"COMING OUT" AT WORK: DILEMMA FOR LGB EMPLOYEES IN VIETNAM

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Abstract - This paper examined the sexual orientation disclosure of LGB (lesbian, gay , bisexual) staffs in the Vietnamese working environment along with its antecedents and consequences.The method was quantitative with320 people in this community validly returning the questionnaire.The results showed that sexual orientation disclosure had a certain impact on LGB staffs' work attitudes, but the higher effect belonged to company support. Reaction of coworker also had a small influence to the attitudes. In terms of antecedents of disclosure, personal characteristic played the biggest role, followed by company support and perceived social support. Solutions for LGB employees, coworkers, managers and the whole society are addressed to improve the working environment for LGB workers in Vietnam.

Key word - coming out, sexual orientation, workplace, disclosure , LGB employees.

I. INTRODUCTION

According to Anderson et al. (2001), sexual orientation disclosure is a continuum ranging from revealing one's sexual orientation (labeled being explicitly out), to not confirming or denying one's sexual orientation to others (labeled being implicitly out), to staying away from topics or situations that could reveal one's sexual orientation (labeled avoiding), and ending with explicitly lying about one's sexual orientation (labeled hiding). In recent years, developed Western countries have had many studies in organizational behavior, leadership, human resources management about sexual orientation disclosure in working environment (e.g.Ensher and Gran Vallone, 2001; Griffith and Hebl, 2002; Ragins, et al. , 2007; Croteau, et al., 2008;King et al. , 2017…).But in Vietnam and many other Asian countries, there are no such academic studies.

This current research is significantly important for many reasons. Firstly, it is estimated that 8 –11% of the Vietnamese workforce are LGBT workers and they are being challenged by prejudices and discrimination at work (Being LGBT in Asia: Viet Nam Country Report, 2014).Second, for sexual minority employees, disclosing one's sexual identity in the workplace is one of the most challenging career decisions (Ragins et al., 2007). There are many reasons this decision can be difficult, including fear of stigmatization or social rejection (LeBlanc et al., 2015; Ragins et al., 2007). At the same time, those who remain closeted reported lower levels of psychological well-being and life satisfaction (Garnets & Kimmel, 1993; Lane & Wegner, 1995; Baretto, et al. , 2006), increased stress and health risks due tosubstantial and energy-draining strategies aimed athiding their stigmatized identity (Kalichman&Nachimson, 1999, LeBlanc et al. , 2015; Sawyer et al. , 2015; King et al. , 2017; Malterud& Bjorkman, 2016).

Third, there is no academic research addressing sexual orientation disclosure in Asian workplace, excepts some related descriptive statistic in Hong Kong, Indonesia, Nepal, Thailand (UNDP; 2012, 2013, 2014, 2015) . Self-disclosure is a complicated and dynamic process (Harris et al., 1999) affected by innumerable contextual and cultural factors in addition to individual differences, personal motives and the actual contents of disclosures. East Asians like Vietnamese are less likely than Westerners to disclose sensitive information about the self (Asai&Barnlund, 1998; Chen, 1995; Gudykunst& Nishida, 1983; Kito, 2005; Ting-Toomey, 1991).Thus, it's worth considering this issue among Vietnamese workforce.

The current study empirically examined self-disclosure of sexual orientation in theVietnamses workplace . There has been an increasing number of related studies all over the world such asone of the Day and Schoenrade (1997) mentioning how exchange of sexual identity is related to critical work spirit, of Griffith and Hebl (2002) exploring disclosing sexual orientation at workplace in American context. This paper was developed from the research of Griffith and Hebl (2002), but addedemployees'perceived social supportto consider its impact to disclosure. In addition to consideringjob satisfaction, this study complemented another work attitude- organizational commitment. The reason was derived from the circumstancein which many Vietnamese LGB employees leave their work due to organizational discrimination. (UNDP, 2014)

Generally, this research aimed to evaluate the extent to which organizational supportiveness, individual differences, external factors affect LGB employees' sexual disclosure at work. From all of those together with reaction of coworkers, this study is hoped to find out how they lead to the outcome on LGB employee work attitudes.

