown that individuals often define themselves with regards to sexual orientation along three different aspects, sexual behavior, sexual desire, and sexual identity (Laumann, Gagnon, Michael & Michaels, 1994). These three constructs are not

mutually exclusive, such that a person may desire same-sex sexual partners, but neither exhibit the parallel behaviors or identify as LGB. Therefore the survey included questions that address each of these facets of sexual orientation. The measure of sexual orientation includes four author created items (#s 1-3, 10), two items assessing sexual orientation according to the dual continuum model of sexual orientation (#s 4-5) (Haslam, 1997; Shivley & De Cecco, 1993), and four items about sexual orientation milestones (#s 6-9) (Garnets & Kimmel, 1993). The final set of items can be found in Appendix L. Items 1-5 and 10 had response options 1=“Disagree Strongly”, 2=“Disagree”, 3=“Disagree Somewhat”, 4=“Neutral”, 5=“Agree Somewhat”, 6=“Agree”, 7=“Agree Strongly”, while items 6-9 asked respondents to fill in an age of occurrence or endorse “never”. Due to a programming issue in the design of the web survey, the age information for these 4 variables was not properly stored in the database for later retrieval. Therefore the range of the collected data for these 4 items which were intended to be continuous variables ended up being dichotomous variables with 1=“Never” and 2=“Age entered”.

Since the 10-item sexual orientation measure contained items from various sources, the reliability and factor structure of the items were explored to determine the best method of grouping them for use in correlational and regression analyses. As can be seen in Table 6, an initial principal components analysis yielded two factors.

Table 6

Extracted factors for the sexual orientation measure

Component	Total Variance Explained		
	Extraction Sums of Squared Loadings		
	Total	Percent of Variance	Cumulative Percent
1	5.88	58.82	58.82
2	1.20	12.03	70.85

Note. Analysis method was a Principle Component Analysis utilizing a Direct Oblimin rotation with Kaiser Normalization. Only components that possessed Eigen values above 1.0 are displayed.

Further analysis of the items that loaded onto each factor (see Table 7) shows that all but two items loaded onto the first factor, which explained the largest percent of variance.

Table 7

Item factor loadings for sexual orientation items

Item #	Item Description	Factor	
		1	2
1	Attracted to people of the same sex	.81	.42
2	Engaged in sexual practices with people of the same sex	.89	
3	Identify as LGB	.75	.54
4	Heterosexual tendencies		.77
5	Homosexual tendencies	.62	.45
6	Age of first LGB attraction	.84	
7	Age of first LGB sexual encounter	.83	
8	Age of first LGB self-labeling	.78	.44
9	Age of first LGB relationship	.76	
10	How often do you think people identify you as LGB		.71

Note. Loadings represent the pattern matrix results of a Direct Oblimin rotation. Only loadings above .40 are detailed in the table. Bolded items represent highest loading among the two factors for a particular item.

The items that loaded onto component 1 were three of the author created items (#s 1-3), the homosexual tendencies item assessing sexual orientation according to the dual continuum model of sexual orientation (#5), and the four items about sexual orientation milestones (#s 6-9). The items that loaded onto component 2 were the heterosexual tendencies item assessing sexual orientation according to the dual continuum model (#4) and the last author created item about perceptions of identifiability as LGB (#10).

From a theoretical standpoint, the loadings of these items are supported by the previously mentioned research that suggests that LGB individuals define themselves by their homosexual orientation but not in terms of their heterosexual tendencies. Additionally, it would seem that while perceptions of identifiability may be related to an LGB individual's sexual orientation, it is not necessarily a direct component of how they define such orientation.

A final step in the analysis of these components was taken by assessing scale reliabilities. Since several items (#s 1,3,5,8) possessed cross-loadings, first the reliability of a scale with all 10 items was conducted. The alpha for this scale was .84 and the two items that loaded onto factor 2 (#s 4, 10) showed low item-scale correlations (.48 and .33 respectively).

Based upon these results, items 1-4 and 6-9 were averaged to create an 8-item scale measuring general LGB attitudes, feelings, and behaviors (alpha=.86), with higher scores indicating more reported indicators of LGB status.

Three quarters of the sample "agreed strongly" that they are attracted to people of the same sex. Approximately the same proportion "agreed strongly" that they engage in sexual practices with people of the same sex, as well as self-identify as LGB. However, the pattern among strictly heterosexual or homosexual tendencies among participants paints a bit of different picture. For possessing *heterosexual* tendencies, over half of the sample (56.3%) reported

disagreeing to some extent, 10.7% of participants endorsed feeling neutral, and 32.9% reported agreeing to some extent. For possessing *homosexual* tendencies, the majority of participants (86.4%) reported agreeing to some extent.

Demographics. Demographic questions were included to enable examination of the influence of individual differences on the experience of SOH (see Appendix M). Items assessed age, race, ethnicity, income level, education level, gender, and occupation.

Phase 4: Finalize Construct Domain

Phase 4.1: Use Construct Validation Findings to Further Refine Measure Items

The results of phases 3.1 to 3.4 were used to further refine the items contained in the WSOHM. Additionally item difficulty statistics were examined to determine if items with extremely low base rates (e.g., less than 2% of respondents), should also be removed from the measure.

CHAPTER 3

RESULTS

Data Preparation and Reverse Coding of Variables

The frequencies of all variables measured in this study were examined for potential human errors in data entry. Items were reverse-coded as needed. To further check that all reverse-coding was performed properly, the data was checked for negative item-total correlations.

Missing Data

All individual item responses as well as participant-wide response patterns were examined to determine if there were significant amounts of missing data and if such data was likely to be randomly missing systematically missing. There were numerous cases in which a response contained no data, where a participant had agreed to the consent form, but completed no items. These cases were removed from the data set. There were also several cases in which at least half of the survey was not completed. These cases were also removed from the data set. A total of 143 responses to the survey were downloaded. However, after removing responses that were missing more than 30% of their data, and duplicate submissions, there remained a usable n of 107. Of the remaining responses, no item or case contained more than 10% missing responses, and that the majority of the missing data percentages were much lower. All analyses are reported based upon excluding missing items.

Other Data Issues

Given the difficulty in objectively categorizing transgendered individuals into either a male or female gender category, yet still acknowledging that such persons are also likely to have

harassment experiences similar to those of non-transgendered individuals, transgendered participants (N= 4) were excluded from any analyses which involved the gender variable.

Phase 3.1: Item and Reliability Analysis

Measure item-total correlations were examined (Table 8) in order to increase scale internal consistency (coefficient alpha) as suggested by Nunnally and Bernstein (1998). Items were considered to demonstrate high discrimination if their corrected item-total correlations were greater than or equal to .30. Based upon these considerations, all proposed items were retained for the final administration version of the WSOHM.

Table 8

Item-total discrimination statistics and alphas for the WSOHM

Factor	Item No.	Corrected item-total r	Cronbach's alpha if item deleted	Cronbach's alpha
Derogatory Behaviors	1	.43	.91	.91
	2	.35	.91	
	3	.43	.91	
	4	.36	.92	
	5	.35	.92	
	6	.64	.91	
	7	.69	.91	
	8	.56	.91	
	9	.59	.91	
	10	.72	.91	
	11	.57	.91	
	12	.55	.91	
	13	.52	.91	
	14	.74	.91	
	15	.60	.91	
	16	.66	.91	
	17	.45	.91	
	18	.52	.91	
	19	.65	.91	
	20	.48	.91	
	21	.65	.91	
	22	.60	.91	
	23	.56	.91	
Exclusionary Behaviors	24	.78	.70	.84
	25	.72	.78	
	26	.68	.83	
Conditional Behaviors	27	.92	.93	.95
	28	.61	.96	
	29	.96	.93	
	30	.95	.93	
	31	.95	.93	
	32	.95	.93	
	33	.89	.94	
	34	.62	.96	
Crime Behaviors	35	.93	.92	.96
	36	.86	.99	
	37	.95	.91	

Preliminary Reliability Analyses

In order to examine the four proposed subscales of the WSOHM, corrected item-total correlations for all items in each subscale were first examined (see Table 8).

Proposed subscale 1: Derogatory Sexual Orientation Harassment behaviors. The internal consistency of this 23-item factor subscale was high ($\alpha = .91$); the corrected item-total correlations were between .35 and .74. This subscale contains approximately half of the items in the overall WSOHM scale due to research and anecdotal findings suggesting the largest proportion of SOH behaviors are derogatory in nature.

Proposed subscale 2: Exclusionary Sexual Orientation Harassment behaviors. The internal consistency of this 3-item subscale was high ($\alpha = .84$); the corrected item-total correlations were between .68 and .78.

Proposed subscale 3: Conditional Sexual Orientation Harassment behaviors. The internal consistency of this 8-item subscale was high ($\alpha = .95$); the corrected item-total correlations were between .61 and .96.

Proposed subscale 4: Crime-based Sexual Orientation Harassment behaviors. The internal consistency of this 3-item subscale was high ($\alpha = .96$); the corrected item-total correlations were between .86 and .95.

The inter-scale correlations of the four proposed subscales were as follows: Derogatory & Exclusionary = .55; Derogatory & Conditional = .56; Derogatory & Crime = .53; Exclusionary & Conditional = .51; Exclusionary & Crime = .50; Conditional & Crime = .94. All but one of the correlations between subscales were consistently moderately high, ranging from .50 to .56. However, the correlation between the conditional and crime behaviors subscales was extremely high at .94. This last correlation suggests that the conditional and crime based behaviors

subscales are highly overlapping in their content and are likely best conceptualized as a combined subscale. This issue will be discussed in further detail when the factor analysis is discussed. In sum, these intercorrelations support the conceptualization of the WSOHM as a multi-dimensional measure, with distinct subscales.

Summary

After a series of item- and scale-level reliability analyses, all 37 of the original WSOHM items were kept in the measure. In order to provide further insight into the nature of the measure, a series of confirmatory factor analyses were conducted.

Phase 3.2: Discriminant Validity

As previously discussed in phase 3.1 of the methods section, discriminant validity of the WSOHM can be demonstrated by showing that proposed subscales of SOH are also distinguishable from each other. To test these differences, both confirmatory and exploratory factor analyses were conducted. To assess the distinction of SOH from the constructs of REH and SH, correlational relationships were examined.

Confirmatory Factor Analyses

The hypothesized model of the WSOHM was a model of SOH composed of the four proposed forms of SOH behaviors: derogatory, exclusionary, conditional and targeted crime behaviors. Although the different forms are likely to relate to each other because they are all forms of harassment based upon sexual orientation, they should not be conceptually similar

enough where one would be able to detail the nature of an individual's entire experience of SOH by measuring only one of its components.

In order to ensure consistency with the number of items between factors that contained greatly varied amounts of contained items, item parcels were created for factors that possessed more than three items by assigning every 3rd item to a parcel.

The hypothesized four-factor model was tested against nine alternative models. First, the four-factor model was tested (see Figure 2), which if confirmed would provide evidence for a single global factor with four underlying subfactors. Next, a competing single factor model was run (Figure 3), which if confirmed would provide justification for the grouping of the four factors. Because the fit indices for these first two models were not ideal (see Table 9), two additional models were analyzed to determine their fit. The next model based its grouping of items on the fact that derogatory behavior items composed the largest contingent of the WSOHM and are the behaviors most often endorsed in other studies. This model therefore possessed two factors, one representing derogatory behaviors and the second all other behaviors (Figure 4). Finally, given the previous evidence of the crime behaviors factor overlap with the conditional behaviors factor, and the possibility of the low base rate of crime behaviors, a three-factor model that combined the crime and conditional behaviors factors into a single factor was conducted (Figure 5). Additionally, to address the possibility that the proposed factors of the WSOHM were distinct enough from each other that they would not all relate to a global SOH factor, the two-, three- and four-factor models were compared against parallel models with the overarching SOH factor removed (Figures 6, 7, and 8 respectively).

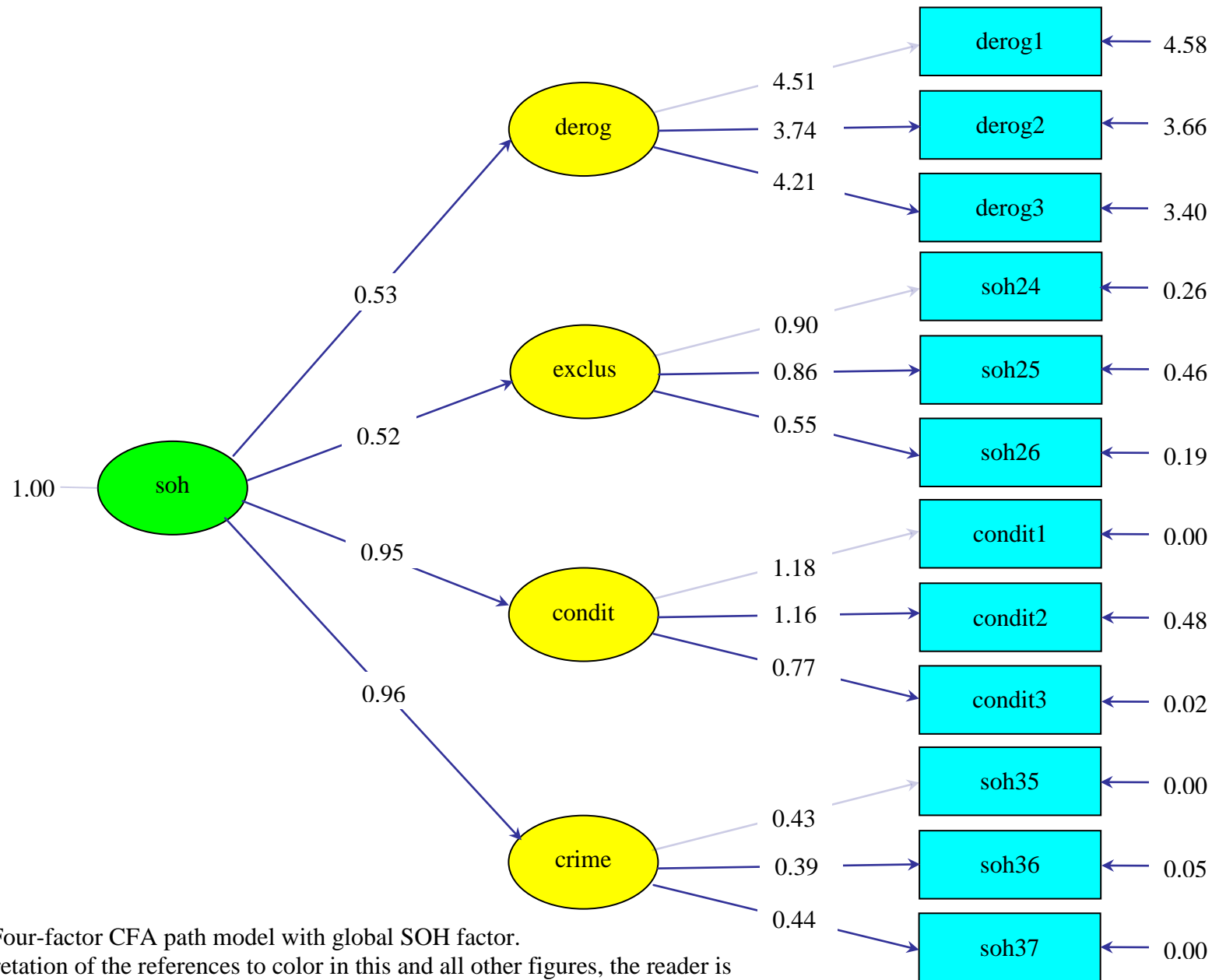


Figure 2. Four-factor CFA path model with global SOH factor.
For interpretation of the references to color in this and all other figures, the reader is referred to the electronic version of this thesis.