II. LITERATURE REVIEW

Sexual orientation self-disclosure at work:
Self-disclosure is a communication process by which a person conceals information about herself or himself to someone. The information can be evaluative or descriptive, and may include feelings, thoughts, aspirations, goals, successes, failures, dreams , and fears, as well as one's dislikes, likes , and favorites (Ignatius and Kokkonen, 2007). Self-disclosure about ones' sexual orientation is commonly known as "Coming out". The decision to come out is one of the critical job decisions gay and lesbians workers have to make (see Lucas and Kaplan, 1994; Ragins, et al. , 2007, Clair et al., 2002; Bowen and Blackmon, 2003)

"Coming out" and relationship with job attitudes:
Consistent with Hebl and Griffith (2002) study, we examined how disclosure relates to job satisfaction. Research conducted outside the workplace has shown that those individuals who disclose their identity to others tend to have higher psychological adjustment and life satisfaction (e.g., see SavinWilliams& Rodriquez, 1993; D'Augelli& Hershberger, 1993; Ellis &Riggle, 1996; Garnets & Kimmel, 1993). We anticipated similar outcomes in the workplace, particularly given that employees who hide their sexual orientation report strategies (e.g., making up lies, switching the gender of their partners in conversation) for dealing with the related psychological distress (e.g., shame, fear) that can consume their time and energy. Likewise, employees who disclose may be able to establish closer and more honest relationships with coworkers and feel accepted for who they are. We anticipated that these outcomes related to workplace disclosure will influence job attitudes, such that:
Hypothesis 1 :LGB workers who have opened their sexual identity to more colleagues will have more job satisfaction (1a) and organizational commitment (1b)
These inferences are relied on Day and Schoenrade's (1997) reports in part. Though they discovered clue for different jobs satisfaction, they had no discussion on organizational commitment.

Importance of Organizational Supportiveness:
The level to which an organization support related characteristics is very crucial to minority employees (refer Rynes, 1990). Likewise, Button (2001) suggested that organizational efforts to confirm sexual orientation variation resulted in enhancing viewpoints of fair and impartial treatment by workers. This study widens to study how the workplace environment effects the disclosure behavior of LGB employees. Driscol, Kelley, andFasinger (1996) claimed that ". . . it is likely that perceived and actual empathy in the workplace atmosphere regarding LGB people will be associated to disclosure behavior of homosexual identity at work" . As Driscol noted, organizational supportiveness for sexual identity diversity may express itself in the perceptions of support among colleagues (for example subjective estimates) or of actual organization policies (such as nondiscriminatory policies, partner benefit policies…). So, we believe that organizational support will result in more disclosure as organizational supportiveness may inform to LGB workers that the organization is a safe place in which they can disclose their sexual identity. As a result, we suggested the following:
Hypothesis 2 :The more that an organization is perceived to be supportive towards LGB employees (H2a) and has supportive policies (H2b), the more gay/lesbian workers will have disclosed their sexual orientation at work.

Organizational Supportiveness and Employee attitudes :
In addition to the impact on disclosure, we predicted that the support of an organization will also affect work attitudes. Especially, an organization that is LGB supportive and recognizes the needs of employees will seem to have a positive influence on employees' work attitudes and their well-being in general (Croteau and Lark, 1995; Hallowell, Schlesinger, and Zornitsky, 1996). Moreover,Hebl and Griffith (2002) found that those who acknowledge and receive favorable and supportive reactions from others feel happier and less stressed in the workplace. Due to the differences in organizational culture in Vietnam-based company, we want to replicate this hypotheses from Helb and Griffith (2002):
Hypothesis 3:The more that a company is recognized to be supportive towards LGB employees, the better their job satisfaction (3a) , organizational commitment (3b).

Personal characteristic:
Few researches have previously examined how personal differences associate with disclosure of sexual orientation at work, and we suggested that such differences must be considered to totally understand self-disclosure behavior in the workplace (Bohan, 1996). For example , Button (2001) claimed that attitudes about a discriminated sexual orientation affect working behaviors. In this initial examination for Vietnam, we particularly concerned two individual differences: degree of self-tolerance that one has and the level to which one disclosed to other people outside their workplace. Each of these scales supply some items toward the personal characteristic measurement in our study. Thus, we anticipated the following:

Hypothesis 4: Personal characteristic will effect the level to which LGB workers open their sexual orientation to other people at work.

Conducted in the context of Vietnam, where there is no such studies, we are eager to thoroughly consider the impact of cultural- social factor to sexual orientation disclosure of LGB employee at work.There is no doubt that there are differences in the culture of Vietnam, an East Asian countries and other Western countries where such studies have been conducted. In Western societies a certain degree of self-disclosure in the form of individualistic initiation and presentation skills is a prerequisite for a "fair" social exchange (Hamid, 1994). In cultures of collectivistic orientation like Vietnam , knowledge of the social situation in which the encounter takes place, and prior knowledge of the rules of conduct are more influential in determining an individual's behaviour than personal dispositions (Hamid, 1994).

Social situation can be examined by the concept "social support". Social support is commonly defined as a social psychological concept that "addresses the mechanisms and processes through which interpersonal relationships protect and help people in their day-to-day lives, as well as in particular circumstances such as physical or psychological illnesses"(Trepte& Scharkow,2016). It is conceptualized as perceived social support. Eachemployee will have different perception of support depending on their owncontext and personal differences (Aronson et al. , 2017, Gazzaniga et al. , 2002). From this reason, we suggests the following:

Hypothesis 5: The more LGB employees perceive support from their culture and society, the more easily they will open their sexual orientation in the workplace.

This was a new factor we suggested due to the different cultural context of Vietnam compared with other Western countries where this kind of research originated.

Indirect effect on employee attitudes:

Because organization support, company policy, personal characteristic and perceived social support effect directly sexual orientation disclosure while there is a proposed relationship between disclosure and LGB employee job satisfaction and organizational commitment. Thus, we anticipated the following hypothesis.

Hypothesis 6: Organization support, company policy, personal characteristic and perceived social support have a indirect effect on job satisfaction and organizational commitment.

Reactions of Coworkers:

React from colleagues plays an important role in defining whether a person are better of coming out or maintaining their secret identity . Coming out or hiding ones'(Ellis and Riggle, 1996), and we strongly believe this is the situation in the reactions that colleagues have toward LGB employees who open their sexual identity. LGB workers often describe hesitancy in disclosing something to their important others, their family, or even their weekend schedule because they are afraid of revenge or rejection from colleagues (Vargo, 1998). Supportively, Franke and Leary (1991) found out that lesbian concern regarding coworker's feedback to their disclosure anticipated their actual readiness to disclose. In hiding their sexuality, closeted employees describe the need to utilize significant and energy-draining tactics to keep their discriminated identity (Ellis and Riggle, 1996). These anxiety managing tactics comprise: self-editing, revealing fake personal information , depending on the usage of neutral pronoun ("they" more than "she" or "he") when talking important others or more serious measures like avoiding certain colleagues (Rogers and Hebl, 2001). Although much of the hiding of disclosure concentrates on preventing negative feedbacks, the benefits of disclosures are anticipated to happen only when positive reactions of coworkers exist. Similarly, if coworkers have negative feedbacks to an "out" LGBT worker (for example by expressing enmity, treating them unequally, avoiding them), we anticipated that disclosure will not be related to more positive work attitudes. Therefore, we consider that positive work attitudes will only increase when people disclose to coworkers who have positive feedback. So, we anticipate that coworkers' reactions moderate the connection between disclosure and work attitudes.

Hypothesis 7: The relation between disclosure and job satisfaction or organizational commitment will be moderated by coworkers' reaction to that disclosure.