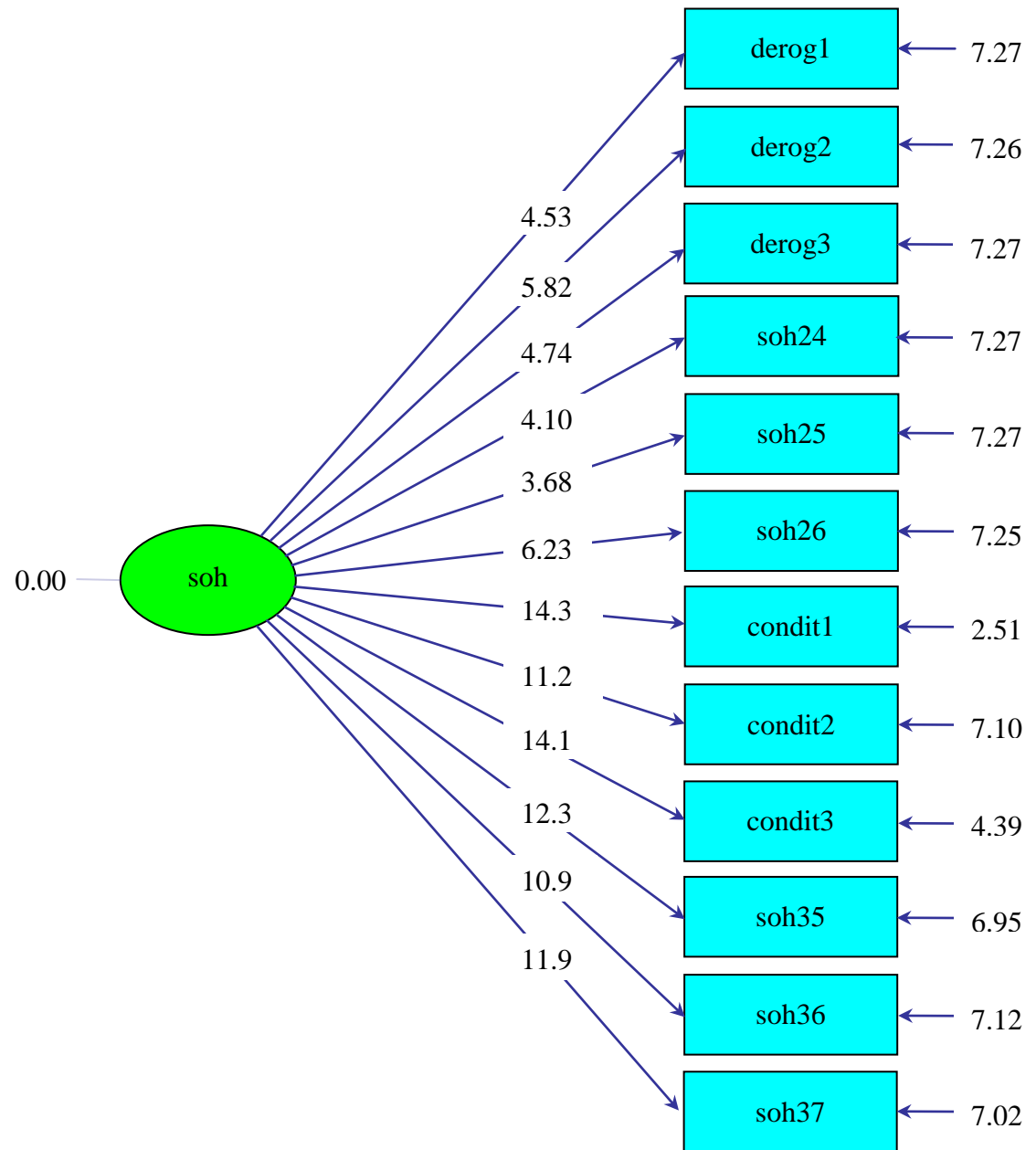


Figure 3. One-factor CFA path model

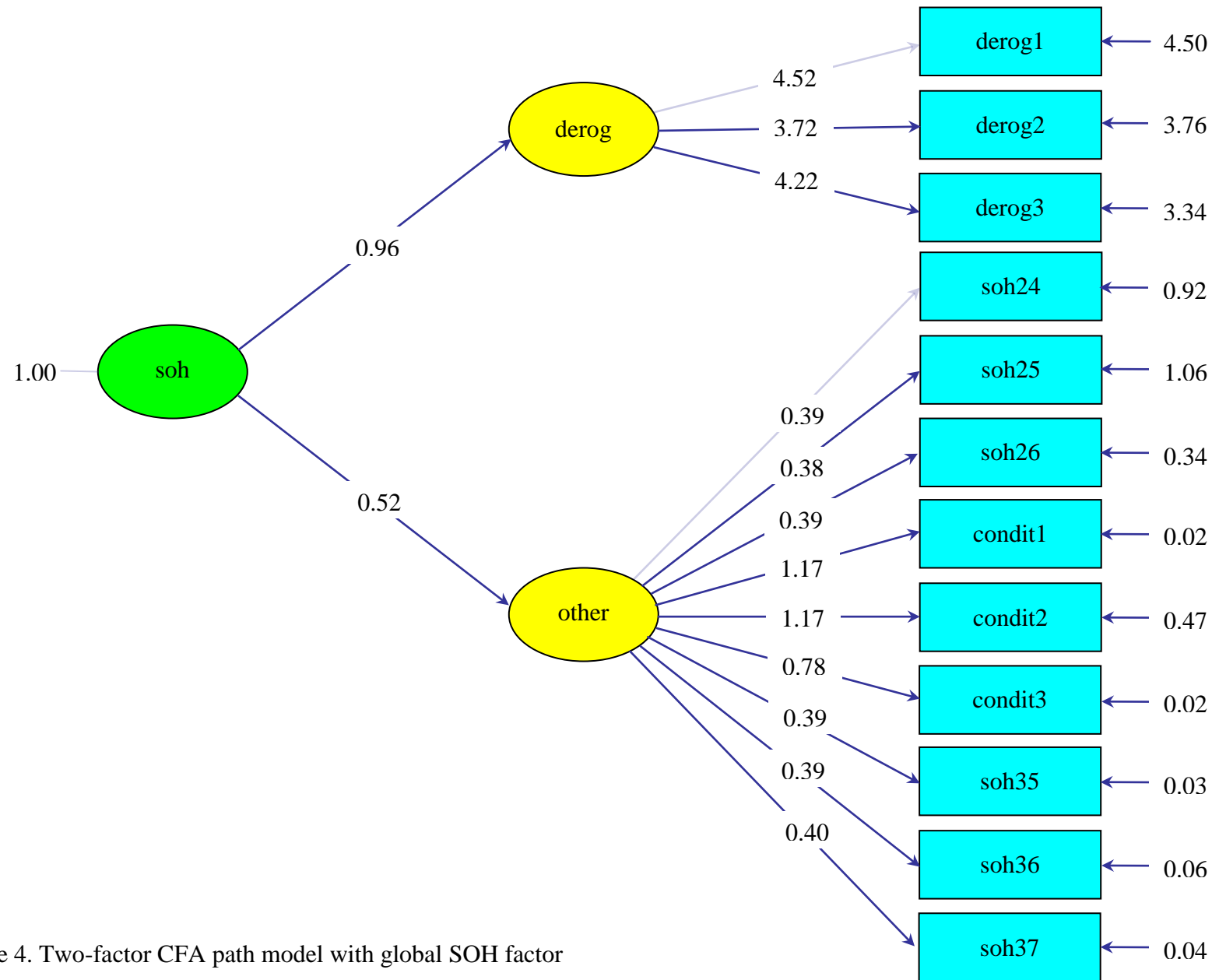


Figure 4. Two-factor CFA path model with global SOH factor

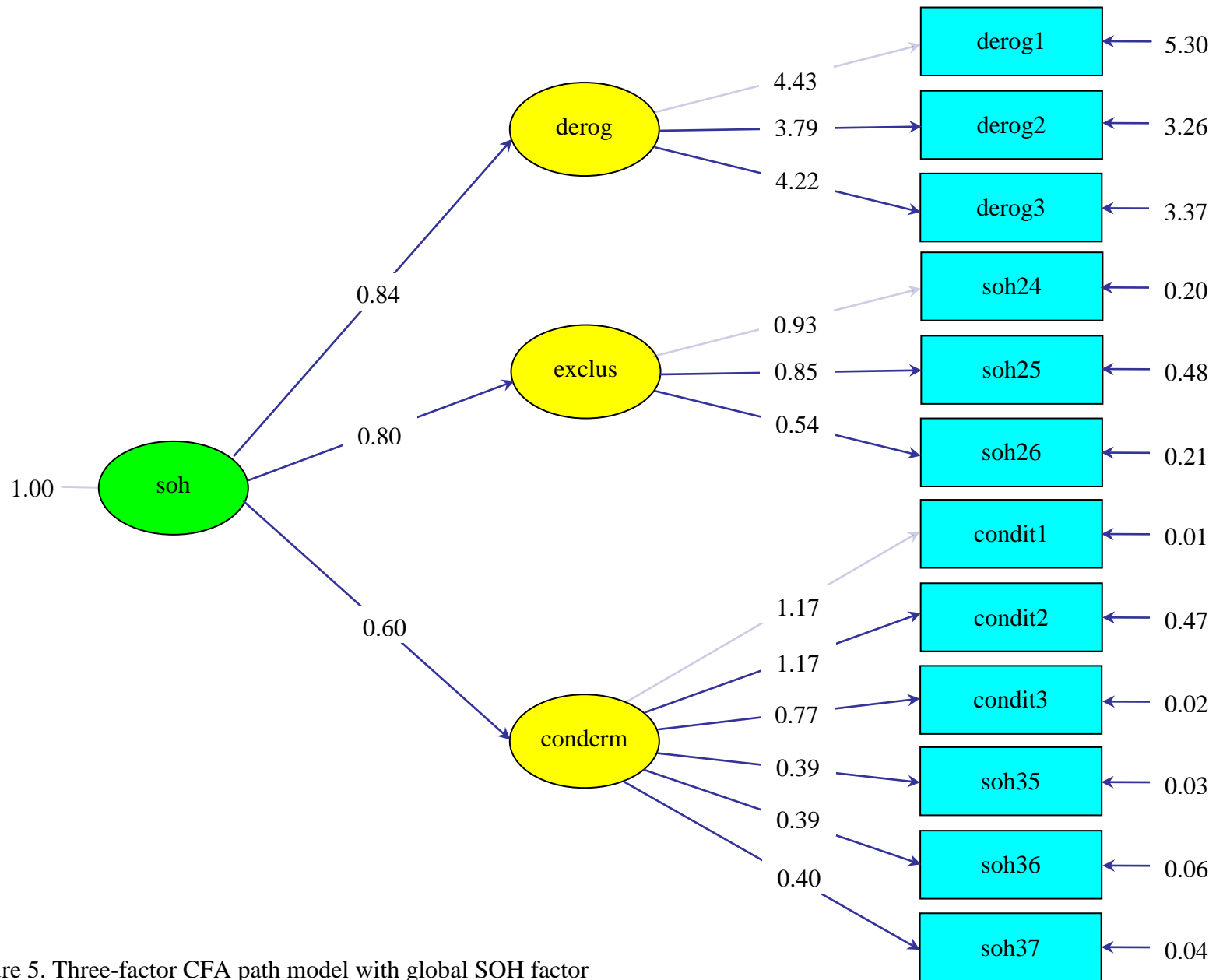


Figure 5. Three-factor CFA path model with global SOH factor

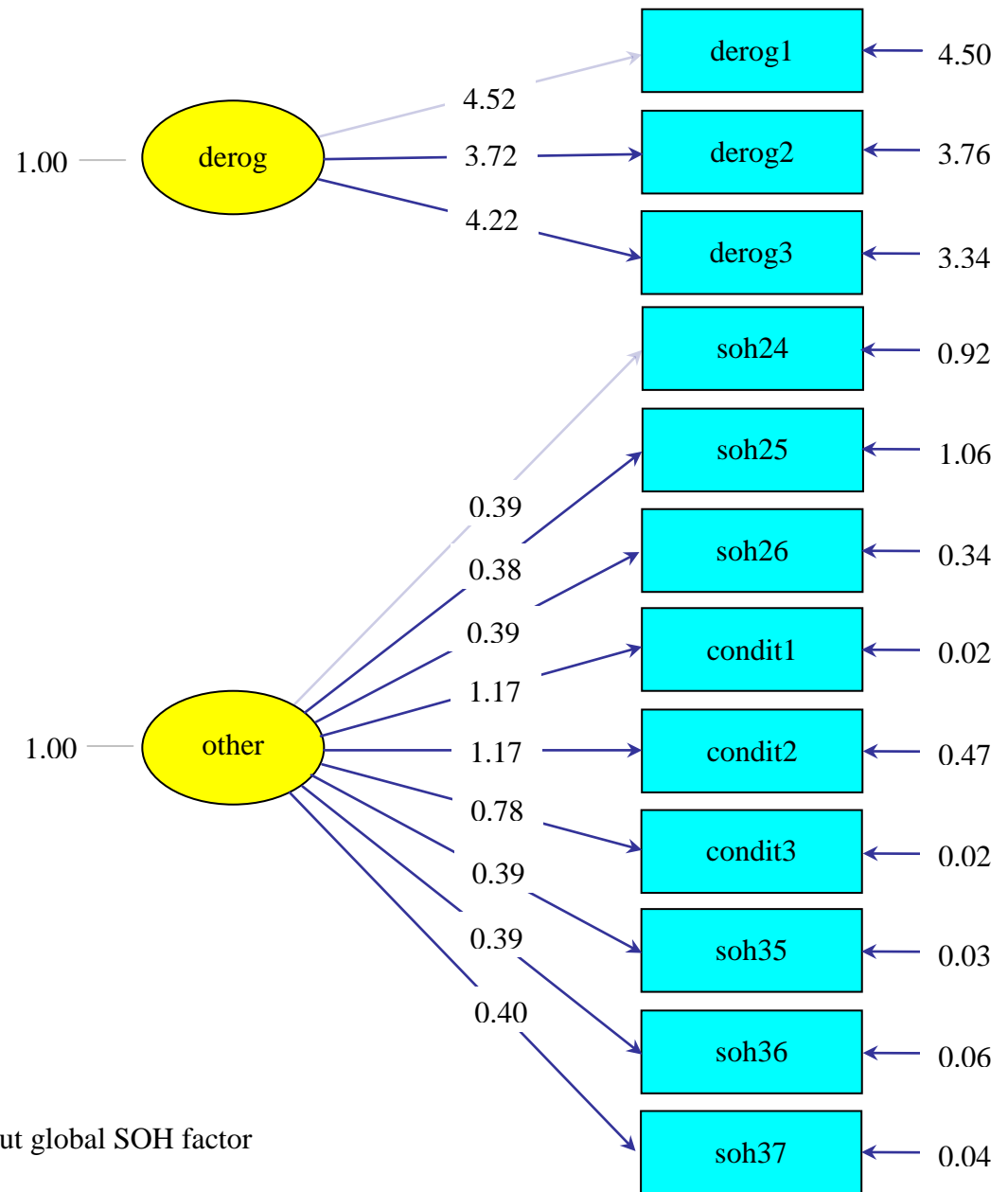


Figure 6. Two-factor CFA path model without global SOH factor

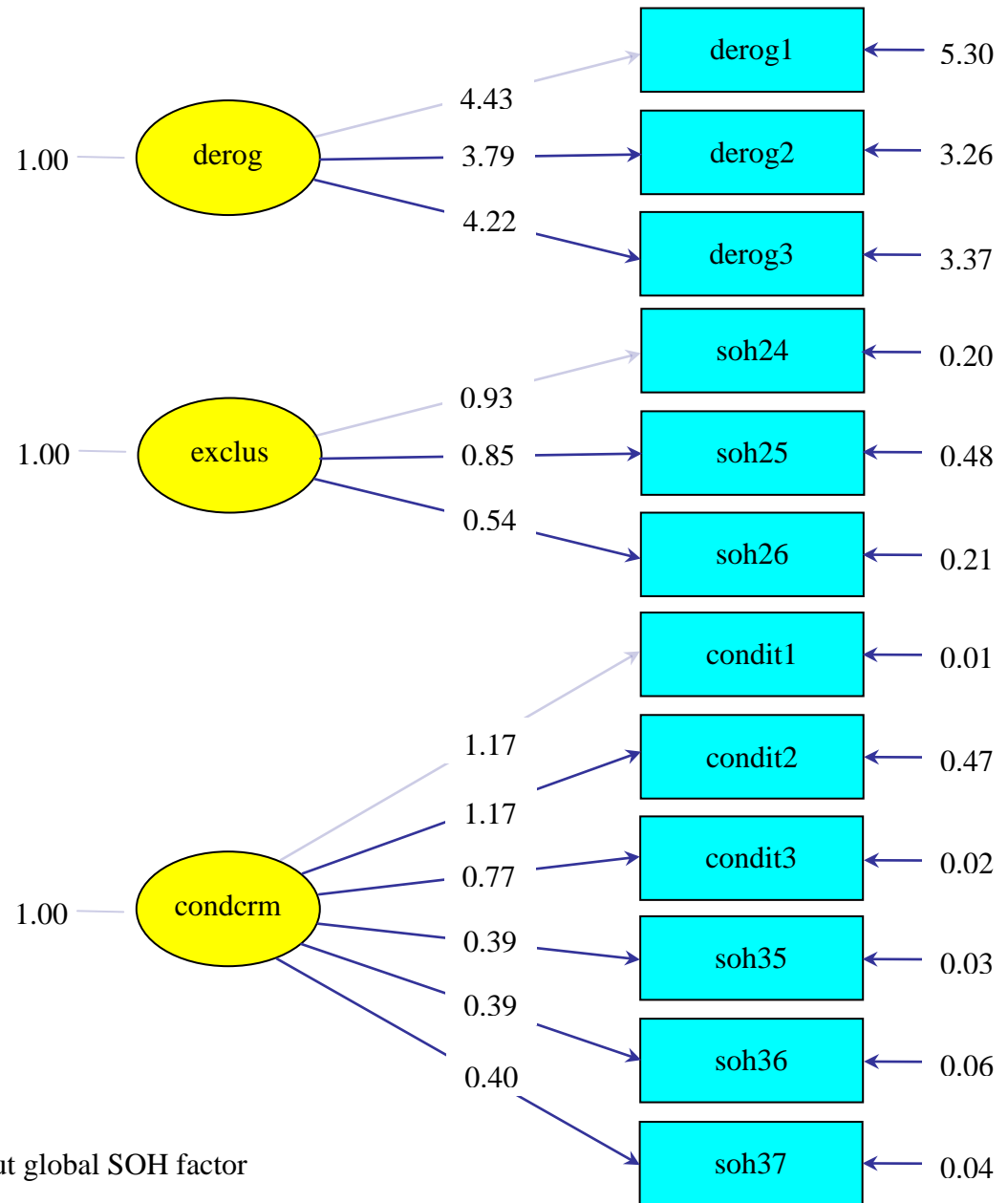


Figure 7. Three-factor CFA path model without global SOH factor

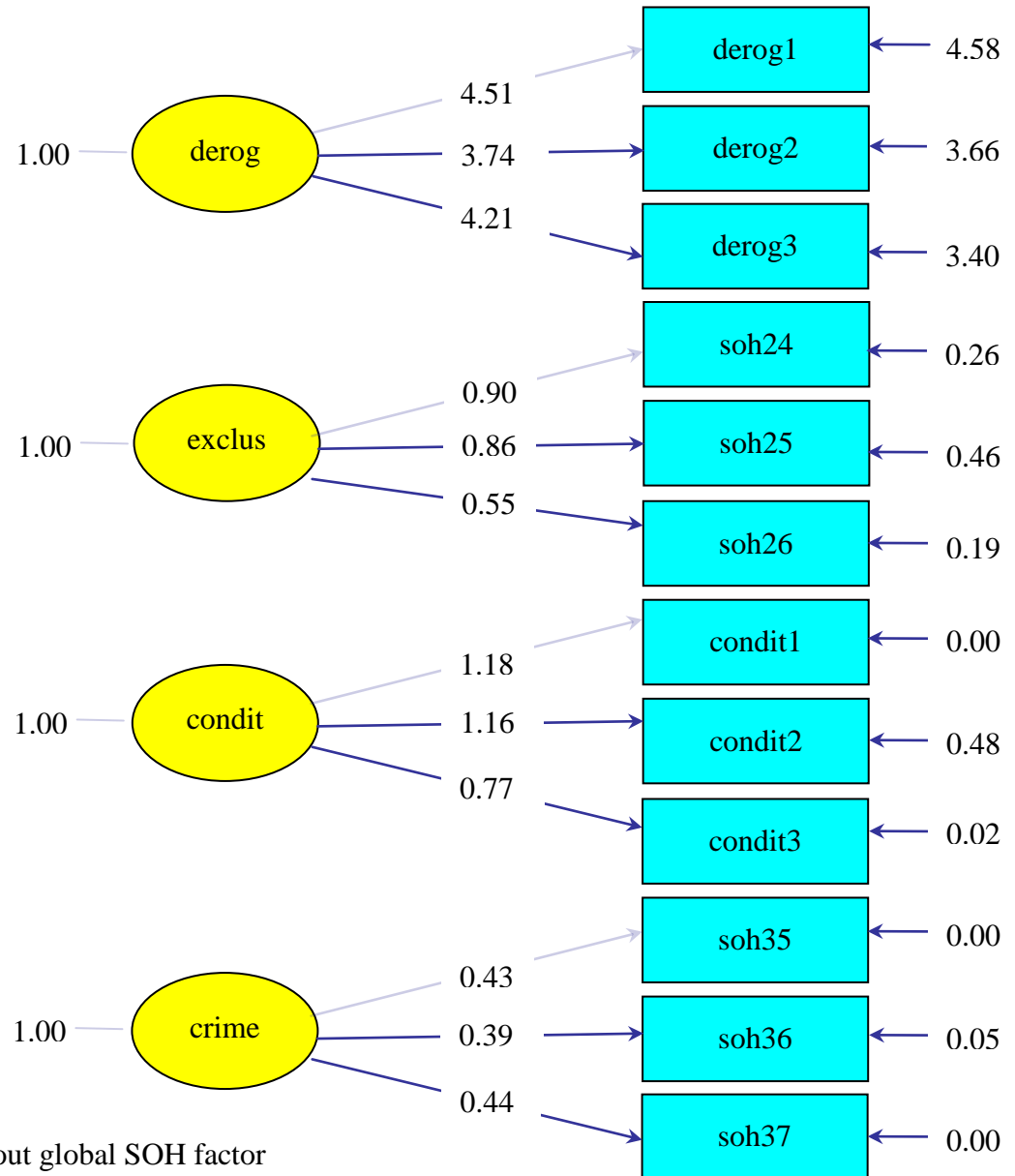


Figure 8. Four-factor CFA path model without global SOH factor

Table 9
Confirmatory factor analyses for the WSOHM

<i>Model</i>	χ^2	df	<i>CFI</i>	<i>RMSEA</i>	<i>SRMR</i>	χ^2 <i>Difference</i>	<i>df</i> <i>Difference</i>
Single Factor	776.41	54	.70	.36	.19		
Two-factor (uncorrelated)	480.55	54	.83	.27	.31	295.86	0
Four-factor (uncorrelated)	403.65	54	.86	.25	.45	76.90	0
Three-factor (uncorrelated)	358.89	54	.88	.23	.36	44.76	0
Two-factor (correlated)	480.06	53	.83	.28	.16	-121.17	1
Two-factor w/SOH	480.06	52	.78	.28	.16	0.00	1
Three-factor w/SOH	285.73	51	.83	.21	.10	194.33**	1
Three-factor (correlated)	285.73	51	.91	.21	.10	0.00	0
Four-factor w/SOH	262.40	50	.91	.20	.13	23.33**	1
Four-factor (correlated)	219.27	48	.93	.18	.09	43.13**	2

Finally, to investigate whether having uncorrelated factors of the WSOHM when no global SOH was present explained more variance than correlated factors, each of the appropriate two-, three- and four-factor models were also conducted with their factors fixed at zero correlation.

Several fit indices are reported for each model in Table 9. While there are no absolute rules for acceptable model fit, a significant Normal Weighted Least Squares χ^2 indicates poor model fit, but is highly sensitive to sample size; fit indices of .90 or greater for the Comparative Fit Index (CFI) represent good model fit (Hoyle, 1995); a Root Mean Square Error of Approximation (RMSEA) above .10 indicates poor fit, between .08 to .10 indicates acceptable fit, and a value less than .05 indicates good fit (Browne & Cudeck, 1993; MacCallum et al., 1996). Fit improves as the Standardized Root Mean Square Residual (SRMR) approaches zero, with 0.0 indicating a perfect fit.

As can be observed in Table 7, the proposed correlated 4-factor model, albeit with no global SOH factor ($df = 48$), was found to have the best fit indices of any of the models. However, with a χ^2 of 219.27, a CFI of .93, a RMSEA of .18, and a SRMR of .09, the overall the fit of the model was not ideal. The CFI value is above the .90 cutoff for good model fit, and is the highest of any of the models tested, but the RMSEA value of .18 indicates poor fit. Finally, the SRMR value of .09 is not optimal but is still the lowest value of the four models. The change in chi-square between models also supported the correlated 4-factor model without a global SOH factor as the best of any of the models, as the difference between it and the next best fitting model, the correlated 4-factor model with global SOH factor ($\Delta\chi^2 = 43.13$, $\Delta df = 2$) was found to be

significant. Although the correlated 4-factor model without a global SOH factor demonstrated the best-fit indices, it was not an ideal fit.

Exploratory Factor Analysis

Because the fit indices of the various models tested in Table 9 indicated that none of the models fully explained the data, an exploratory factor analysis was conducted. Given previous theoretical and empirical evidence that suggests that harassment subfactors are often correlated with each other, as well as the high correlations between the proposed WSOHM subfactors, and the findings from the CFA results that correlated factor structures fit the data better than non-correlated factor structures, an oblique rotation method of EFA was utilized. When factor correlations are greater than .30, an oblique rotation method of factor extraction is warranted because it allows for intercorrelations between the factors. The two main oblique rotation methods are Direct Oblimin and Promax rotations. While both methods generally yield extremely similar results (Robins, Faley, & Krueger, 2007), Direct Oblimin is slightly more processor-intensive, and for that reason, is often the preferred method in behavioral sciences (Meyers, Gamst, & Guarino, 2006). Therefore, a principle components analysis of the 37 items was conducted, using a Direct Oblimin with Kaiser Normalization rotation. Five factors were extracted and rotated (Table 10). These factors represented 43.5%, 13.9%, 6.7%, 5.1%, and 4.1% respectively of the total variance explained. However, upon closer examination of the individual item-loadings (see Table 11), it was observed that four items loaded significantly on more than one factor. For example, item #28 possessed a high loading of .45 on Factor 4, but a .43 loading on Factor 1. Because of its content similarity to other items assigned to Factor 1, it was therefore also assigned to Factor 1. Aside from item #28, all other items were assigned to the factor that

they loaded highest upon. This led to the WSOHM being ultimately conceptualized as possessing five factors:

- # 1: Coercion Behaviors (Items 17, 20, 23, 27-37)
- # 2: Expectation/Stereotyping Behaviors (Items 2, 11, 15, 18, 19)
- # 3: Heterosexist Behaviors (Items 3-7, 9, 21)
- # 4: Exclusionary Behaviors (Items 8, 24-26)
- # 5: Derogation/Stereotyping Behaviors (Items 1, 10, 12-14, 16, 22)

Table 10

Extracted factors for the WSOHM

Component	Total Variance Explained		
	Extraction Sums of Squared Loadings		
	Total	Percent of Variance	Cumulative Percent
1	16.08	43.46	43.46
2	5.14	13.90	57.36
3	2.47	6.67	64.03
4	1.90	5.14	69.17
5	1.53	4.14	73.31

Note. Analysis method was a Principle Component Analysis utilizing a Direct Oblimin rotation with Kaiser Normalization. Only components that possessed Eigen values above 1.0 are displayed.

Table 11

Item factor loadings for the WSOHM

Item #	Factor				
	1	2	3	4	5
1					-.52
2		.66			
3		.40	.73		
4			.82		
5			.79		
6			.68		
7			.67		
8				.55	
9	.42		.48		
10					-.71
11		.44			
12					-.72
13					-.87
14					-.68
15		.43			
16					-.46
17	.94				
18		.58			
19		.59			
20	.55				
21			.51		
22					-.57
23	.62		.47		
24				.83	
25				.77	
26	.45			.55	
27	.84				
28	.43			.45	
29	.95				
30	.99				
31	.99				
32	.99				

Table 11 (cont'd)

33	.97	
34	.56	.47
35	.99	
36	.79	
37	.99	

Note. Loadings represent the pattern matrix results of a Direct Oblimin rotation. Only loadings above .40 are detailed in the table. Bolded items represent highest loading among the five factors for a particular item.

Correlational Analyses

The means, standard deviations, and minimums and maximums of all major study variables can be found in Table 12. The correlations between these variables can be found in Table 13. Included in these values are the correlations between the factors and subfactors of SOH, REH and SH. Given the sample size of this study, a confirmatory factor analysis of the distinctiveness *between* the factors of SOH, REH and SH, and their subfactors was not feasible, and therefore the most appropriate methods for determining discriminant validity were correlation- and regression-based analyses. All of the relationships between each the five WSOHM behavioral scales were significant and ranged from .35-.72. The correlations between the five WSOHM scales and the five SH scales were all also significant and ranged from .21-.95. Finally, the relationships between each of the SH scales were also all significant and ranged from .29-.87. Racial/Ethnic Harassment was significantly related to three of the WSOHM scales, Expectation/Stereotyping Behaviors ($r=.32$), Exclusionary Behaviors ($r=.28$), and Derogative/Stereotyping Behaviors ($r=.20$). Racial/Ethnic Harassment was also found to correlate significantly with two of the SH scales, Sexist Behaviors ($r=.29$), and Crude/Offensive Behaviors ($r=.24$).