III. METHODOLOGY

Research approach:

This study applied quantitative methods. Quantitative was used for testing the hypotheses. The quantitative phase of this study will be carried out by SPSS software with some statistical technique comprising reliability and exploratory factor analysis, descriptive statistic analysis , multiple regression, path analysis and ANOVA.

Participants and sample size:

In order to sort out the right objects, participants were asked to respond to questions about their sexual orientation and employment status.. The sample size should be around 320 to ensure the ratio compared to the number of questions in the questionnaire at 1: 5 (one question, 5 samples) to ensure minimum exploratory factor analysis.

Data collection and sampling method:

It is difficult to approach the overall population ofLGB at work, so we can only perform non-probability sampling methods such as convenient sampling, quota sampling and snowball sampling. .

Collecting information from this survey group is not easy due to the sensitivity of the research problem.

However, we tried to make the most of the resources available through the following strategies:

- One of our great fortunes is being research partner for the ICS , one of the two most active civil society organizations in promoting LGBT right in Vietnam (together with ISEE). Through the cooperation with ICS organization, we had them send survey to business partners in their "Work with pride" project and on ICS fan page. 400 questionnaires were sent via both online and offline survey. Fortunately, 320 were returned and qualified for analysis-

Survey Instrument:

The questionnaire was designed in three parts: filtered questions, main questions and demographic one. The first part includes questions about sexual orientation and working status. The main part asks questions relevant to the research objectives. And the third part serves as the basis for further analyzes.

Measures:

Sexual orientation disclosure: Disclosure at workplace was measured by refering the Workplace Sexual Identity Management Measure – Revised (Lance et al. , 2010) . This 12-item measure evaluates the level to which one engages in avoiding behaviors (for example avoid discussing or lie…) and overt behaviors (disclose, directly address) relating to their sexual identity. But through the previous interview, we decided to eliminate 3 items that our participants considered irrelevant.

Job satisfaction was referred from The Generic Job Satisfaction Scale by Macdonald, S., andMacIntyre, P. (1997). There were 10 items in that scale that we listed all in our measure.

Organizational commitment was picked up 6 relevant items from Meyer and Allen's (1997) Organizational Commitment Questionnaire (OCQ).

Organizational support. Not consistent with Griffith and Hebl (2002), they asked respondents if their organization had 7 kinds of policies or not. Because LGBT-related polies are really rare in Vietnam, we consider we should not ask specifically in that way. With this reason, we only raised one question that " Do you know that your company has some policies which protect LGB employees?". Perceived support towards LGB workers was referred from Waldo's (1999) WHEQ questionnaire.

Personal characteristic. Along with some items we discovered from the qualitative round, we referred some other two items from the degree of self-acceptance scale from Waldo's (1999) study.

Perceived social support :we developed 10 items to measure this construct based on Multidimensional Scale of Perceived Social Support (Zimet et al., 1988) and our interview in qualitative phase. A sample item is " My family support my sexual orientation".

Coworkers' reactions: we adapted the scale of coworker reaction (Griffith and Hebl,2002) she developed in her paper "The disclosure dilemma for gay and lesbians: coming out at work" with 16-items scales which we referred all in our questionnaire.

Table 1: Measurement scales

Scale or subscale	Example item	No. of items
Sexual orientation disclosure (SEXDIS)	We're willing to tell my colleagues about my sexual orientation when they concern.	9
Job satisfaction (JOBSATIS)	I feel the current job is really good.	10
Organizational commitment (ORCOM)	I will work for this company in the long run.	6
Organizational supportiveness + Policy (POLICY) +Organizational support (ORSUP)	My company has adequate polies to protect LGB employees My company are really open-minded about LGB issues	1 9
Personal characteristic (PERSON)	I'm comfortable with my sexual orientation.	4
Perceived social support (PSS)	My family support my sexual orientation	10
Coworker reaction (COREACT)	My coworkers are still friendly to me.	16

Respondents answered to all items on 5-point Likert scales: 1 ! strongly disagree, 3! neutral, and 5! Strongly agree.

IV. RESEARCH FINDINGS

Table 2: Demographic statistic of sample

	Title	Frequency	Percent
Gender	Male	179	56%
	Female	141	44%
Sexual orientation	Homosexual	234	73%
	Bisexual	86	27%
Age	18-30	154	48%
	30-50	118	37%
	>50	48	15%
Company type	FDI	60	19%
	Private	100	31%
	State	100	31%
	Government agency	60	19%
Job	Employee	218	68%

position	Mid-level Supervisor	64	20%
	Manager	38	12%

Reliability and Factor analysis :
a. Reliability:

Table 4: Reliability analysis

Variables	Deleted items	Remaining items	Cronbach alpha
ORSUP	2	7	.863
PERSON	0	4	.809
PSS	3	7	.918
SEXDIS	2	7	.894
JOBSATIS	2	9	.925
ORCOM	0	6	.941
COREACT	3	13	.936

In table 4, Cronbach alphas which range from .809 to .941 demonstrates high reliability measurement scales.

b. Factor analysis:
For this research, the EFA was applied twice, once for 35 items of dependent variables: sexual orientation disclosure, job satisfaction and organizational commitment and once for 22 items of independent variables (including 1 moderator) : organizational support, company policy, personal characteristic, perceived social support and coworker react. Three factors were extracted from dependent variables which respectively corresponded to the concepts of disclosure , employee attitudes (including all items in job satisfaction and organizational commitment) and coworker reaction.

Table 5: Summary of Dependent Variables with Reliability Coefficients

Factors	Number of Items
Factor 1: SEXDIS	7
Factor 2 : employee attitude (EMAT)	15
Factor 3: COREACT	13

KMO index = .868 and Sig. of Bartlett's test = .00.
Total variance explained = 65.27%

In Table 6, when it comes to the group of independent variables, three factors were extracted which respectively corresponded to the concepts of personal characteristic, company support (including all items in perceived organizational support and 1 item of policy) and perceived social support.

Table 6: Summary of Independent Variables with Reliability Coefficients

Factors	Number of Items
1. PERSON	3
2. COMSUP	8
3. PSS	7

KMO index = .885 and Sig. of Bartlett's test = .000
Total variance explained = 67.51%

Correlations between variables:

Table 7: Pearson Correlations between Variables of the Research Model:

Variable	Emat	1	2	3	4	5
1. PERSONAL	.113*	1.000				
2. COMSUP	.469**	.197*	1.000			
3. PSS	.021	.286*	.021	1.000		
4. SEXDIS	.476**	.634**	.358*	.322*	1.000	
5. COREACT	.323**	.231*	.438**	.231*	.235*	1.000
Mean	3.124	3.245	3.523	3.216	3.368	3.423
SD.	0.389	0.633	0.611	0.309	0.703	0.632

*** p< .05 **p< .01**

The results of correlation coefficients as showed in Table 7 indicated that these variables PERSONAL, COMSUP, PSS have positive significant correlations to dependent variable DISCLOSE. And it also indicated significant relationships between the dependent variable, EMAT, and the independent variables PERSONAL, COMSUP, PSS, DISCLOSE and COREACT.

Factors Directly Affect Employee Sexual Orientation Disclosure:
The results of the first multiple regression testing the effects LGB Employee Sexual disclosure showed that all three independent variables including Personal, company support and social support had directly significant effects LGB Employee Sexual disclosure. Personal possessed the highest positively influence on SEXDIS with (β = .412, p < .001), followed by COMSUP with (β = .363, p < .01), and PSS with (β = .218, p < .001). Thus, the three hypotheses (namely H5, H2,3 , and H6) of this study were supported at 99% level of confidence.