Table 12

Descriptive statistics for study variables

Construct	M	SD	Min	Max
1. SOH - Coercive Behaviors	1.38	5.55	0.00	56.00
2. SOH - Expectation/Stereotyping Behaviors	2.42	3.33	0.00	18.00
3. SOH - Heterosexist Behaviors	5.52	5.32	0.00	23.00
4. SOH - Exclusionary Behaviors	2.03	3.22	0.00	16.00
5. SOH - Derogative/Stereotyping Behaviors	4.64	5.13	0.00	24.00
6. SH - Sexist Behaviors	3.23	3.47	0.00	15.00
7. SH - Crude/Offensive Behaviors	3.29	3.45	0.00	16.00
8. SH - Unwanted Sexual Attention	1.14	2.52	0.00	16.00
9. SH - Sexual Coercion	0.36	2.00	0.00	16.00
10. SH - Sexual Assault	0.12	0.80	0.00	8.00
11. Racial/Ethnic Harassment	0.93	1.83	0.00	10.00
12. Depression	0.92	0.79	0.00	3.69
13. Anxiety	0.47	0.67	0.00	3.30
14. Affect - Negative	21.80	7.31	10.00	44.00
15. Affect - Positive	34.27	8.86	11.00	50.00
16. Self-esteem	51.94	12.20	19.00	70.00
17. Affective Commitment	4.11	1.50	1.00	7.00
18. Continuance Commitment	4.38	1.44	1.00	6.83
19. Job Satisfaction	24.03	6.61	5.00	35.00
20. Organizational Climate	40.68	14.70	10.00	70.00
21. Identity Management - Counterfeiting	1.50	0.69	1.00	4.50
22. Identity Management - Avoidance	2.12	0.96	1.00	4.14
23. Identity Management - Integrating	3.23	1.08	1.00	4.80
24. Job type	53.47	22.61	3.50	96.90
25. Sexual Orientation	6.31	1.44	1.00	7.00
26. Race/Ethnicity	0.14	0.35	0.00	1.00
27. Gender	0.56	0.50	0.00	1.00
28. Age	35.21	12.02	18.00	74.00
29. Education	8.18	1.68	1.00	10.00
30. Income	7.65	3.20	1.00	11.00

Table 13

Correlations between study variables

Construct		1.	2.	3.
1.	SOH - Coercive Behaviors	(.96)		
2.	SOH - Expectation/Stereotyping Behaviors	.51 **	(.78)	
3.	SOH - Heterosexist Behaviors	.35 **	.47 **	(.85)
4.	SOH - Exclusionary Behaviors	.54 **	.57 **	.47 **
5.	SOH - Derogative/Stereotyping Behaviors	.49 **	.72 **	.50 **
6.	SH - Sexist Behaviors	.33 **	.55 **	.48 **
7.	SH - Crude/Offensive Behaviors	.47 **	.66 **	.57 **
8.	SH - Unwanted Sexual Attention	.62 **	.38 **	.30 **
9.	SH - Sexual Coercion	.79 **	.31 **	.24 *
10.	SH - Sexual Assault	.95 **	.40 **	.21 *
11.	Racial/Ethnic Harassment	-.01	.32 **	.16
12.	Depression	-.04	.22 *	.32 **
13.	Anxiety	.03	.34 **	.39 **
14.	Affect - Negative	-.04	.25 **	.25 **
15.	Affect - Positive	.07	-.10	-.16
16.	Self-esteem	.09	-.09	-.15
17.	Affective Commitment	-.23 *	-.19	-.22 *
18.	Continuance Commitment	-.19	.11	.25 *
19.	Job Satisfaction	-.22 *	-.13	-.12
20.	Organizational Climate	-.16	-.17	-.50 **
21.	Identity Management - Counterfeiting	.05	.05	.51 **
22.	Identity Management - Avoidance	.01	.22 *	.56 **
23.	Identity Management - Integrating	-.23 *	.10	-.28 **
24.	Job type	-.21 *	-.16	-.22 *
25.	Sexual Orientation	-.11	.13	.14
26.	Race/Ethnicity	-.03	.02	-.05
27.	Gender	-.02	-.01	-.01
28.	Age	.10	.07	-.02
29.	Education	-.05	-.22 *	-.16
30.	Income	.05	-.16	-.14

Note. ** $p < .01$. * $p < .05$. Values on diagonals in parentheses represent alphas for the corresponding scales. Bolded items represent significant values.

Table 13 (cont'd)

	4.	5.	6.	7.	8.	9.
1.						
2.						
3.						
4.	(.86)					
5.	.53 **	(.86)				
6.	.50 **	.57 **	(.82)			
7.	.46 **	.69 **	.70 **	(.86)		
8.	.36 **	.59 **	.45 **	.56 **	(.87)	
9.	.37 **	.36 **	.33 *	.39 **	.66 **	(.95)
10.	.43 **	.38 **	.29 *	.40 **	.67 **	.87 **
11.	.28 **	.20 *	.29 **	.24 *	.11	.03
12.	.14	.26 **	.19	.35 **	.02	.03
13.	.22 *	.33 **	.26 **	.38 **	.11	.12
14.	.16	.29 **	.19	.31 **	.03	.04
15.	-.16	-.14	-.04	-.15	.08	.04
16.	-.10	-.14	-.03	-.15	.06	-.01
17.	-.29 **	-.13	-.19	-.14	-.16	-.23 *
18.	.18	.15	.13	.13	-.07	-.13
19.	-.14	-.11	-.07	-.11	-.14	-.27 **
20.	-.27 **	-.22 *	-.11	-.34 **	-.15	-.05
21.	.02	.05	.05	.21 *	.12	.10
22.	.20 *	.15	.21 *	.35 **	.10	-.03
23.	.01	.11	.07	-.13	-.16	.20 *
24.	-.31 **	-.18	-.24 *	-.13	-.08	-.05
25.	.14	.14	.09	.07	-.09	-.10
26.	-.01	-.12	.00	.03	-.07	-.06
27.	.09	.08	.29 **	.00	.16	.04
28.	.37 **	.00	.15	.10	-.05	.15
29.	-.11	-.32 **	-.22 *	-.29 **	-.12	-.02
30.	.02	-.28 **	-.06	-.15	-.13	-.01

Table 13 (cont'd)

	10.	11.	12.	13.	14.	15.	16.
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.	(.94)						
11.	.02	(.71)					
12.	-.08	.26 **	(.93)				
13.	-.03	.15	.63 **	(.93)			
14.	-.07	.23 *	.64 **	.73 **	(.89)		
15.	.10	-.23 *	-.61 **	-.27 **	-.38 **	(.93)	
16.	.10	-.24 *	-.66 **	-.41 **	-.66 **	.69 **	(.91)
17.	-.21 *	-.15	-.16	-.14	-.12	.30 **	.15
18.	-.20 *	.18	.32 **	.32 **	.41 **	-.26 **	-.35 **
19.	-.24 *	-.13	-.25 **	-.11	-.27 **	.38 **	.38 **
20.	-.05	-.06	-.22 *	-.23 *	-.22 *	.25 *	.15
21.	.01	.01	.20 *	.36 **	.28 **	-.04	-.15
22.	-.10	.17	.31 **	.32 **	.24 *	-.25 *	-.23 *
23.	-.23 *	.09	.04	-.06	-.03	.04	.06
24.	-.03	-.10	-.10	-.03	.04	.12	-.03
25.	-.17	.12	.27 **	.17	.23 *	-.15	-.16
26.	-.05	.17	.05	.00	-.06	-.07	.04
27.	.04	-.16	-.04	.08	.10	.16	.00
28.	.12	.07	.11	.10	.00	-.06	-.06
29.	-.01	-.05	-.16	-.17	-.14	.02	.09
30.	.07	-.13	-.21 *	-.31 **	-.29 **	.06	.19

Table 13 (cont'd)

	17.	18.	19.	20.	21.	22.	23.
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
16.							
17.	(.88)						
18.	-.09	(.84)					
19.	.67 **	-.15	(.90)				
20.	.40 **	-.32 **	.34 **	(.89)			
21.	-.11	.21 *	.01	-.25 *	(.84)		
22.	-.28 **	.29 **	-.10	-.45 **	.51 **	(.89)	
23.	.21 *	-.02	.10	.40 **	-.44 **	-.48 **	(.91)
24.	.14	.02	-.08	.07	-.10	-.16	.05
25.	.09	.37 **	.03	-.05	.12	.08	.38 **
26.	-.06	-.21 *	.04	-.01	-.05	-.02	-.08
27.	-.10	-.04	-.20 *	.07	-.12	-.13	.27 **
28.	.05	.03	.13	.18	.04	.07	.10
29.	.01	-.15	.00	.11	-.06	-.06	-.02
30.	.25 *	-.30 **	.12	.18	-.21 *	-.26 *	.02

Table 13 (cont'd)

	24.	25.	26.	27.	28.	29.
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						
21.						
22.						
23.						
24.						
25.	-.21					
26.	-.09	.07				
27.	.10	-.07	-.11			
28.	-.08	.10	.11	-.10		
29.	.17	.05	.18	-.13	.23 *	
30.	.08	-.15	.23 *	-.16	.28 **	.38 **

Despite the fact that measurement theory was first introduced over half a century ago (e.g., Stevens, 1951), there are still varying standards as to what intercorrelation cut-off values should be used to determine whether scales are independent (i.e., unidimensional), or overlapping (i.e., part of an overarching multidimensional construct). For the current study, John and Benet-Martínez's (2000) guidelines were followed, which suggest that correlation values of .20 or lower or a nonsignificant value indicate clearly independent constructs, and values of .80 or higher, clearly overlapping constructs. For the values in between these two extremes, ones closest to .20 would indicate constructs that are slightly related but mostly distinct, and ones closest to .80 would indicate constructs that are highly related and generally indistinguishable from one another. Values in this middle range should be looked at individually and their distinctiveness determined based upon both their statistical and theoretical relationships.