Table 8: Effect Coefficients of antecedents on sexual orientation disclosure:

Variables	Unstandardized Coefficients	t-value	Sig.
1.PERSONAL	.412	3.548	.000
2. COMSUP	.363	2.431	.008
3. PSS	.218	2.956	.000

Note: Dependent Variable: SEXDIS
- Predictors: PERSONAL, COMSUP, PSS
- ANOVA: F_C (3, 316) = 2.60 , F'_T= 94.92, Sig. =000, R^2= .474

Factors Affecting Employee Attitudes:

a. Directly Affect Employee Attitudes:
The results of the second multiple regression indicated that three independent variables had positively significant effects on employee attitudes. COMSUP provided the highest effect on EMAT with (β = .398, p<.01), followed by DISCLOSE with (β = .213, p < .01. With this result, the three hypotheses (namely H3,4 , H1) of this study were supported at 95% level of confidence. .

Table 9: Effect Coefficients on Employee Attitude

Variables	Unstandardized Coefficients	t-value	Sig.

1.COMSUP 2.SEXDIS	.398 .213	4.556 3.613	.000 .000

Note: Dependent Variable: EMAT
- Predictors: COMSUP, SEXDIS
- ANOVA: F (3, 316) = 2.60, F_T=42.8, Sig. =.000 < .05, R^2= .289

b. Factors Indirectly Affect Employee attitudes:

So as to confirm the impact of variables, casual and path analysis was used which is commonly used method (Baron and Kenny, 1986). This method demands researchers to estimate each of the paths in the model and then ascertain whether a variable functions as a mediator by seeing if certain statistical criteria are met Moreover, path analysis was applied to provide estimation of the significance of hypothesized cause-effect relationship between combination of variables. Path analysis was an expansion of multiple regressions.

The result of multiple regression analysis showed that SEXDIS was mainly affected by three factors including COMSUP (β = .363), PERSON (β = .412), and PSS (β = .218). These three factors directly affected the intervening variable of employee sexual orientation disclosure and then that disclosure variable directly caused an effect on EMAT (β = .213). So, through SEXDIS as a intervening variable , the factors of COMSUP, PERSON and PSS created indirect effects on EMAT at (.077), (.088), and (.046) respectively. Thus, hypothesis 7 was supported.

c. Total Causal Effects on Employee Attitude:

Regarding the total effects showed on Table 10, the total effect of all factors on employee attitude were .937. In which the company support had the strongest effect on employee attitude with β=.475; while the primary factor of this research – disclosure – coly has the second highest impact (β = .213) and is equal to half of company support effect. In terms of factor which is considered a moderator in the research model, coreact, only has the direct effect on employee attitudes.

Table 10: Direct, Indirect, and Total Causal Effects

Variables	Causal Effect		
	Direct	Indirect	Total
COMSUP	.398	.077	.475
PERSONAL		.088	.088
PSS		.046	.046
SEXDIS	.213		.213
COREACT	.115		.115
TOTAL	.726	.211	.937

Moderation effect of Coworker react to the relationship between Disclosure and Employee Attitude:Sharma and ctg (1981) introduced a 4-step process to discover types of moderation effect. Examine this equation:

Employee attitude = β_0 + β_1SEXDIS + γCOREACT+δSEXDIS* COREACT

Step 1:Detemine if there is a correlation relationship between SEXDIS*COREACT and EMAT (δ≠0) . From the SPSS analysis, δ= .013 ,sig =.236 >.05, we cannot reject the null hypothesis that δ=0, which means no relationship between SEXDIS*COREACT and EMAT. So, we continued with step 3 in the process.

Step 3: Examine if COREACT has the relationship with EMAT or not. And with the same analysis, wefound out γ= .115, sig= .021<.05. We can reject the null Hypothesis that γ= 0, or COREACT has the relationship with EMAT.

With that analysis, our hypothesis 8 was rejected because COREACT was not a moderator in the model. Actually, it was an independent variable which affected EMAT.

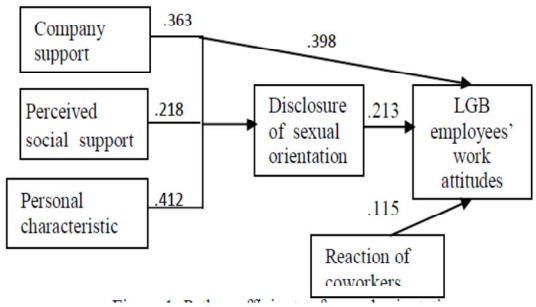


Figure 1: Path coefficients of sexual orientation disclosure model

V. DISCUSSION AND IMPLICATIONS

Theoretical implication:

- **Scales:** When testing the scale, we found that most of the latent variables are described in less than the observed variables in the root scale. It is easy to understand that the manifestation of sexual orientation at workplace in Viet Nam is not as plentiful as in developed countries (places of origin of the scales). In the case of the disclosure, for example, the questionnaire was eliminated some rare observational variables that are unpopular in Vietnam, such as the preferred sexual orientation dressing, LGB badges at work, ...
- **Perceived social support:** This is a new phenomenon in the study of sexual orientation disclosure in the workplace. Although some observational variables are removed from the scale, most observational variables are retained and converged on one factor PSS after factor analysis. This clearly shows that PSS is a factor which is worth considered in our research. Compared with Multidimensional Scale of Perceived Social Support (Zimet, Dahlem, Zimet and Farley, 1988), our scale has some new items related to politics, religion, ethics which influence LGB employees' coming out.

- **Personal characteristic:** This variable is described with significant changes compared to other similar studies. Specifically, after qualitative research (personal interview), the variables "personal" is shortened to four observation variables, one of which is a new observation variable, "I do not like discussing love at work". And two other items in this scale is a shorten version of Waldo's (1999) measurement for degree of self-acceptance.
- **Policy:** Organizational support: Inconsistent with Griffith and Hebl's (2002) research on the elements of the working environment that affect disclosure, in our paper, the analysis of the EFA has aggregated the observation variables of policy and Orsup to one factor- Company support. This indicates that when a company that is LGB-friendly, the relevant policy will also have similarities with the general environment within that company. So there is no need for independent examination of those two factors.
- **Employee attitudes:** Similar to policy and orsup, the variables of LGB employee attitudes including jobsatis and orcom, also converge on a common element of the employee attitudes. We do not need to consider them separately in some similar studies (e.g. Day and Shoenrade, 1997; Ragins, et al. , 2007) .
- **Factors affecting disclosure:** With the results in the finding section, we see that three factors, company support, personal and PSS explain nearly 50% of the variation in disclosure. It is interesting to note that personal factors have the highest regression coefficient (β= .412), which is different with findings of Griffith and Hebl (2002) and Day and Schoenrade (1997) indicating that perceived organizational support had the highest effect . When it comes to new factor- PSS, the result showed that it indeed has an impact on disclosure (β=.218).
- **Factors affecting employee attitudes :** We obtain R^2 = .289 in the second regression for employee attitudes. This figure is low but reflects the actual situation. It may be simple, LGB staff in addition to attention to their circumstance, like other employees, they also need other material and spiritual elements to be satisfied at work and commit with their company. Rewards, incentives, working space, management of the upper level are factors that can be considered outside of the research model. Congruent with previous research (Day and Schoenrade, 1997; Griffith and Hebl ,2002; (Ragins, et al. , 2007), LGB employees in Vietnam generally have better attitude at work when they can manifest their identity
- Back to the model in this article, in the direct and indirect effects on the employee attitudes, company support has the greatest aggregate impact (β= .475), not disclosure (β= .213). Perhaps with a more biased background on LGB in Vietnam, sexual orientation disclosure is very difficult. Even when disclosing, those employees are not guaranteed a positive feedback. Therefore, with LGB employees, the support of the company in general has been a great consolation for them, no matter that they disclose or not..
- **Role of coworker react:** At first, coreact was supposed to be a moderator for the relationship between disclosure and employee attitudes. But the unexpected analysis results that coreact has a direct effect on the LGB employee attitudes. The explanation is the same as above, LGB whether disclose or do not disclose, as long as feeling the reaction from colleagues, they will have a better working attitude. So we wonder if they do not disclose, how can the coworker react? Simply, many colleagues when being in doubt about the LGB's sexual orientation, they will react and have attitude no matter that LGB employees disclose or not. This finding is definitely dissimilar to Griffith and Hebl's (2002) conclusion which demonstrated a moderation effect of coworker react.