Based upon these criteria, the only distinction that can be confidently observed is that between REH and the other two forms of harassment, SH and SOH. All correlations between REH and SH or SOH were either not significant or less than .32. Although this is slightly higher than the .20 cut-off point, the pattern of the correlations, and the fact that the nature of the constructs dictates some overlap, seem to support their relative independence.

The relationships within and between the subscales of SH and SOH are less straightforward. While there are some correlations that might indicate distinctions between constructs, (e.g., SOH Heterosexist Behaviors and SH Sexual Assault ($r=.21$) or SOH Coercive Behaviors and SH Sexist Behaviors ($r=.33$)), the majority of correlations were in the moderate to high range. While one conclusion from these values is that the concepts of SOH and SH, and their subscales, represent an overall multidimensional construct of sexual-related workplace harassment, there may be other explanations for these results. The correlations between these

constructs (e.g., SH Coercion & Assault) may be due to the fact that behaviors were assessed using frequency data and these behaviors demonstrated similar low base rates. Therefore, their correlation values may be indicative of response rate similarities rather than theoretical ones. While these distinctions and their implications will be investigated further in the discussion section, it is important to note that these findings only provide *partial support* for H5.

Exploratory Analyses

In addition to the correlational findings related to H5, several hierarchical regressions were conducted to further explore the relationships between SH, REH, SOH and each of the seven expected correlates. Sexual harassment and REH were entered into the first step of the model, while SOH was entered into the second step, in order to determine what variance SOH accounted for above and beyond the effects of SH and REH. To conserve degrees of freedom and provide a sense of the overall contribution of each form of harassment, total scale scores were used all three constructs. The results of these analyses (Table 14) showed that there were three cases in which the complete model accounted for a significant amount of variance, those relating to anxiety, continuance commitment, and organizational climate. In each of these models, SOH demonstrated significant predictive ability beyond the effects of SH and REH, relating to increased levels of anxiety and continuance commitment and organizational climates that are less supportive of LGB issues. Additionally, although the model for depression did not reach significance for overall variance account for ($p=.057$), SOH did show a similar pattern of predictive ability, with SOH relating to increased levels of depression. While the results related to continuance commitment are in the opposite than predicted direction, the other regression findings do provide additional *partial support* for H5. Finally, although income was correlated to

several study outcomes, controlling for it in the regression analyses did not impact results and therefore the results in Table 14 do not include a step for controlling for income.

Table 14

Hierarchical regression analysis of expected correlates onto SH, REH, and SOH

		Depression						Anxiety					
Step		Beta	<i>F</i>	$R^2 \Delta$	R^2	N		Beta	<i>F</i>	$R^2 \Delta$	R^2	N	
1	SH	.08						.06					
	REH	-.08	1.67	.04				-.04	4.88 *	.10 *			
2	SOH	.33 *	2.62	.05 *	.09	87		.46 **	6.89 **	.10 **	.20	87	
		Self-esteem						Affective Commitment					
Step		Beta	<i>F</i>	$R^2 \Delta$	R^2	N		Beta	<i>F</i>	$R^2 \Delta$	R^2	N	
1	SH	-.13						-.07					
	REH	.20	.71	.02				.24	.30	.01			
2	SOH	-.28	1.48	.03	.05	86		-.23	.88	.02	.03	86	

Table 14 (cont'd)

Continuance Commitment										Job Satisfaction					
Step		Beta		<i>F</i>		<i>R</i> ² Δ	<i>R</i> ²	N		Beta		<i>F</i>	<i>R</i> ² Δ	<i>R</i> ²	N
1	SH	.06								-.08					
	REH	-.19		1.05		.03				.06		.25	.01		
2	SOH	.43	**	3.33	*	.08	**	.11	86	-.02		.17	.00	.01	86
Organizational Climate															
Step		Beta		<i>F</i>		<i>R</i> ² Δ	<i>R</i> ²	N							
1	SH	.10													
	REH	.21		1.54		.04									
2	SOH	-.54	**	5.39	**	.13	**	.17	85						

Note. ** $p < .01$. * $p < .05$. Presented beta values are from the full model.

Regression Analyses

The details of all additional regression analyses performed can be found in Tables 15-17. The first set of analyses (Table 15) examined the relationships between the five SOH subscales and each of the seven expected correlates (Depression, anxiety, self-esteem, affective and continuance commitment, job satisfaction, and organizational climate). The second set of regressions (Table 16) looked at the relationships between four of the expected group difference variables (sexual orientation, and identity management techniques - counterfeit, avoidance and integration) and each of the five WSOHM subscales. The final group difference variable, job type, was analyzed separately (Table 17) because the variable contained a large amount of missing data. All regressions were single-step models, with all predictors put together in the first step.

Table 15

Regression analysis of expected correlates onto SOH

		Depression				Anxiety			
WSOHM Subscale		Beta	<i>F</i>	<i>R</i> ²	N	Beta	<i>F</i>	<i>R</i> ²	N
1.	Coercive Behaviors	-.28 *				-.26 *			
2.	Expectation/Stereotyping Behaviors	.10				.21			
3.	Heterosexist Behaviors	.27 *				.30 **			
4.	Exclusionary Behaviors	.02				.03			
5.	Derogative/Stereotyping Behaviors	.18	4.07 **	.17 **	107	.15	6.23 **	.24 **	107
		Self-Esteem				Affective Commitment			
		Beta	<i>F</i>	<i>R</i> ²	N	Beta	<i>F</i>	<i>R</i> ²	N
1.	CB	.25 *				-.12			
2.	ESB	.00				-.04			
3.	HB	-.12				-.13			
4.	EB	-.10				-.21			
5.	DSB	-.15	1.52	.07	105	.91	2.33 *	.11 *	104

Table 15 (cont'd)

Job Satisfaction					Organizational Climate				
	Beta	<i>F</i>	<i>R</i> ²	N	Beta	<i>F</i>	<i>R</i> ²	N	
1. CB	-.20				.01				
2. ESB	-.01				.13				
3. HB	-.05				-.51 **				
4. EB	-.02				-.11				
5. DSB	.03	1.10	.05	105	.00	6.86 **	.26 **	103	

Note. ** $p < .01$. * $p < .05$.

Table 16

Regression analysis of SOH onto expected group difference variables

		Coercive Behaviors			Expectation/Stereotyping Behaviors				Heterosexist Behaviors		
Predictor		Beta	<i>F</i>	<i>R</i> ²	Beta	<i>F</i>	<i>R</i> ²		Beta	<i>F</i>	<i>R</i> ²
1.	Sexual Orientation	.07			-.10				.01		
2.	IMT - Counterfeiting	-.03			-.02				.32	**	
3.	IMT - Avoidance	-.12			.32	**			.41	**	
4.	IMT - Integration	-.32	**	1.91	.08				.05	13.60	**
		Exclusionary Behaviors			Derogatory/Stereotyping Behaviors						
Predictor		Beta	<i>F</i>	<i>R</i> ²	Beta	<i>F</i>	<i>R</i> ²				
1.	Sexual Orientation	.10			-.08						
2.	IMT - Counterfeiting	-.09			.02						
3.	IMT - Avoidance	.29	*		.24						
4.	IMT - Integration	.10		1.66	.07						

Note. ** $p < .01$. * $p < .05$. Sample N for all analyses was 100. IMT stands for Identity Management Technique.

Table 17

Regression analysis of SOH onto job type

Coercive Behaviors			Expectation/Stereotyping Behaviors			Heterosexist Behaviors		
Beta	<i>F</i>	<i>R</i> ²	Beta	<i>F</i>	<i>R</i> ²	Beta	<i>F</i>	<i>R</i> ²
.21 *	4.05 *	.05 **	-.16	2.13	.03	-.22 *	4.18 *	.05 *

Exclusionary Behaviors			Derogatory/Stereotyping Behaviors		
Beta	<i>F</i>	<i>R</i> ²	Beta	<i>F</i>	<i>R</i> ²
-.31 **	9.00 **	.10 **	-.18	2.94	.03

Note. ** $p < .01$. * $p < .05$. Sample N for all analyses was 86. Higher Job Type values represent greater proportions of women working in the occupational field.

Phase 3.3: Expected Correlates

Hypothesis #1 was first addressed by examining how organizational commitment might be related to SOH. This was examined by regressing affective and continuance commitment separately onto the five WSOHM subscales (Table 15). While both of these analyses demonstrated significant overall models, the only significant relationships were between Coercive, Heterosexist, and Exclusionary Behaviors and continuance commitment. These findings indicate that greater experiences of Coercive Behaviors were related to lower levels of continuance commitment, and greater experiences of Heterosexist and Exclusionary Behaviors were associated with higher levels of continuance commitment.

While the former finding provides support for H1, the latter findings are directly contradictory. Next, in order to examine the second portion of Hypothesis #1, job satisfaction was regressed onto the five WSOHM subscales. The result of this analysis showed that none of the five forms of SOH were significantly related to job satisfaction. This result is not supportive of H1. Looking at all of the analyses related to H1, it is reasonable to deem the hypothesis *generally unsupported*.

Subsequently, the association between SOH and depression was analyzed by regressing depression onto the five WSOHM subscales. Results of these analyses showed that only Coercive and Heterosexist Behaviors was significantly related to depression. Results indicated that greater experiences of Heterosexist Behaviors were associated with greater levels of depression, and greater experiences of Coercive Behaviors were associated with lower levels of depression. This is another result that is both in partial support of its hypothesis, H2, but also contradictory.

Following this, the relationship between SOH and anxiety was evaluated by regressing anxiety onto the five WSOHM scales (Table 15). Results of this analysis exhibited a pattern of relationships similar to those found between SOH and depression, with only Heterosexist and Coercive Behavioral forms being significantly related to anxiety. As with depression, greater experiences of Heterosexist Behaviors were associated with greater levels of anxiety, and greater experiences of Coercive Behaviors were associated with lower levels of anxiety. These findings provide some partial support for H2, and further contradictory results.

Next, in order to determine if self-esteem was correlated with SOH, a regression was performed between the five WSOHM subscales and self-esteem (Table 15). Although the relationship between Coercive Behaviors and self-esteem indicated a significant positive relationship, the overall model was not significant, and therefore provides no further support for H2. Although there is partial support for H2 when all three sets of analyses are taken together, it is far from fully supported, especially when given that portions of the significant results were in the opposite direction. Therefore H2 is deemed *partially supported*.

An analysis was then conducted investigating how organizational climate for LGB issues was related to SOH by regressing organizational climate onto the five WSOHM subscales (Table 15). The only behavioral category that organizational climate was significantly related to was Heterosexist Behaviors, with greater experiences of Heterosexist Behaviors associated with less positive perceptions of organizational climate. This finding provides *partial support* for H3.

Phase 3.4: Expected Group Differences

In order to determine if more highly identified LGB individuals report higher scores on the WSOHM than less identified or non-LGB individuals, each of the five WSOHM subscales

was regressed onto the sexual orientation measure. Results of these regressions showed that sexual orientation was not significantly related any of the WSOHM subscales. This finding deems H6 *unsupported*.

The subsequent relationship that was tested was whether individuals who use integration identity management strategies in the workplace report higher WSOHM scores than those who use either avoidance or counterfeiting strategies. Results of the regressions (Table 16) showed that the beta for integration strategies was significant in relation to the Coercive Behaviors WSOHM scale, however the total variance accounted for was small and therefore the model was not overall significant. A similar pattern was observed with avoidance strategies, which demonstrated significant beta weights related to the Expectation/Stereotyping and Exclusionary Behaviors WSOHM scales, yet both the amount of total variance accounted for in both cases was too small to allow the overall models to be significant. None of the IM strategies were significantly related to Derogatory/Stereotyping SOH behaviors.

The use of avoidance and counterfeiting identity management techniques were both significantly related to the Heterosexist Behaviors WSOHM scale, and the total variance accounted for was large enough for the overall model to be significant. For both forms of identity management, greater use of the techniques was associated with more SOH experiences. Taken together, these findings deem H7 *unsupported*, but do bring up some interesting issues that will be addressed in the discussion section.

The final group difference that was evaluated was whether individuals who work in occupations with large proportions of male workers experience more SOH than those who work in occupations with small proportions of male workers (H4). Table 17 shows job type was significantly related to the Coercive, Heterosexist, and Exclusionary Behaviors forms of SOH,

with individuals who work in fields with lower percentages of employed men being less likely to experience SOH. This finding only provides *partial support* for H4.

Summary

Taken together, the results presented in this section provide some support for the usefulness of the WSOHM in measuring SOH in the workplace and predicting expected correlates and group differences, while also suggesting a number of areas in which the measure could use further refinement. In review, the determinations for each predicted finding are as follows:

Table 18

Study hypotheses and their associated level of support

#	Hypothesis	Status
1	Experiences of SOH will correlate negatively with organizational commitment and job satisfaction	Unsupported
2	Experiences of SOH will correlate negatively with self-esteem and positively with depression and anxiety	Partially Supported
3	Experiences of SOH will correlate negatively with perceptions of an organizational climate of LGB support	Partially Supported
4	Individuals who work in occupations with large proportions of male workers will experience more SOH than those who work in occupations with small proportions of male workers	Partially Supported
5	SOH, REH and SH will demonstrate divergent validity (i.e., not correlate highly/load on different factors).	Partially Supported
6	Individuals who self-identify as LGB will be more likely to report SOH than those who identify as non-LGB	Unsupported
7	LGB individuals who use integration identity management techniques will be more likely to report SOH than LGB individuals who use avoidance or deception strategies	Unsupported

CHAPTER 4

DISCUSSION

The primary goal of the current proposal was to develop a psychometrically sound measure of adult workplace SOH. The result of this endeavor was the creation of the Workplace Sexual Orientation Harassment Measure (WSOHM). Within this goal there were several underlying aims and related hypotheses. The results associated with the testing of these aims and hypotheses are discussed in this chapter.

WSOHM Content Development and Analysis

The preliminary analysis of the item-total correlations and overall and subscale alphas provided initial support for the multidimensionality of the WSOHM. Correlations between the four SOH subscales revealed that the two proposed SOH forms of Conditional Behaviors and Crime Behaviors were virtually indistinguishable with a significant correlation of .94. The remaining types of SOH however, possessed correlations that indicated a moderate level of overlap but also some distinctiveness.

To explore the dimensionality of the WSOHM further, a series of confirmatory factor analyses were conducted. Because none of the tested models demonstrated a particularly good fit for the data, an exploratory factor analysis was also conducted and a total of five factors were determined to best explain the data. After evaluating the combined results from the correlational and factor analyses, it was deemed that the WSOHM is best conceptualized as a measure with five components (Coercion, Expectation/Stereotyping, Heterosexist, Exclusionary, and Derogation/Stereotyping Behaviors) without a global SOH factor.

These results provide valuable insight into the structure of SOH and how it differs from SH and REH. First, SOH appears to contain a large array of different behaviors, as evidenced by the WSOHM's five subfactors. While SH has also demonstrated a five-factor behavioral model, most conceptualizations of the construct contain far fewer. In general, it seems that SOH contains more different types of behaviors than SH or REH. It is possible that the reason for this breadth is an overlap with and difficulty distinguishing from SH. Future studies should seek to tease these differences apart further. Second, SOH shares an exclusionary harassment component with REH that does not appear to be present in SH. This perhaps indicates that sexual orientation stigmas have more qualities in common with racial/ethnic stigmas than gender ones, at least regarding individual desires to exclude the former two groups from access to information and/or gatherings. Further research may find it beneficial to investigate and the motives associated with such behaviors and determine what differences there may be between them. Finally, there appear to be two different types of stereotyping present in SOH, a quality that is not readily observed in either SH or REH. This is likely due to the nature of SO as a perceived quality as opposed to an observed one such as gender or race/ethnicity. The potential for large amount of speculation in regards to one's SO may lead to the increased forms of stereotyping. Future investigations could make a significant contribution to the literature on SOH by attempting to replicate the findings in the present study related to factors of SOH.

The WSOHM and Other Forms of Harassment

A second method of measure validation involves showing that the construct the instrument is purporting to measure can be differentiated from other similar constructs. In the present study, the WSOHM was compared to measures of other forms of harassment, namely

Sexual Harassment, as measured by the Sexual Experiences Questionnaire (SEQ), and Racial/Ethnic Harassment, as measured by the Ethnic Harassment Experiences (EHE) measure.

Correlational analyses were conducted to examine the distinctiveness of the WSOHM from the SEQ and the EHE. Results showed that most of these inter-scale/factor relationships had considerable overlap while still demonstrating some distinctiveness.

The exceptions to this were several correlations that were particularly high, namely those between the SOH Coercive Behaviors scale and both the Sexual Coercion and Assault SH scales, and between the SH Sexual Coercion and Assault scales. In addition, there were a number of correlations that showed no significant overlap. These were the relationships between REH and both the Coercive and Exclusionary Behaviors WSOHM scales, as well as between REH and the Unwanted Sexual Attention, Sexual Coercion, and Sexual Assault SH scales. The high associations between the three former sets of subscales do prove problematic for the support of a valid measure of SOH. However, there are several possible explanations for such results.