Practical implication

- **For managers :** For executives, they need to be aware that investment to the issue of sexual orientation among LGB employees also contributes to enhance LGB employee attitude. Obviously, the company support factor with the highest impact on the employee attitudes is a clear demonstration of that. In addition, managers also need to know that personal and social factors have a significant impact on LGB staff. Therefore, company support does not always determine the disclosure and attitude of LGB employees.
- **For coworkers:** The effects of company support and coreact also imply the attitude and behavior of co-workers towards LGB employees. You should understand that your LGB colleague has faced many difficulties in their family and in society. They always hope the workplace will be a place to help them find the sympathy, the comfort so that they can dedicate to the organization. Therefore, as co-workers and friends, we should give them psychological comfort so that they can fulfill their desires.
- **For LGB employees :** The results of the study also highlighted the significant influence of LGB personal characteristic on their disclosure. With this finding, our research also wants to send an advice to LGB employees. No matter how much working environment and society support you, if you do not open your heart to them, those support seems meaningless. Besides, you also need to be aware you're your openness when possible also has significant benefits for yourself

and your relationships with colleagues. So think again about the viewpoint: "I do not like to share my love story with colleagues". Sometimes that thought is the wall that invisibly separates you from your colleagues.

- **For society:** In this research, again, perceived social support is a new factor which was examined due to the differences of Vietnamese society compared with countries where similar research took place. Law makers, activists and the whole society should consider LGBT issue in workplace is a unseparated components in the whole right campaign for those disadvantage fates.

VI. LIMITATION AND FUTURE RESEARCH:

In our research model, we were not able to care for negative attitudes of employee such as job anxiety, mental health of LGB worker. Further studies may examine the effects of these variables.

On the "policy" factor, in fact the measurement in this study with only one observation variable is so general. It is also due to objective reason that policy related to LGB is quite new in Vietnam, many enterprises still do not have. In the future when that policy type is mentioned more commonly, we can set up multidimensional indicator for policy with each observation variable being one kind of policy.

Current research only focuses on LGB employees inside a company. However, in the field of LGB-related business research, there is other direction aiming at LGBT clients (outside the company). If we have conditions, that topic area can be included for a full examination on LGBT in business. We are currently working with the ICS Center to conduct a survey on the impact of LGB-friendly businesses on LGB clients in particular and society at large.

CONCLUSION

This paper was inspired from Griffith and Hebl (2002) research on sexual orientation disclosure in American context. Along with their reasoning, we myself modify and develop their ideas to build a conceptual model for Vietnamese context. Perceived social support is a completely new factor, while some other remained the same or similar to previous similar studies. Disclosure plays a central role among variables. It is effected by some independent variables such as organizational support, company policies, personal characteristic and perceived social support. Sexual orientation disclosure along with organizational support and company policies were examined whether they have relationship with employee attitudes (job satisfaction, organizational commitment) or not. Simultaneously, we also looked at the indirect effects of other independent variables to employee attitudes. In this model, coworker react was supposed to moderate the relationship between disclosure behavior and job satisfaction or organizational commitment. In addition, identity disclosures of LGB workers in different types of company in Vietnam were also examined whether they were different or not. The results show that disclosure has a certain impact on the LGB staff's' work attitude, but the higher effect belongs to the company support. Besides, other influences on sexual disclosure come from personal factors, social environment and the reaction of coworker. In terms of antecedents of sexual disclosure, personal characteristic plays a biggest role, followed by company support and perceived social support.

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