First, the simplest conclusion for the general high level of correlations between the WSOHM and SEQ scales is that the WSOHM does not effectively distinguish between SOH and SH behaviors. Given that the behavioral categories and items contained in the WSOHM used the items from the SEQ as a basis for creation, it is possible that the WSOHM items were not different enough from the SEQ items for participants to make a distinction, and the problem lies within the content of the WSOHM. The question then becomes, is it even possible to effectively distinguish between the two forms of harassment? The current study maintains that although they are overlapping constructs, they are indeed distinct ones. So if we assume that distinguishing between SOH and SH is an achievable task, what other issues besides a WSOHM content problem might explain the results?

A second explanation of these strong relationships relates to the nature of SH and its measurement. Although the SEQ is the most widely used measure of SH, it is not without its limitations. First, a number of different variations of the SEQ exist, each with different time frames, number of items, and response options, undermining its overall psychometric validity (Gutek, Murphy & Duoma, 2004; Stark, et al., 2002). It may be that the particular version of the SEQ that was selected for this study was not the most appropriate one for the given population. Second, the sexual coercion component of the SEQ has been criticized for not being representative of the domain of SH coercive experiences (Stockdale & Hope, 1997). If further refinement of the sexual coercive component of the SEQ is warranted, such changes may help further distinguish SH from SOH behaviors. Third, there are several different scoring methods that can be employed when reporting the results of a study using the SEQ, including variations in calculating the percentage of respondents who endorsed a certain number of items and reporting a total overall score for each individual participant (Fitzgerald, Magley, Drasgow & Waldo, 1999). It is possible that the pattern of SH experiences of individuals who also experience SOH warrants a particular scoring regimen that is either rarely used or has not been created yet. An example of such a pattern might be that persons who are subjected to both SOH and SH have fewer, more negatively impacting experiences of SH as opposed to individuals who encounter just SH who might report more experiences that last over a longer period of time but which are not individually as damaging. Taken together, these issues may suggest that the problem lays in the chosen SH measure (and possibly any SH measure) as opposed to the WSOHM.

A third explanation relates to participants' ability to distinguish between the two forms of harassment given the current awareness of SOH. Although an increasing amount of attention has been paid to sexual orientation and its associated topics in the past decade, there is still a

pervasive discordance about the actual nature of the construct. Not only are their ongoing debates about the cause of sexual orientation (and in particular non-heterosexual orientations), but also there are still discussions as to if LGB individuals should be labeled as such or simply viewed as going through a phase, making a lifestyle choice, or possessing a mental disorder. Even among persons who accept that LGB sexual orientations are no different than any other personal characteristic that is shaped by both genetic and environmental factors, extricating the components of gender and sexuality from sexual orientation is still difficult. It is possible that for this reason, most individuals do not yet have the awareness of how *sexual* harassment (in and of itself an often misleading descriptor) is distinctive from *sexual orientation* harassment. In fact, evidence supports the notion that individuals may label harassment differently depending on the sexual orientation of the harasser, i.e., that a behavior is more likely to be considered harassment if the harasser is of a different sexual orientation than if the harasser is of the same sexual orientation (DeSouza, Solberg, & Elder, 2007). Individuals may even consider the same incident as qualifying as both SH and SOH, and thereby causing such high correlations between the forms. This distinguishability issue is exacerbated by the fact that the SH literature has mainly focused on the experiences of military populations, where non-heterosexual sexual orientations often are at best ignored, and at worst persecuted (Johnson & Buhrke, 2006).

Finally, the harassment experiences of the study respondents may not have been diverse enough to allow distinctions to be made between SH and SOH. The average total of SOH experiences participants reported ($M=16.22$, $SD=18.02$) was almost double that of the SH reported ($M=7.69$, $SD=8.07$). This is likely due to the high proportion of participants who self-identified as possessing non-heterosexual tendencies (greater than 85%). Because the recruitment methods for this study specifically oversampled individuals who had likely experienced SOH in

order to gain more insight into the phenomenon, these numbers are not unexpected. Future studies with larger samples that make an effort to include persons who might have high levels of SH as compared to SOH may find less overlap among harassment forms.

In addition to the correlational analyses, several regressions were performed to examine how the relationships between the three forms of harassment and the expected correlates might shed light on the distinctiveness of each harassment form. In all three models that accounted for a significant amount of variance, those involving anxiety, continuance commitment, and organizational climate, SOH demonstrated significant predictive ability beyond the effects of SH and REH. While it did not account for a significant amount of overall variance, the model involving depression showed a similar pattern. Of these four sets of relationships, the continuance commitment one is the only result that was not in the expected direction. One reason for this finding may be related to the nature of continuance commitment and how it may be counterintuitive to how most people conceptualize being committed to an organization.

Organizational commitment was measured using two subscales, one representing an affective commitment component and one representing a continuance commitment component. Affective commitment refers to identification with, involvement in, and emotional attachment to the organization; in other words, people who have high levels of affective commitment stay with their organization because they *want* to. In contrast, continuance commitment refers to commitment based on the employee's recognition of the costs associated with leaving the organization, meaning people who have high levels of continuance commitment stay with their organization because they *have* to (Allen & Meyer, 1996).

Anecdotal evidence suggests that what most people consider organizational commitment is generally only the affective component of the measure, containing the positive aspects of one's

relationship with the organization (e.g., pride in one's work, satisfaction with organizational goals and practices). Conversely, continuance commitment potentially contains many negative attitudes towards one's organization (e.g., recognition that leaving one's job would have negative consequences).

Taking this into consideration when envisioning the possible effects of workplace SOH, it may suggest a re-evaluation of the relationship between the two variables, in which SOH would be expected to be negatively associated with affective commitment, but not associated with continuance commitment. Put another way, workers who experience SOH may be more likely to be dissatisfied with their organization in general, but feel no difference about whether they can leave their organization without negative consequences. Future studies should pay close attention to the potential differences between these two constructs.

Nonetheless, the results of these sets of regressions do provide additional support for H5, and thus the ability for the WSOHM to distinguish between different forms of harassment.

Summary of Findings Related to Content Development

Hypothesis 5 detailed that support for the validity of the WSOHM as a measure of SOH would be provided by demonstrating that the factors and subfactors of SOH, REH and SH do not correlate highly with one other. While the current findings indicate some of these relationships are too similar to support discriminant validity, the majority of the relationships did not have this problem and therefore do support the utility of the WSOHM as a measure of SOH. However, further validation with larger more diverse samples should be performed before the WSOHM can be considered to have sufficient validation evidence.

The WSOHM and Expected Correlates

Another method of demonstrating the construct validity of a measure is to show that scores on the measure are associated with the antecedents and outcomes one would expect. The first set of predicted associations was between SOH and organizational commitment and job satisfaction. The predicted relationship between SOH and continuance commitment was not supported. For affective commitment, only the associations with Coercive, Heterosexist, and Exclusionary SOH Behaviors were significant ones, demonstrating that greater experiences of Coercive Behaviors were related to lower levels of continuance commitment, and greater experiences of Heterosexist and Exclusionary Behaviors were associated with higher levels of continuance commitment.

The reason for this differential finding may be due to a combination of the nature of both Coercive Behaviors and affective commitment. Coercive Behaviors in general involve threatening someone with job penalties for not engaging in a specific type of behavior. In the case of SOH, an example of such behaviors would be threatening someone with telling others the individual was LGB for not engaging in sexual behaviors. Affective commitment, as previously discussed, refers to identification with, involvement in, and emotional attachment to the organization. In cases of coercive *sexual* harassment behaviors, the impact of such threats, particularly if the victim does indeed decide to submit to the harasser's request, can constitute a form of trauma and subsequently may lead to feelings of hopelessness, ambivalence, and even extreme distress for the victim (Wolfe, et al., 1998). In order to combat these emotions, victims of coercive behaviors may mimic the behaviors of trauma victims, who employ techniques that serve to detach them from their environment in order to maintain their general productivity (Folkman & Lazarus, 1985). A similar pattern of behaviors and thinking is liable to occur among

victims of coercive *sexual orientation* harassment behaviors. The employed coping mechanisms likely lead to victims feeling detached from both other workers and their working environment in general. In turn, this separation from their job is apt to lead to changes in affective commitment, but not continuance commitment because these feelings of alienation should affect whether a person *wants* to stay in their job but not whether they *need* to stay in it.

The results from the second set of analyses related to Hypothesis #1 failed to demonstrate any significant findings between SOH and job satisfaction. One possible explanation for this result is that victims of SOH may view these behaviors as an accepted part of any workplace environment, and therefore the presence of SOH would not impact individual perceptions of job satisfaction.

Another possible explanation for these results is that SOH may be related to specific facets of job satisfaction, e.g., satisfaction with coworkers, subordinates, or superiors, as opposed to general work satisfaction. Given that the job satisfaction measure used in this study was a short form assessment of global job satisfaction (Brayfield & Rothe, 1951), a subtler pattern of relationships may be observed if a measure of job satisfaction that is longer and allows for facet-level analyses is used in future studies. Examples of possible questionnaires include the 72-item Job Descriptive Index (JDI; Smith, Kendall, & Hulin 1969), which assesses satisfaction with workers' work on present Job, present Pay, opportunities for promotion, supervision, and coworkers, and the 100-item Minnesota Satisfaction Questionnaire (MSQ; Weiss, Dawis, England, & Lofquist, 1967) which examines 20 different facets of job satisfaction.

Although the support for Hypothesis #1 was only partial, the results from these analyses may indicate patterns of responses not previously considered or observed in other forms of harassment. Future studies on this topic will be able to address this issue and may benefit from a

focus on measurement of facets of job satisfaction that relate to coworker and supervisor satisfaction, but potentially not other facets of job satisfaction.

The second set of hypothesized relationships was between experiences of SOH and depression, self-esteem, and anxiety. While there were no significant findings between self-esteem and SOH, in contrast, the associations between Coercive Behaviors and depression and anxiety, and Heterosexist Behaviors and depression and anxiety, were all significant, with greater experiences of Heterosexist Behaviors associated with greater levels of depression and anxiety, and greater experiences of Coercive Behaviors associated with lower levels of depression and anxiety. However, it is possible that the associations between Coercive Behaviors depression and anxiety are a spurious result of the low base rate of these former behaviors. This is supported by the nonsignificant zero-order correlations between the variables.

Hypothesis #3 predicted that an organizational climate that supports LGB issues would correlate with SOH. This relationship was indeed found between organizational climate and the Heterosexist SOH behaviors, with greater experiences of Heterosexist Behaviors associated with less positive perceptions of organizational climate. This finding provides partial support for Hypothesis #3, and the overall validity of the WSOHM, although not as fully as if all SOH forms demonstrated a significant correlation with climate.

One explanation for the findings among Heterosexist Behaviors but not other SOH behaviors is that individuals who experience SOH may not believe these latter behaviors can be easily influenced by organizational policies and procedures. Typically, because of the historic focus on sexual harassment and discrimination issues, many of today's workers associate appropriate diversity practices with abstaining from discussing topics involving sex and sexual practices (Anand & Winters, 2008). Because of this, it may be that individuals consider

organizational climate as relating to such comments, which are more likely to be categorized as Heterosexist Behaviors, as opposed to more stereotyping, coercive, and social avoidance behaviors, which would be more aligned with the other four forms of SOH. Thus, whether or not an organization's climate is supportive of LGB issues would have little bearing on these latter forms, but would impact Heterosexist Behaviors.

Another reason for the discrepancy among the results may be due to the types of questions contained within the organizational climate measure. The majority of the content of the organizational climate measure focused on discrimination issues and indicators of an LGB supportive climate (e.g., presence of same-sex partner benefits) rather than whether it is acceptable to treat LGB individuals poorly. It is possible that the policies that impact how LGB individuals get treated on a day-to-day basis is more aligned with what such workers feel represents an organization's climate towards LGB issues. Since the organization climate measure was a combination of items from a variety of sources because an established measure that was comprehensive enough could not be located, future studies may benefit from including a more varied group of climate questions.

Summary of Findings Related to Expected Correlates

Hypotheses #1 was unsupported and Hypotheses #2 and #3 were both partially supported with a number of possibilities for why they are how they should have been or how future studies can find full support. Taken together, the WSOHM can be said to have some construct validity, with room for further validation studies.

The WSOHM and Expected Group Differences

In addition to demonstrating expected correlations, a measure can exhibit construct validity by showing that different groups perform differently on the measure. The first expected group difference that was tested was whether individuals who work in occupations with large proportions of male workers experience more SOH than those who work in occupations with small proportions of male workers (H4). Job type was indeed found to be significantly related to the Coercive, Heterosexist, and Exclusionary Behaviors forms of SOH, with individuals who work in fields with lower percentages of employed men being less likely to experience SOH, thus providing partial support for H4. Additionally, although job type was correlated with SOH, it was not correlated with climate perceptions. Some possible explanations for this include the type and quality of the climate measure used was not sufficient to capture the nature of the tested relationships, or the environment in which male dominated jobs occur lends itself to more SOH beyond specific climate factors.

A possible explanation for why the Expectation/Stereotyping and Derogative/Stereotyping Behavioral forms of SOH did not demonstrate significant relationships with job type is that higher concentrations of men in an occupational field may impact views related to accepted norms surrounding generally coercive, sexist, and exclusionary attitudes, as opposed to stereotyping viewpoints. However, the beta weights for these two SOH forms, while not significant, were in the same negative direction as the other three significant relationships between SOH and job type.

Nonetheless, these findings reinforce previous evidence that persons who work in environments that are either traditionally or currently occupied predominantly by men tend to experience higher levels of harassment than those who work in occupations with greater

percentages of women employees. Additionally, it provides practical guidelines for job seekers. When considering a prospective job and/or career, LGB individuals (and non-LGB individuals who are likely to be assumed to be LGB) should realize the proportion of women typically employed in the occupation they are contemplating might be associated with higher rates of SOH, and potentially the level of other negative consequences of SOH. This information may help future workers choose jobs that will ultimately give them the most enjoyment and satisfaction.

The next group difference that was examined was whether individuals who self-identify as LGB will be more likely to report SOH than those who identify as non-LGB (H6). Unfortunately, no significant relationships were found between sexual orientation and SOH, thereby deeming H6 unsupported. However, this does not mean that such a relationship does not exist. One previous detailed issue with the nature of the survey respondents was that recruitment efforts attempted to over-sample LGB individuals, thus resulting in a lack of non-LGB participants. Because most victims of SOH are apt to be LGB, this was not initially considered a problem. However, in hindsight, the lack of variance in sexual orientations of respondents probably prohibited effective analysis of Hypothesis #6. Future studies should make attempts to include individuals who do not self-identify as LGB.

The second group difference that was examined was whether LGB individuals who use integration identity management techniques are more likely to report SOH than LGB individuals who use avoidance or deception strategies (H7). Results from the analyses between IM strategies and the Coercive, Expectation/Stereotyping, Exclusionary, and Derogatory/Stereotyping Behaviors WSOHM scales suggest that none of the IM strategies are related to experiences of SOH. However, results of the relationships between IM techniques and Heterosexist SOH

behaviors suggest that counterfeiting and avoidance techniques are associated with SOH experiences, with greater use of each technique being related to greater levels of SOH. Despite this, when evaluated as an overall pattern, these findings do not support Hypothesis #7.

These outcomes do possibly suggest that the technique an individual uses to manage his or her LGB identity effects what form of SOH to which the person will be subjected. For victims that choose to use avoidance or counterfeiting strategies, this may lead to more experiences of Heterosexist SOH behaviors as compared to other forms of SOH or to those who employ other techniques.

One explanation for why this occurs is that while avoidance strategies may serve to prevent confrontations regarding one's LGB status, they may not, in fact, help prevent detection of such status. Therefore, the message that an individual who uses avoidance techniques may send to others is that he or she is indeed LGB, but doesn't want to discuss the issue. This message may then lead to harassers provoking victims because the harassers believe victims don't want to address the topic. Similarly, users of counterfeiting strategies may communicate a comparable message through their actions, i.e., that the individual is in fact LGB, but chooses to attempt to conceal this information by creating false details about his or her personal life. This reasoning would also explain why users of integration strategies do *not* disproportionately experience Heterosexist SOH behaviors, since they do not purport to want to avoid the issue.

Another explanation for these findings is that LGB individuals choose to engage in avoidance or counterfeiting strategies as a consequence of previous SOH and believe it is an effective strategy for avoiding future SOH. Future studies might be able to address this issue by including questions relating to the motivations behind IM strategies.

One final explanation for the observed results is that individuals who employ avoidance or counterfeiting strategies may simply be more sensitive to issues related to their sexual orientation, causing them to both notice more SOH (or interpret actions as SOH) and use the aforementioned strategies as a way to avoid dealing with sexual orientation topics in general. In such mechanisms are at work, it is likely that these individuals do not experience more SOH than persons who employ other identity management techniques, but rather perceive more actions as relating to their sexual orientation, and therefore interpret them as SOH.

Collectively, these findings do not support the Hypothesis #7 but do possibly suggest a revised theory about the nature of the relationship between SOH and IM techniques.

Summary of Findings Related to Expected Group Differences

Hypotheses #6 and #7 were both generally unsupported, and Hypothesis #4 was only partially supported. Therefore, the expected correlates results can only provide partial support for the overall construct validity of the WSOHM. However, as with other parts of the measure validation process, there are a number of areas where additional support or theory revision can be achieved by future studies.

Other Study Findings

As well as the proposed relationships that were tested, several other associations were found during the study analyses. Negative affectivity was found to be significantly related to a number of forms of harassment as well as several predicted correlates. Specifically, NA was positively correlated with three forms of SOH, Expectation/Stereotyping, Heterosexist, and Derogative/Stereotyping Behaviors, and both Crude/Offensive SH Behaviors, and REH. It was

also positively associated with depression, anxiety, continuance commitment, and both counterfeiting and avoidance IM techniques. Finally, it was negatively related to self-esteem, job satisfaction, and organizational climate.

As previously mentioned, there is some controversy over how and if disposition variables such as NA (and to a lesser degree PA) should be taken into account when investigating the relationships between workplace stressors and their outcomes. Spector, Zapf, and colleagues (2000) purport that while NA may indeed possess a biasing affect in relation to the aforementioned relationships, it is likely that it is both one of many potential biases involved and is does not solely have a biasing effect. Consequently, partialling its effects out during analyses may not necessarily eliminate bias from the model and instead may actually remove important variance shared with NA.

These concerns have been supported by other research that has found that controlling for NA does not have a significant effect on the relationship between job stressors and job strains (Spector, Chen, & O'Connell, 2000). Indeed, while recent meta-analytic work has found consistent significant relationships between both negative and positive affect and a variety of workplace behaviors, researchers note that such relationships are impacted by the level of subjectivity allowed for by the measurement tool (Kaplan, Bradley, Luchman, & Haynes, 2009). In other words, measures that utilize self-reported perceptions of one's workplace environment and actions within it are more likely to find NA and PA significantly relate to these workplace behaviors than if objective and/or third-party measures are employed. In a related vein, other studies have found evidence that the impact of NA and PA on organizational attitudes is affected by specific situational variables such that in cases where external pressures are considerable, NA plays less of a role than in situations where there are no expectations on one's behavior

(Siomkos, Rao, & Narayanan, 2001). Finally, research has also found that gender differences exist in the type of somatic complaints associated with high levels of NA, with women more likely to endorse symptoms that are severe or life-threatening (Van Diest, et al., 2005).

Taken together, this research deems that while NA clearly plays some role in the relationship of workplace stressors, the nature of that role is still unclear. In regard to the current study findings, it is possible that the general negative disposition of some of the study participants was related to both their endorsement of increased levels of harassment and negative outcomes, thus providing inflated associations between these latter sets of variables. However, it is also possible that other variables that were not measured in the study (e.g., situational pressures, differences in measure subjectivity) provided the strongest influence on the relationship between harassment experiences and their outcomes. Future studies may benefit from exploring such factors as social desirability, comparison of self-reports to third-party reports, and the stability of NA over time.

There were also several findings related to demographic variables that are noteworthy. Participants were typically middle-aged which may have affected results in a number of ways. The majority of interest, research, and diversity education efforts related to sexual orientation issues, particularly in secondary and post-secondary education realms, have only occurred in the recent past. Subsequently, younger individuals (e.g., current teenagers) may be aware and sensitive to such issues more so than generations that were not exposed to SO as an acceptable discussion topic during their formative years. As a consequence, for participants in the current study, it may simply have been more difficult to recognize when harassment involved aspects of SO than it will be when current adolescents reach middle age.

Respondents also reported on average a fairly high annual income and level of education, with over 75% of the sample reporting having a college degree, and approximately a third of the sample having a professional or graduate degree. Both factors were significantly negatively related to a number of forms of SOH and SH, indicating that greater levels of education and income may serve as protective factors in relation to harassment in general. This theory is supported by the negative correlations between income and depression, anxiety, and negative affect. The most likely explanation for these findings is that since education and income are positively correlated both in the current study and in general practice, it is possessing a higher income that is most related to decreases in experiencing workplace harassment and its negative psychological correlates. Given that monetary issues often cause stress upon an individual, which in turn makes he or she less resilient to deal with any other stressor, it would be interesting to investigate the nature of SOH among lower-income populations.

Limitations

There were several limitations to the current study that may have contributed to a lack of more significant findings. In addition to the previously detailed limitations related to the diversity of the sample's characteristics, one issue that arose was the length of the main study survey. Despite efforts to be parsimonious in the selection of measures and items, it likely required 30-40 minutes of concentration for most participants to complete the survey in a careful manner. There may have been a response pattern among the individuals who were deterred by this time commitment (e.g., persons with higher general stress levels did not feel they had the time to spare), or more generally, it likely reduced the study's final sample size. Another issue that was encountered was that because of the method of distributing information about the study

and the fact that participants were allowed to stay anonymous, response rates were impossible to calculate. Unfortunately, because of the nature of the survey material, it is likely similar studies in the future will also need to maintain anonymity. However, with the current trend of increasing numbers of electronic communication methods and specifically the steady growth of social networking sites (e.g., Facebook, MySpace, Friendster, etc.) future studies may be able to better calculate at least the number of people information about the survey is distributed to.

Another limitation of the current study relates to the nature of the measures used to assess the chosen constructs. In keeping with previous research, and to allow for better comparisons of results, all previously established measures were scored based upon the criteria outlined by their creators. However, this meant that some measures utilized summed totals while others used averages. Such differences in variability can lead to potentially problematic restrictions of range, which can cause incorrect conclusions about the nature of the constructs involved.

In a related vein, the majority of the study measures only collected data related to the frequencies of certain behaviors rather than the severity of them. This practice can also lead to challenging range restrictions especially when certain behaviors have particularly low base rates (e.g., the sexual coercion and assault factors of SH). In such cases, results can incorrectly suggest construct relation when the association is merely a product of measurement issues.

Practical Implications and Future Research

Although the WSOHM is far from a well-validated measure, it does provide a solid basis for those who are interested in both the theoretical nature of SOH and its associated correlates as well as how such relationships may be practically applied to organizational contexts. Future research should explore how SOH may present itself differently in terms of incidence, content,

and relationships to outcomes among larger more diverse populations. Demographic factors and sample size may play a significant role in the accurate measurement of all three issues. There may be large differences, which were unable to be detected in the current study, in how victims of SOH experience events depending on their sexual orientation, age, income level, as well as exposure to other forms of harassment. Additionally, these demographic characteristics may interact and lead to measurable differences in behavioral dispositions such as affectivity and identity management style. Finally, the types of SOH victims experience and therefore the overall factor structure of SOH may differ from that found in the current study if the underlying characteristics of such victims are significantly different.

Practically speaking, there are several implications of the study findings that may aid both workers and employers in their job-related decisions. The fact that SOH was generally unrelated to job satisfaction and organizational commitment, but partially associated with increases in anxiety and depression suggests that organizational outcomes may not be the primary area that is negatively affected by experiencing SOH. For both workers and employers, it therefore may be important to be aware of changes in general emotional states as opposed to work-related ones when considering the possible effects of workplace SOH. For employers who are interested in the potential negative effects of such incidents, an adjustment in the assessment materials administered to measure employee satisfaction may be warranted.

The one exception to this may be organizational climate topics. While it is difficult to determine if the incidence of SOH impacts perceptions of the supportiveness of organizational climate towards LGB issues, if the relationship is reversed, or if the relationship between the two constructs is cyclical in nature, results from the current study nonetheless dictate that it is still at least somewhat beneficial to assess individual perceptions of climate. Whether this is internally

as an employee or externally as an employer, both actions are likely to provide insight into both the impact of SOH experiences and the consequences of an organization's attitudes and policies towards LGB individuals.

Another practical consideration suggested by the current results is that the proportion of men who work in a particular occupational field is liable to have an impact of the incidence of SOH in that field. For job-seekers, this is a potentially valuable tool for determining where to work. If an individual feels that he or she may be a prime target for SOH (regardless of whether they are LGB or not), they may choose to work in a field or for an organization that possesses a greater ratio of women to men. For organizations that have a high ratio of men to women, they may benefit from focusing on climate issues and vigilance towards the occurrence and potential impact of SOH.

Finally, the fact that persons that self-identify as LGB were not found to report SOH more often than non-LGB individuals, accompanied by the findings that use of integration management techniques does not necessarily relate to greater incidence of SOH, suggest a reevaluation of commonly held beliefs regarding workplace SOH victim characteristics. The current results suggest that instead of LGB individuals who have highly integrated their sexual orientation into their workplace interactions, SOH victims may be just as likely to be either non-LGB persons, or LGB individuals who choose to conceal or lie about their orientation. This implication dictates that workers should be aware of such issues when handling the management of their own sexual orientation, as well as how they may affect their co-workers. For organizations, these findings suggest that targeted efforts should be made to ensure that all workers, regardless of their orientation or "outness" feel that they have support and avenues of recourse if subjected to SOH.

In summary, this study has provided helpful insight into the nature of workplace SOH upon which future studies can build. The measure created during this endeavor, the WSOHM, while it has received partial support for its utility as a valid measure of SOH, still requires further testing. Future research should make efforts to further validate the WSOHM on a variety of larger more diverse samples.

APPENDICES

APPENDIX A

Critical incident survey consent form

A Study of Unwanted Work Experiences ***Informed Consent Form***

Investigator's names & affiliation: Ann Marie Ryan, Professor, Industrial/Organizational Psychology Program, Michigan State University.

Summary: This is a study of people's experiences with unwanted events related to their sexual orientation while in work situations. The study consists of a set of online questions asking about the details of any such unwanted events as well as questions involving perceptions of the sexual orientation you may identify as.

Participation Requirements: In order to participate in this study you must be both:

- 1) At least 18 years of age
- 2) Someone who has experienced at least one unwanted event related to his or her sexual orientation while in a work situation.

Work situations may include events that have occurred while you were on work premises during working hours, or not on work premises but still performing some work function (e.g., at a conference or client meeting). They do not include events that took place while with work persons but not on work premises or during work hours (e.g., happy hours), or events that occurred while you performing duties for which you are **not** compensated for (e.g., schoolwork, volunteering).

Estimated time required: 15 minutes.

Risks: There is a potential risk that you may feel uncomfortable answering some of the questions contained in the survey. In addition, the questions contained in the survey about unwanted experiences related to your sexual orientation may bring up uncomfortable feelings or thoughts. You have the right to skip any questions or stop participating in this research at any time, without penalty. We strongly urge you to consult a professional in your community if these feelings begin to interfere with your well-being. A list of resources will be provided for you after you have finished participation in the survey, regardless of whether you complete all of the questions within it. Contact information for the principal investigator will also be provided at that time if you wish to contact her with any questions, concerns or comments regarding the study.

Compensation: There is no compensation associated with participation in this study.

Please note that your participation is voluntary. That means you are free to withdraw your consent and discontinue participation in all or portions of the project at any time without penalty.

Confidentiality: Your participation in this research study will be kept completely anonymous since you will not be asked to provide your name or contact information, nor will any specific identifying information be associated with your responses (e.g., IP addresses). Your privacy will be protected to the maximum extent allowable by law. Your responses are being used to develop measures related to unwanted work situations related to sexual orientation. This information will be used for research purposes **only**. To this extent we will instruct you to omit any information from your responses that may specifically identify individuals or organizations that were involved in any unwanted experiences (i.e., proper names, titles, or events). As with any kind of email transmission, it is possible (although unlikely) for the survey responses to be intercepted by people other than those to whom they are being transmitted. Only Dr. Ryan and her authorized graduate assistant will have access to the data collected in this study, which will be kept in a secured computer environment, and any data reported for scientific purpose will be in aggregate form. Upon your request and within these restrictions, the study results may be made available to you.

Contact Information: If you have any questions about this study, please contact Dr. Ann Marie Ryan, Department of Psychology, Michigan State University, East Lansing, MI 48824, E-mail: ryanan@msu.edu. If you have questions or concerns regarding your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact – anonymously, if you wish – Dr. Peter Vasilenko, Ph.D., Chair of the University Committee on Research Involving Human Subjects (UCRIHS) by phone: (517) 355-2180, fax: (517) 432-4503, e-mail: ucrihs@msu.edu, or regular mail: 202 Olds Hall, East Lansing, MI 48824. *A copy of this Informed Consent form will be provided to you upon your request.*

APPENDIX B

Critical incident survey

Instructions:

Now please think for a moment about any unwanted situations you have experienced in your lifetime related to your sexual orientation while in a work situation.

Work situations may include events that have occurred while you were on work premises during working hours, or not on work premises but still performing some work function (e.g. at a conference or client meeting). They do not include events that took place while with work persons but not on work premises or during work hours (e.g. happy hours), or events that occurred while you performing duties for which you are not compensated for (e.g. schoolwork, volunteering).

Some people have never experienced any unwanted situations related to their sexual orientation, or have experienced them only in non-work situations. In this questionnaire, we are primarily concerned with such unwanted experiences that have occurred in work settings.

If you have not experienced such a situation, we thank you for your willingness to participate in our research but ask at this time that you discontinue participation since the questionnaire only pertains to situations which you have not experienced.

For participants who have experienced at least one unwanted situation related to your sexual orientation while in a work setting, please think about which of these situations has had the greatest effect on you. When answering any of the following questions about this situation, please omit any information from your responses that may specifically identify individuals or organizations that were involved the experience (i.e., proper names, titles, locations, or events).

Questions:

1. Which of the following categories would best describe the unwanted situation that had the greatest effect on you?
 - Verbal remarks, such as comments about your sexual orientation, your body, or your sex life
 - Verbal remarks about members of your sexual orientation, such as derogatory comments on typical body types, general behaviors, personalities or sexual behaviors of members of your sexual orientation
 - Nonverbal behavior related to your sexual orientation or other members of your sexual orientation, such as displaying pictures or making gestures
 - Verbal requests that involve coercion, such as telling you that your sexual orientation will be exposed to coworkers and supervisors if you do not fulfill the given request, or refrain from taking an appropriate action

- Not sure
 - None of these categories appropriately describes my situation. I would best categorize it as:
2. Please continue to think about this situation, the one that had the greatest effect on you. Please use the space below to describe the incident to the best of your ability, including if you feel comfortable any events that led up to it, specifics about the actual situation and event, and how you felt during the event and afterwards. Again, please omit any information from your responses that may specifically identify individuals or organizations that were involved the experience (i.e., proper names, titles, locations, or events). [TEXT BOX]

Still thinking about this one incident that has had the greatest effect on you, please answer the following questions in relation to it:

3. Was it a single incident, meaning it happened once, or a series of incidents where the same person or people were involved did this to you over a period of days, weeks, or months?
- Single Event (Skip to Question 4)
 - Series of Events
4. How long did this situation last?
- One month or less
 - Two to six months
 - Six months to one year
 - One to five years
 - More than five years
3. During the time it was happening, how often did it happen?
- Almost daily
 - Ten or more days a month but not daily
 - Between five and ten days a month
 - Between one and five days a month
 - Very intermittently
4. Did this situation happen when you were physically on work premises?
- Yes
 - No (Skip to Question 7)
5. Did this situation happen during a formal meeting (e.g., conference call, task group meeting, supervisor review)?
- Yes
 - No

6. Did this situation happen during an informal meeting (e.g., during lunch hours, hallway conversation)?
 - ☐ Yes
 - ☐ No
7. Did this situation happen when you were not on work premises but performing some other work function elsewhere (e.g., conference, client visit, training)?
 - ☐ Yes
 - ☐ No
8. How many people were directly involved in the initiation of the situation that had the greatest effect on you?
 - ☐ One
 - ☐ Two
 - ☐ Three to five
 - ☐ Six to ten
 - ☐ More than ten
9. Was the person or people who did this male or female (or both)?
 - ☐ Male
 - ☐ Female
 - ☐ Both
10. Did you know them?
 - ☐ Yes
 - ☐ No
 - ☐ Knew some but not all

Were any of these people...

11. Someone senior to you?
 - ☐ Yes
 - ☐ No
12. Someone of equal rank to you?
 - ☐ Yes
 - ☐ No
13. Someone junior to you?
 - ☐ Yes
 - ☐ No
14. A member of your organization?
 - ☐ Yes
 - ☐ No

15. A member of another organization that serves you (e.g., delivery services, outsourcing or temping services)?
 - ☐ Yes
 - ☐ No
16. A member of your clientele?
 - ☐ Yes
 - ☐ No
17. Someone not affiliated with your organization (e.g. spouse of coworker, member of a different organization)?
 - ☐ Yes
 - ☐ No

Now we'd like to ask you a few questions about yourself.

18. What is your age? [TEXT BOX]
19. What is your gender?
 - ☐ Male
 - ☐ Female
 - ☐ Transgender
20. Which of the following BEST describes your ethnic or racial background?
 - ☐ Black or African American
 - ☐ Asian or Asian American
 - ☐ White or Caucasian
 - ☐ Hispanic or Latino
 - ☐ American Indian or Alaska Native
 - ☐ Hawaiian or Pacific Islander
 - ☐ International
 - ☐ Other [TEXT BOX]
21. Which statement do you feel most closely describes your sexual orientation?
 - ☐ Strictly heterosexual in orientation
 - ☐ Generally heterosexual in orientation but occasionally attracted to same gender individuals
 - ☐ Generally heterosexual in orientation but occasionally engage in sexual practices with same gender individuals
 - ☐ Attracted to or engage in sexual practices with both genders at approximately the same proportion
 - ☐ Generally homosexual in orientation but occasionally engage in sexual practices with opposite gender individuals
 - ☐ Generally homosexual in orientation but occasionally attracted to opposite gender individuals

- ☐ Strictly homosexual in orientation
- 22. Are you currently sexually active with:
 - ☐ People the same gender as you
 - ☐ People the opposite gender as you
 - ☐ Both
 - ☐ Neither
- 23. Have you ever been sexually active with:
 - ☐ People the same gender as you
 - ☐ People the opposite gender as you
 - ☐ Both
 - ☐ Neither

Please answer the following questions about yourself based upon how much you agree or disagree with each statement.

- 24. People usually identify me as gay/lesbian right away.
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Somewhat Agree
 - ☐ Neither Agree nor Disagree
 - ☐ Somewhat Disagree
 - ☐ Disagree
 - ☐ Strongly Disagree
- 25. People sometimes identify me as gay/lesbian after interacting with me for a bit.
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Somewhat Agree
 - ☐ Neither Agree nor Disagree
 - ☐ Somewhat Disagree
 - ☐ Disagree
 - ☐ Strongly Disagree
- 26. People never realize that I am gay/lesbian, unless I tell them that I am.
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Somewhat Agree
 - ☐ Neither Agree nor Disagree
 - ☐ Somewhat Disagree
 - ☐ Disagree
 - ☐ Strongly Disagree

Please rate how open you are about your sexual orientation to the following groups of people:

27. Supervisors At Work
- Extremely open, I have no problem bringing up or discussing the issue with anyone
 - Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
 - Rarely open, I generally will only address the issue if certain people specifically ask me about it
 - Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation
28. Peers At Work
- Extremely open, I have no problem bringing up or discussing the issue with anyone
 - Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
 - Rarely open, I generally will only address the issue if certain people specifically ask me about it
 - Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation
29. Subordinates At Work
- Extremely open, I have no problem bringing up or discussing the issue with anyone
 - Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
 - Rarely open, I generally will only address the issue if certain people specifically ask me about it
 - Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation
30. Members Of Your Immediate Family
- Extremely open, I have no problem bringing up or discussing the issue with anyone
 - Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
 - Rarely open, I generally will only address the issue if certain people specifically ask me about it
 - Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation
31. Members Of Your Extended Family
- Extremely open, I have no problem bringing up or discussing the issue with anyone
 - Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
 - Rarely open, I generally will only address the issue if certain people specifically ask me about it
 - Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation
32. Close Friends

- Extremely open, I have no problem bringing up or discussing the issue with anyone
- Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
- Rarely open, I generally will only address the issue if certain people specifically ask me about it
- Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation

33. Acquaintances

- Extremely open, I have no problem bringing up or discussing the issue with anyone
- Moderately open, most of the time I will discuss my orientation if someone asks me about it or the issue comes up
- Rarely open, I generally will only address the issue if certain people specifically ask me about it
- Never open, no matter what the topic or whom I am talking to, I will not disclose my orientation

Please feel free in the space below to make any other additional comments regarding this survey.
[TEXT BOX]

APPENDIX C

Study debriefing form

A Study of Unwanted Work Experiences Debriefing Form

Thank you very much for participating in our study. Below you will find more information about the purpose of this study as well as a list of counseling and informational resources.

Estimates of the proportion of lesbian and gay male adults who have experienced verbal harassment in their lifetime range from 50 to 90% (Comstock, 1991; Ragins & Cornwell, 2001). In addition, it has been estimated that between 25 and 66% of lesbian and gay employees experience workplace discrimination (Croteau, 1996). Despite these and other similar reports of discrimination on the basis of orientation, there has been surprisingly little systematic examination of sexual orientation harassment (SOH) in the workplace. Harassment in work contexts is defined as a pattern of unwanted or offensive behaviors that interfere with an individual's performance, affect work outcomes (e.g., turnover), and/or create a hostile work environment. The current study is the first in a series of studies seeking to assess the nature, prevalence and consequences of SOH in the workplace. This study represents the explorative component of the overall project, aimed at gathering information about the nature of harassment at work, and the possible different manners in which it occurs. As previously stated, your responses will be used for research purposes only, and not for efforts to take legal actions against organizations that may be permitting discriminatory behaviors. If you are interested in investigating the legal guidelines that may apply to events you may have experienced, such information is available by contacting many of the resources listed below.

We would like to thank you again for your participation. Participants who are interested in learning more about the results of this study may send the researchers a request for a summary of the findings via email at brucetam@msu.edu. They may also send any comments, questions or concerns regarding the study to the principal investigator, Dr. Ann Marie Ryan at: Department of Psychology, Michigan State University, East Lansing, MI 48824, E-mail: ryanam@msu.edu.

References

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- Croteau, J.M. (1996). Research on the work experiences of lesbian, gay and bisexual people: An integrative review of methodology and findings. *Journal of Vocational Behavior*, 48, 195-209.
- Ragins, B.R. & Cornwell, J. M. (2001). Pink triangles: Antecedents and consequences of perceived workplace discrimination against gay and lesbian employees. *Journal of Applied Psychology*, 86, 1244-1261.

Local and National Resources:

Listening Ear Crisis Intervention Center
1017 East Grand River
East Lansing, MI, 48823
24-Hour Crisis Hotline: 517-337-1717
Business Phone: 517-337-1728

Lansing Area Lesbian/Gay Information and Crisis Hotline: (517) 332-3200
Hours: Monday-Friday 7-10pm, Sunday 2-5pm

MSU Alliance of Lesbian/Bi/Gay/Transgendered Students
441 Union Building

Michigan State University
East Lansing, MI 48824-1020
Phone: (517) 353-9795
Email: alliance@msu.edu
Website: <http://www.msu.edu/user/alliance/>

Pride At Work, AFL-CIO
815 16th St, NW
Washington, DC 20006
Phone: (202) 637-5014
Email: paw@aficio.org
Website: <http://www.prideatwork.org>

Triangle Foundation
19641 West Seven Mile
Detroit, MI, 48219
Toll Free: (877) 7TRIANGLE
Website: <http://www.tri.org/>

Michigan Pride, Inc.
PO Box 16191
Lansing, MI 48901
Email: pride@michiganpride.org
Website: <http://www.michiganpride.org/>

APPENDIX D

Sample critical incident survey responses

"At one of my previous jobs I experienced my first unpleasant situation that involved my being harassed for my sexual orientation. At least two to three of my ex co-workers left a message at my computer station while I was away fulfilling a job duty. The message implied that the reason why I had been in a nasty mood was due to my not getting any sex. One of these individuals brought an antiperspirant (roll on) and taped it to a sheet of paper. On the paper he wrote the following: "Since you aren't getting any we suggest you take a coffee break in the bathroom, this is a small one but better than nothing." Maybe your mood will get better once you take care of your needs. As I was reading it one of my immediate supervisors passed by and saw that I was reading a note. He called my attention, but I could not respond as I was being humiliated and ridiculed by these co-workers. All I could do is put my hands on my keyboard and pretend to type away. I have never felt so embarrassed like that at work before. What made it even more difficult to bear was that the rest of the crew team knew what was going on and only watched from a distance as I read the note left on my computer station. I heard giggles and saw silly smirks the rest of the shift and I just went about my business the rest of the evening."

"I work in a hospital and am a trained phlebotomist. My job is to draw the blood of inpatients as well as walk ins. When I draw blood I get some tubes in which I have to fill for each particular patient, so I know what they are going to be testing for. This one particular day, I had to draw a gentleman for an AIDS cross as well as hepatitis and a blood cross. The gentleman I was drawing blood from had very openly feminine qualities. After I drew his blood, a couple of my co-workers made some comments about his sexuality that made me feel uncomfortable. They had to do with why he was being drawn for AIDS test and how he would have gotten AIDS."

"This occurred approximately 6 years ago, while I was doing a psychology externship with a psychologist in private practice. It was the first time in many, many years that I had not been out about my sexual orientation in a work or academic setting. I chose not to be out because I suspected the psychologist might not be completely cool with it (he frequently made sexist remarks or commented on women's body's inappropriately, leading me to believe that he was a bit conservative around social issues). One afternoon, I was with my boss (the psychologist), leaving a restaurant where we had eaten lunch. We would often go to lunch to have some time to chat informally about work-related things, and to socialize a bit about things that weren't work-related. While in the parking lot, walking back to our car, a man walked by who was dressed in flamboyant clothes and who moved in a stereotypically feminine way. My boss said, "Look at that big queen. God, I hate those fucking faggots." I was stunned and made no comment. My boss said nothing further. I was surprised by the psychologist's comments. Although I suspected he might be a bit homophobic, I was stunned by the harshness of the language he used and by the fact that he felt so free to express it to a student intern. I remember feeling somewhat more uncomfortable around the office after that (I had about 2 months left of my placement there). But interestingly, my discomfort wasn't that much greater than it had been before he made those comments. I wasn't worried that he would find out about me, really, or that if he did, he might

fire me. My discomfort more just arose from having to work closely with someone who I didn't really gel with -- largely because of the kinds of comments he made overall (e.g., sexist, homophobic, etc.). Although, I'm sure I would have been less uncomfortable if he hadn't been in a position of power over me."

"I work in a private church related high school as a teacher. My daughter was being baptized in the morning chapel service. My father, a priest, had come to this state to do the baptism, and the entire high school was there to witness it. It really was a happy time, and the students were genuinely pleased that I had decided to do the baptism here. Afterwards, a very prominent parent told the headmaster that she didn't want her son to be in my class, and if he was she would remove him from the school. She couldn't believe the school would support the baptism of the child of a lesbian. I've never forgotten this situation, and worry about it all the time. My boss is supportive, but I think I'm walking a fine line here, since he's really risking a lot by supporting me. It makes me feel even more closeted than before."

"I was staffing an information table to try to seek petition signers for a resolution supporting offering domestic partnership benefits for employees at my university. Several people slowed down by the table, did a limp wrist gesture, said things like "I would never support giving benefits to ass-lickers" and "You perverts need to get locked up away from our children!" I can't answer the descriptive questions below as I don't know if the people making the derogatory comments were adult students, graduate students, faculty, staff or campus visitors."

"A colleague of mine told me that after I had left the employee lunch room, another staff member made a comment that insinuated that I was "ACDC." He said this at a table of four other co-workers. I supposed from my friend that he was implying that I am bi-sexual, which I am not: I'm gay. I had never had anything but a cordial relationship with this man. I felt embarrassed that others were speculating on my personal life. I wondered how many others were whispering about my sex life, something that has nothing to do with my performance at work."

"As part of my Critical Theory class, I routinely cover Lesbian/Gay/Queer theories. A few semesters ago, several members of the class demonstrated both verbal and non-verbal resistance to our study of this particular approach to literary interpretation. This group (all women, all self-identified fundamentalist/evangelical Christians) felt it perfectly acceptable to quote passages from the bible to support their disapproval of "homosexuality" (this word expressed with significant disgust and contempt), and to interrupt my attempts to re-direct the focus to analysis of the theory at hand. Nonverbal demonstrations of their refusal to engage the material included eye-rolling, loud sighing, and noisy shifting of papers, etc. I learned later that one of the students even took it upon herself to complain to the chair of my department, arguing that I was being disrespectful of her religious beliefs by presuming to teach non-heterosexually-oriented texts. Apparently, this student also determined that it was fine for her to tell prospective students of this senior seminar to avoid me because I am, in her words, "evil." I honestly can't remember whether I was "out" to that class. But I do recall feeling very unsafe, very angry, and very hurt. At the same time, I was also able to help two gay students in the class (closeted) become more accepting of themselves--we had several private conversations about what it's like to be gay at a rather conservative university. The experience was, overall, pretty awful. But I'm glad I endured it because my refusal to be put down by homophobes made me

stronger AND gave me the opportunity to help two young men struggling with their own internalized homophobia.”

APPENDIX E

Focus group consent form

A Study of Unwanted Work Experiences Informed Consent Form

Investigator's names & affiliation: Ann Marie Ryan, Professor, Industrial/Organizational Psychology Program, Michigan State University.

Summary: You are being asked to participate in a focus group in order to gain more information about people's experiences with unwanted events related to their sexual orientation while in work situations. We will use the focus group information to help develop an online study.

The focus group conversation will be taped by an audio recorder and will be later transcribed into text in order to better examine conversation content. The digital recording file will be stored on a secure department server in a password-protected folder and will not be linked to any participant identification information.

Participation Requirements: In order to participate in this study you must be both:

- 1) At least 18 years of age
- 2) Someone who has experienced at least one unwanted event related to his or her sexual orientation while in a work situation.

Work situations may include events that have occurred while you were on work premises during working hours, or not on work premises but still performing some work function (e.g., at a conference or client meeting). They do **not** include events that took place while with work persons but not on work premises or during work hours (e.g., happy hours), or events that occurred while you performing duties for which you are not compensated for (e.g., schoolwork, volunteering).

Estimated time required: 60 minutes.

Risks: There is a potential risk that you may feel uncomfortable discussing some of the topics brought up during the conversation. In addition, the issues that are planned to be discussed about unwanted experiences related to your sexual orientation might bring up uncomfortable feelings or thoughts. You have the right to not answer any question that is asked of you or stop participating in this research at any time, without penalty. We strongly urge you to consult a professional in your community if these feelings begin to interfere with your well-being. A list of resources will be provided for you after you have finished participation in the focus group, regardless of if you decide to stay for the entire session. Contact information for the principal investigator will also be provided at that time if you wish to contact her with any questions, concerns or comments regarding the study.

Additionally, although the principal investigator and her research team assure the confidentiality of the information you provide within the confines of the focus group, and that they will not reveal to others either your identity or information you discuss, they do not have the ability to prevent other focus group members from revealing such information to others. While confidentiality considerations will be detailed and discussed at length both at the beginning and conclusion of the session, such risks still exist.

Compensation: You will be compensated \$15 for your participation in this survey.

Please note that your participation is *voluntary*. That means you are free to withdraw your consent and discontinue participation in all or portions of the project at any time without penalty.

Confidentiality: Your participation in this focus group will be kept strictly confidential. You will not be asked to provide any identification information about yourself, including your real name or contact information, and the focus group will be run by members of Dr. Ryan's research group, who will not reveal details about the focus group participants to anyone. Your privacy will be protected to the maximum extent allowable by law. Your responses are being used to develop measures related to unwanted work situations related to sexual orientation. This information will be used for research purposes **only**. Only Dr. Ryan and her authorized research assistants will have access to the data collected in this study, which will be kept in a secured computer environment, and any data reported for scientific purpose will be in aggregate form. Upon your request and within these restrictions, the study results may be made available to you.

Contact Information: If you have any questions about this study, please contact Dr. Ann Marie Ryan, by phone: (517) 353-8855, fax: (517) 432-2476, e-mail: ryanan@msu.edu, or regular mail: Department of Psychology, Michigan State University, East Lansing, MI 48824. If you have questions or concerns regarding your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact – anonymously, if you wish – Dr. Peter Vasilenko, Ph.D., Director, Human Research Protection Program, by phone: (517) 355-2180, fax: (517) 432-4503, e-mail: irb@msu.edu, or regular mail: 202 Olds Hall, East Lansing, MI 48824. *A copy of this Informed Consent form will be provided to you upon your request.*

By signing below, I hereby declare that I have read and understood the contents of this consent form, and give permission to have my participation in this focus group taped via audio recorder.

Signature

Date

APPENDIX F

Focus group protocol

3-4 days before focus group: Send abbreviated copy of protocol to participants

At focus group meeting:

- Do informed consent, remind about confidentiality
- Give oral statement regarding general purpose of study of SOH. Note workplace focus. Note specific purpose of focus group is to further refine and clarify conceptions of SOH – we will be asking for both their experiences and their opinions.
- Questions to ask:
 1. Individuals may be harassed regarding their orientation at work for many reasons. In your view, what are some of the characteristics of a workplace that make it more or less likely that an individual might be harassed?

Follow up probes if not covered in initial discussion:

- a. Policies of org re discrimination in general
 - b. Fairness of treatment of employees/justice climate
 - c. Other climate issues (e.g. occupation type, area of country)
2. Similarly there may be certain characteristics of individuals that make it more or less likely that they might be harassed regarding their orientation. Are there any characteristics that you think contribute to the likelihood that an individual will be harassed?

Follow up probes if not covered in initial discussion:

- Identity management strategies – how out, to whom out
 - Gender atypicality
 - Multiple minority status
3. Harassment in the workplace occurs due to gender, race, ethnicity and other characteristics. In what ways, if any, do you think harassment based on orientation is the same or different than other types of harassment?

Follow up probes if not covered in initial discussion:

- Issue of stigma visibility
 - Issue of legal sanctions
 - Societal norms re accepting the stigmatized group
4. We have been gathering data on the nature of harassment incidents. Many of these are verbal in nature. These include examples of general homophobic remarks, attempts to

determine one's sexual orientation, and being excluded from social events. We also have seen some specific types of comments that occur with some frequency, including comments regarding religion (e.g., going to hell), child molestation, physical appearance, sexual practices, etc. (hand out table of category types). In your experiences as well as from the experiences of others that you have heard about, are there any other frequent types of verbal harassment?

5. Harassment can take forms besides verbal comments. For example, in other data gathering we have found incidents of nonverbal gestures, shunning or avoidance, sabotage of work, etc. (refer back to handed out table). In your experiences as well as from the experiences of others that you have heard about, are there any other frequent types of harassment that we have not mentioned?
6. Harassment can have many consequences on the well-being of individuals. For example, harassment can affect one's self-esteem, one's job satisfaction, one's overall physical and mental health, one's job status (getting fired), willingness to be out in the future, etc.. In your experiences as well as from the experiences of others that you have heard about, what are some of the consequences of being harassed?

Follow-up probes if not covered in initial discussion:

- Identity management strategy changes
 - Feelings of safety
7. Finally, we would like to get your opinion on what methods would be best to recruit participants and motivate them to participate
 - Prizes
 - Websites/listserves to recruit from
 - Physical places to post information about the website
 8. Are there any other aspects of SOH that we have not discussed that you think would be important to consider in trying to understand what types of SOH occur, how often it occurs and what effects it has?

- THANKS AND REITERATE CONFIDENTIALITY
- Provide sheet with resources and contact info (debriefing form)

APPENDIX G

Main study consent form

A Study of Unwanted Work Experiences ***Informed Consent Form***

Investigator's names & affiliation: Ann Marie Ryan, Professor, Industrial/Organizational Psychology Program, Michigan State University.

Summary: This is a study of people's experiences with unwanted events related to their sexual orientation while in work situations. The study consists of a set of online questions asking about the details of unwanted workplace events related to your sexual orientation, gender and race/ethnicity, questions about your current attitudes, beliefs, perceptions and well-being, and items assessing your personal characteristics (e.g., age, gender, etc.)

Participation Requirements: In order to participate in this study you must be at least 18 years of age.

Estimated time required: 30-40 minutes.

Risks: There is a potential risk that you may feel uncomfortable answering some of the questions contained in the survey. In addition, the questions contained in the survey about unwanted experiences related to your sexual orientation, gender, or race/ethnicity may bring up uncomfortable feelings or thoughts. You have the right to skip any questions or stop participating in this research at any time, without penalty. We strongly urge you to consult a professional in your community if these feelings begin to interfere with your well-being. A list of resources will be provided for you after you have finished participation in the survey, regardless of whether you complete all of the questions within it. Contact information for the principal investigator will also be provided at that time if you wish to contact her with any questions, concerns or comments regarding the study.

Compensation: A \$100 prize will be awarded to a randomly selected participant.

Please note that your participation is *voluntary*. That means you are free to withdraw your consent and discontinue participation in all or portions of the project at any time without penalty.

Confidentiality: Your participation in this research study will be kept completely anonymous since you will not be asked to provide your name or contact information, nor will any specific identifying information be associated with your responses (e.g., IP addresses). However, you will be required to contact the research team and provide a mailing address for your \$100 prize if you are selected as the winner. You will have the option to decline from participating in the prize drawing if you would prefer not to. At the completion of the survey, you will be assigned a two-part unique ID# which you will be instructed to write down, as well as information about the web

location and date of the announcement of the first part of the winning ID#. Because we will not be asking you to provide any personal information, it will be your responsibility to check the information on your own. In order to claim the prize, you will have to contact the person detailed on the announcement website and provide the second part of your unique ID# in order to confirm you are the winner. After 30 days of posting, if the person associated with the winning ID# does not contact the principal investigator, the lottery prize will be forfeited.

Your privacy will be protected to the maximum extent allowable by law. Your responses are being used to develop measures related to unwanted work situations related to sexual orientation. This information will be used for research purposes **only**. As with any kind of email transmission, it is possible (although unlikely) for the survey responses to be intercepted by people other than those to whom they are being transmitted. Only Dr. Ryan and her authorized research assistants will have access to the data collected in this study, which will be kept in a secured computer environment, and any data reported for scientific purpose will be in aggregate form. Upon your request and within these restrictions, the study results may be made available to you.

Contact Information: If you have any questions about this study, please contact Dr. Ann Marie Ryan, Department of Psychology, Michigan State University, East Lansing, MI 48824, E-mail: ryanan@msu.edu. If you have questions or concerns regarding your rights as a study participant, or are dissatisfied at any time with any aspect of this study, you may contact - anonymously, if you wish - Dr. Peter Vasilenko, Ph.D., Chair of the University Committee on Research Involving Human Subjects (UCRIHS) by phone: (517) 355-2180, fax: (517) 432-4503, e-mail: ucrihs@msu.edu, or regular mail: 202 Olds Hall, East Lansing, MI 48824. *A copy of this Informed Consent form will be provided to you upon your request.*

APPENDIX H

Sexual Experiences Questionnaire (SEQ)

(Source: Fitzgerald, et al., 1988)

Definitions used throughout the survey:

Coworkers should be understood to include your superiors, peers, and subordinates.

LGB stands for Lesbian, Gay, or Bisexual individuals.

For each question, please select how often you have experienced the behavior personally (e.g., someone told offensive jokes directly to you).

Within the past 12 months of your current job (or most recent job if currently unemployed), how often have people in your organization:

(Response options: Never, Once or Twice, Sometimes, Often, Very Often)

1. Repeatedly told sexual stories or jokes that were offensive to you?
2. Referred to people of your gender in insulting or offensive terms?
3. Made unwelcome attempts to draw you into a discussion of sexual matters (e.g., attempted to discuss or comment on someone's sex life)?
4. Treated you 'differently' because of your gender (e.g., mistreated, slighted, or ignored you)?
5. Made offensive remarks about your appearance, body, or sexual activities?
6. Made gestures or used body language of a sexual nature that embarrassed or offended you?
7. Made offensive sexist remarks to you (e.g., suggesting that people of your gender are not suited for the kind of work they do)?
8. Made unwanted attempts to establish a romantic sexual relationship with you despite your efforts to discourage it?
9. Put you down or was condescending to you because of your gender?
10. Continued to ask you for dates, drinks, dinner, etc., even though you said 'No'?
11. Made you feel like you were being bribed with some sort of reward or special treatment to engage in sexual behavior?
12. Made you feel threatened with some sort of retaliation for not being sexually cooperative (e.g., by mentioning an upcoming review)?
13. Touched you in a way that made you feel uncomfortable?
14. Made unwanted attempts to stroke, fondle, or kiss you?
15. Treated you badly for refusing to have sex?
16. Implied faster promotions or better treatment if you were sexually cooperative?

17. Attempted to have sex with you without your consent or against your will, but was not successful?
18. Had sex with you without your consent or against your will?
19. Engaged in some other unwanted gender-related behavior towards you?
20. If so, please describe: [TEXT BOX]

APPENDIX I

Ethnic Harassment Experiences scale (EHE)

(Source: Schneider et al., 2000)

For each question, please select how often you have experienced the behavior personally (e.g., someone told offensive jokes directly to you).

Within the past 12 months of your current job (or most recent job if currently unemployed), how often have people in your organization:

(Response options: Never, Once or Twice, Sometimes, Often, Very Often)

1. Made derogatory comments about your ethnicity?
2. Told jokes about your ethnic group?
3. Used ethnic slurs to describe you?
4. Excluded you from social interactions during or after work because of your ethnicity?
5. Failed to give you information you needed to do your job because of your ethnicity?
6. Made racist comments to you (e.g., said people of your ethnicity aren't very smart or can't do the job)?
7. Made you feel as if you had to give up your ethnic identity to get along at work?

APPENDIX J

Workplace Sexual Orientation Harassment Measure (WSOHM)

(Source: Author created)

For each question, please select how often you have experienced the behavior personally (e.g., someone told offensive jokes directly to you).

Within the past 12 months of your current job (or most recent job if currently unemployed), how often have people in your organization:

(Response options: Never, Once or Twice, Sometimes, Often, Very Often)

1. Commented that you were LGB because you do things that members of the opposite sex do?
2. Said you were 'too gay'?
3. Pressured you to participate in homophobic activities or remarks?
4. Made you feel they you to pretend to be heterosexual in social situations (e.g., pretend to have a husband/wife)?
5. Made you feel as if you had to 'act' heterosexual (e.g., monitoring your speech, dress, or mannerisms)?
6. Told you homophobic jokes or stories?
7. Made homophobic remarks to you (e.g., that LGB individuals are inferior)?
8. Stared at or directed hostile looks towards you because they believed you were LGB?
9. Displayed, used, or distributed materials (e.g., emails, pictures, leaflets, symbols, graffiti, music, stories, clothing, tattoos) which were homophobic or depicted LGB individuals negatively?
10. Used homophobic slurs to describe you (e.g., dyke, fag, fence-sitter)?
11. Accused you of being LGB?
12. Told others you were LGB?
13. Challenged your identification as LGB (e.g., it's just a phase)?
14. Said homophobic things about your sex life or sexual practices?
15. Said homophobic things about your body, appearance or grooming habits?
16. Used homophobic gestures or body language towards you?
17. Destroyed, damaged or vandalized your property with homophobic statements or slurs?
18. Expected you to behave consistently with a stereotype of LGB individuals (e.g., being sexually promiscuous, being able to fix things)?
19. Pressured you to behave consistently with an LGB stereotype?
20. Expected you to hold a stereotypically LGB job (e.g., hairdresser, florist, coach, construction worker)?
21. Asked you questions about your personal or love life that made you uncomfortable (e.g., why don't you ever bring a date to our office parties)?
22. Tried to get you to talk about issues related to sexual orientation?

23. Set you up on a date with a member of the opposite sex when you did not want it?
24. Treated you differently because they believed you were LGB (e.g. wouldn't shake your hand, ignored you)?
25. Excluded you from social interactions during or after work because they believed you were LGB?
26. Failed to give you information you needed to do your job because they believed you were LGB?
27. Bribed or rewarded you with special treatment to not disclose your sexual orientation to others?
28. Implied faster promotions or better treatment if you did not disclose your sexual orientation to others?
29. Threatened to tell others that you were LGB for not being sexually cooperative?
30. Threatened to tell others you were LGB if you did not produce certain work?
31. Threatened to tell others you were LGB if you did not give them something (e.g., money, items)?
32. Threatened you with retaliation if you did not participate in homophobic activities or remarks?
33. Told others you were LGB for refusing to have sex?
34. Treated you badly for refusing to participate in homophobic activities or remarks?
35. Sexually assaulted or raped you because you were believed to be LGB?
36. Non-sexually assaulted you because you were believed to be LGB?
37. Robbed or stole things from you because you were believed to be LGB?
38. Did anything else to you because you were believed to be LGB?
39. If so, please describe: [TEXT BOX]

APPENDIX K

Identity management measure

(Source: Button, 1996)

The following items concern how LGB individuals handle information related to their sexual orientation in the workplace. Some people are completely 'closeted' (i.e., hide their sexual orientation), while others are completely 'out' (i.e., have revealed their sexual orientation). Still others use a combination of approaches.

Please take a moment and consider how you currently handle information related to your sexual orientation during your daily work-related activities. Your answers should reflect how you conduct yourself on average, across all of your coworkers.

(Response options: Never, Rarely, Sometimes, Often, Always)

1. To appear heterosexual, I sometimes talk about fictional dates with members of the opposite sex.
2. I sometimes talk about opposite-sex relationships in my past, while I avoid mentioning more recent same-sex relationships.
3. I sometimes comment on, or display interest in, members of the opposite sex to give the impression that I am straight.
4. I have adjusted my level of participation in sports to appear heterosexual.
5. I make sure that I don't behave the way people expect gays or lesbians to behave.
6. I sometimes laugh at 'fag' or 'dyke' jokes to fit in with my straight coworkers.
7. I avoid coworkers who frequently discuss sexual matters.
8. I avoid situations (e.g. long lunches, parties) where heterosexual coworkers are likely to ask me personal questions.
9. I let people know that I find personal questions to be inappropriate so that I am not faced with them.
10. I avoid personal questions by never asking others about their personal lives.
11. In order to keep my personal life private, I refrain from 'mixing business with pleasure.'
12. I withdraw from conversations when the topic turns to things like dating or interpersonal relationships.
13. I let people think I am a 'loner' so that they won't question my apparent lack of a relationship.
14. In my daily activities, I am open about my sexual orientation whenever it comes up.
15. Most of my coworkers know that I am gay.
16. Whenever I'm asked about being LGB, I always answer in an honest and matter-of-fact way.
17. It's okay for my LGB friends to call or visit me at work.
18. My coworkers know of my interest in LGB issues.
19. I look for opportunities to tell my coworkers that I am LGB.

20. When a policy or law is discriminatory against LGB individuals, I tell people what I think.
21. I let my coworkers know that I'm proud to be LGB.
22. I openly confront others when I hear a homophobic remark or joke.
23. I display objects (e.g. photography, magazines, symbols) that suggest that I am LGB.

APPENDIX L

Sexual orientation measure

(Source: Author created; Haslam, 1997; Garnets & Kimmel, 1993; Shivley & De Cecco, 1993)

Please provide some additional information in regards to your sexual feelings, attitudes, and behaviors.

1. I am attracted to people of the same sex.
2. I have engaged in sexual practices with members of the same sex.
3. I identify as LGB.
4. I feel I have HETEROsexual tendencies.
5. I feel I have HOMOsexual tendencies.

(Response options: Disagree Strongly, Disagree, Disagree Somewhat, Neutral, Agree Somewhat, Agree, Agree Strongly)

6. Age of first romantic attraction to another person of the same sex:
7. Age of first sexual encounter with another person of the same sex:
8. Age of first self-labeling as LGB:
9. Age of first same-sex relationship:

(Response options: Never, Age:[TEXT BOX])

10. Based upon your appearance and mannerisms, how often do you feel people perceive you as LGB?

(Response options: Never, Rarely, Sometimes, Often, Always)

APPENDIX M

Demographics

(Source: Author created)

Finally, please tell us a bit more about yourself:

11. What is your age?

(Response options: [TEXT BOX])

12. Are you of Spanish, Hispanic, or Latino origin or descent?

(Response options: No, Yes)

13. Which of the following racial categories do you identify with? You may pick more than one.

(Response options: Caucasian/White, Black or African-American, American Indian or Alaska Native, Asian or Pacific Islander, Biracial)

14. How much education have you completed?

(Response options: 8th grade or less, Some high school, GED or other high school equivalency certificate, High school graduate, Vocational or technical training, Some college but no degree, Two-year college graduate, Four-year college graduate, Some graduate or professional school, Graduate or professional degree)

15. Which following category represents the total combined income during the past 12 months of all the members in your household?

(Response options: Less than \$5,000, \$5,000 to \$14,999, \$15,000 to \$24,999, \$25,000 to \$34,999, \$35,000 to \$44,999, \$45,000 to \$54,999, \$55,000 to \$64,999, \$65,000 to \$74,999, \$75,000 to \$84,999, \$85,000 to \$94,999, Over \$95,000)

16. Gender:

(Response options: Male, Female, Transgender)

17. What is your occupation (e.g. sales, teacher, mechanic)?

(Response options: [TEXT BOX])

18. How many months have you worked in your current job?

(Response options: [TEXT BOX])

19. What is your work status (select all that apply)?

(Response options: Unemployed, Full-time, Part-time, Student)

20. What state are you employed in (Please spell out)?

(Response options: [TEXT BOX])

21. What is your religion?

(Response options: Christian, Jewish, Muslim/Islamic, Buddhist, Athiest/Agnostic, Non-practicing/No religion, Other (please specify))

APPENDIX N

Brief Symptom Inventory (BSI): Depression

(Source: Derogatis & Melisaratos, 1983; Derogatis, 1993)

Below is a list of problems and complaints that people sometimes have. Read each one carefully and select the option that best describes how much discomfort that problem has caused you during the past 7 days including today.

(Response options: Not at all, A little bit, Somewhat, Quite a bit, Very much)

1. Loss of sexual interest or pleasure
2. Feeling low in energy or slowed down
3. Thoughts of ending your life
4. Crying easily
5. Feelings of being trapped or caught
6. Blaming yourself for things
7. Feeling lonely
8. Feeling blue
9. Worrying too much about things
10. Feeling no interest in things
11. Feeling hopeless about the future
12. Feeling everything is an effort
13. Feelings of worthlessness

APPENDIX O

Brief Symptom Inventory (BSI): Anxiety

(Source: Derogatis & Melisaratos, 1983; Derogatis, 1993)

Below is a list of problems and complaints that people sometimes have. Read each one carefully and select the option that best describes how much discomfort that problem has caused you during the past 7 days including today.

(Response options: Not at all, A little bit, Somewhat, Quite a bit, Very much)

1. Nervousness or shakiness inside
2. Trembling
3. Suddenly scared for no reason
4. Feeling fearful
5. Heart pounding or racing
6. Feeling tense or keyed up
7. Spells of terror or panic
8. Feeling so restless you couldn't sit still
9. The feeling that something bad is going to happen to you
10. Thoughts and images of a frightening nature

APPENDIX P

Organizational commitment measure

(Source: Meyer, Allen & Smith, 1993)

The following statements concern how you feel about the organization where you work. Please indicate the extent of your agreement or disagreement with each statement by selecting the appropriate option.

(Response options: Disagree Strongly, Disagree, Disagree Somewhat, Neutral, Agree Somewhat, Agree, Agree Strongly)

1. I would be very happy to spend the rest of my career with this organization.
2. I really feel as if this organization's problems are my own.
3. I do not feel a strong sense of 'belonging' to my organization.
4. I do not feel 'emotionally attached' to this organization.
5. I do not feel like 'part of the family' at my organization.
6. This organization has a great deal of personal meaning for me.
7. Right now, staying with my organization is a matter of necessity as much as desire.
8. It would be very hard for me to leave my organization right now, even if I wanted to.
9. Too much of my life would be disrupted if I decided that I wanted to leave my organization now.
10. I feel that I have too few options to consider leaving this organization.
11. If I had not already put so much of myself into this organization, I might consider working elsewhere.
12. One of the few negative consequences of leaving this organization would be the scarcity of available alternatives.

APPENDIX Q

Job Satisfaction Scale

(Source: Brayfield & Rothe, 1951)

Please indicate how you feel about your current job (or most recent job if currently unemployed).

(Response options: Disagree Strongly, Disagree, Disagree Somewhat, Neutral, Agree Somewhat, Agree, Agree Strongly)

1. Most days I am enthusiastic about my work.
2. I feel fairly satisfied with my present job.
3. Each day at work seems like it will never end.
4. I find real enjoyment in my work.
5. I consider my job rather unpleasant.

APPENDIX R

Rosenberg Self-Esteem Scale (RSES)

(Source: Rosenberg, 1979)

Below is a list of statements dealing with your general feelings about yourself. Please select the most appropriate option.

(Response options: Disagree Strongly, Disagree, Disagree Somewhat, Neutral, Agree Somewhat, Agree, Agree Strongly)

1. On the whole, I am satisfied with myself.
2. At times I think I am no good at all.
3. I feel that I have a number of good qualities.
4. I am able to do things as well as most other people.
5. I feel I do not have much to be proud of.
6. I certainly feel useless at times.
7. I feel that I'm a person of worth, at least on an equal plane with others.
8. I wish I could have more respect for myself.
9. All in all, I sometimes feel that I am a failure.
10. I take a positive attitude toward myself.

APPENDIX S

Organizational climate measure

(Source: Button, 2001; Stokes, Bingham & Scherer, 2001; Stewart-Belle & Barnes, 2000)

Please take a moment and consider the organization that employs you and respond to each of the following statements using the appropriate response scale.

(Response options: Disagree Strongly, Disagree, Disagree Somewhat, Neutral, Agree Somewhat, Agree, Agree Strongly)

1. My organization has a clear written policy prohibiting discrimination on the basis of sexual orientation.
2. My organization has an effective chain of command for reporting complaints of discrimination on the basis of sexual orientation.
3. My organization takes complaints about discrimination on the basis of sexual orientation seriously.
4. My organization treats all complaints about discrimination on the basis of sexual orientation the same.
5. My organization has a diversity-training program that includes awareness of LGB issues.
6. My organization publicly supports LGB issues or activities (e.g. corporate representations at Gay Pride events).
7. My organization has an officially recognized organization of LGB employees.
8. My organization offers benefits that include health insurance for domestic partners.
9. If I felt personally harassed by someone at my organization because of my sexual orientation, I would feel comfortable reporting it.
10. If I observed someone else being harassed by someone at my organization because of his/her sexual orientation, I would feel comfortable reporting it.

APPENDIX T

Positive and Negative Affectivity Scale (PANAS)

(Source: Watson, Clark, & Tellegen, 1988)

This scale consists of a number of words that describe different feelings and emotions. Read each item and then mark the appropriate answer in the space next to that word. Indicate to what extent you have felt this way during the past year.

(Response options: Not at all, A little bit, Somewhat, Quite a bit, Very much)

1. Interested
2. Distressed
3. Excited
4. Upset
5. Strong
6. Guilty
7. Scared
8. Hostile
9. Enthusiastic
10. Proud
11. Irritable
12. Alert
13. Ashamed
14. Inspired
15. Nervous
16. Determined
17. Attentive
18. Jittery
19. Active
20. Afraid

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