Development of a composite job quality index for LGBTQ+ workers in Quebec (Canada)

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Abstract. *When heterosexism and cisgenderism leads to social exclusion at work, it negatively affects the well-being of LGBTQ+ people. To measure this phenomenon, the authors constructed a specific job quality index based on a sample of 1,761 LGBTQ+ Quebec workers recruited as part of the UNIE-LGBTQ survey (2019–2020). The index was created using factor scores; it comprises 16 indicators and covers five dimensions. It has acceptable internal consistency and is moderately associated with LGBTQ+ job satisfaction. Its conceptual validity is bolstered by the fact that it reflects anticipated differences between groups.*

Keywords: *sexual orientation, gender identity, employment quality, working conditions, work environment, job satisfaction, heterosexism, cisgenderism, Canada.*

1. Introduction

Quebec prohibited discrimination based on sexual orientation in 1977, when it took the unprecedented step, nationally and internationally, of enshrining that principle in article 10 of its Charter of Human Rights and Freedoms.[1] In 2016,

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[1] Charter of Human Rights and Freedoms, CQLR c C-12, art. 10, https://canlii.ca/t/19cq#art10.

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it added gender identity and expression to the types of discrimination listed in the article. Discrimination on these grounds is therefore prohibited, including in terms of employment, which covers hiring, promotion, transfer, lay-off and dismissal (art. 16). Furthermore, at the national level, Canadian human rights law[2] includes sexual orientation (since 1996) and gender identity and expression (since 2017) among the types of discrimination prohibited with regard to employment (Kirkup 2018).

While these legislative developments promote greater equity, they do not guarantee effective changes in public attitudes towards LGBTQ+ people (i.e. lesbian, gay, bisexual, trans or queer people, or those who constitute another minority group because of their sexual orientation or their gender identity or expression), particularly in the workplace. Such people continue to face forms of exclusion at work because of heterosexism and cisgenderism.[3] In Canada and elsewhere, according to the data, LGBTQ+ workers fare less well than their heterosexual and cisgender[4] counterparts on various fronts, including in terms of pay (Waite, Ecker and Ross 2019; Waite, Pajovic and Denier 2020), overqualification (Bauer et al. 2011; James et al. 2016), atypical working hours (Allan et al. 2020; Waite, Pajovic and Denier 2020) and psychological harassment and violence in the workplace (ILO 2016; Jones et al. 2011). The disadvantages they experience have a negative impact on their health and well-being. In addition, academics have found that an accepting work climate (perceived as being inclusive of LGBTQ+ people), inclusive organizational policies and practices (aimed, for example, at preventing discrimination based on sexual orientation or gender identity) and the absence of microaggressions[5] are associated with greater well-being and job satisfaction (Brewster et al. 2012; DeSouza, Wesselmann and Ispas 2017; Huffman, Watrous-Rodriguez and King 2008; Mizock et al. 2017; Pichler and Ruggs 2018; Sears, Mallory and Hunter 2011; Velez, Moradi and Brewster 2013; Webster et al. 2018).

On another note, LGBTQ+ people are not a uniform group, including when it comes to workplace inclusion. In Canada, gay, lesbian and bisexual people reportedly have significantly lower wages than heterosexual cisgender men, even when socio-demographic or health-related characteristics, level of education, occupation or branch of activity are taken into account (Waite, Pajovic and Denier 2020). That being said, in the Canadian context, the data used to document the disparate experiences of LGBTQ+ people at work remain limited,

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[2] Canadian Human Rights Act, RSC, 1985, c. H-6, https://laws-lois.justice.gc.ca/PDF/H-6.pdf (see arts 2 and 7).

[3] "Heterosexism" refers to the institutionalized system of thinking that favours heterosexual people (Bastien Charlebois 2011). "Cisgenderism" refers to a system of oppression affecting trans people and is sometimes also called transphobia (Baril 2018). Both systems of oppression encourage prejudice and discrimination against LGBTQ+ people.

[4] Cisgender people are those whose gender identity matches the sex that they were assigned at birth. For trans or non-binary people, gender identity and assigned sex do not match.

[5] "Microaggressions" are the vexations and affronts targeting members of stigmatized groups on a daily basis in the workplace. They can be verbal, behavioural or environmental, and intentional or unintentional. They include, but are not limited to, hostile, derogatory or negative remarks about LGBTQ+ people (Nadal 2008 and 2011; Nadal et al. 2016).

in particular in terms of differences in treatment depending on whether they are cisgender, trans or non-binary[6] (Waite, Ecker and Ross 2019).

It is these considerations that prompt examination of the concept of job quality. Previous research tended to consider job characteristics (e.g. pay, job security, overqualification, workplace harassment or microaggressions) and their potential consequences on health, work attitudes (e.g. job satisfaction, organizational commitment) or well-being at work separately. This made it impossible to take account of the relationships between those characteristics or to obtain a comprehensive, in-depth picture of job quality. Several researchers and organizations attempted to measure job quality by creating composite indices that took account of several indicators simultaneously (ISQ 2015; Eurofound 2012 and 2017; Steffgen, Sischka and Fernandez de Henestrosa 2020). Those indices have served to paint a more complete picture of complex multidimensional phenomena while making effective comparisons between groups (e.g. demographic, regional).

The concept of job quality refers to the job and employment characteristics that affect worker well-being (Findlay, Kalleberg and Warhurst 2013; Muñoz de Bustillo et al. 2011a; OECD 2014). It is multidimensional and predicated on social sciences such as economics, sociology and psychology (Guergoat-Larivière and Marchand 2012; Muñoz de Bustillo et al. 2011a). Job quality is broadly conceptualized in two ways (Green 2006; Muñoz de Bustillo et al. 2011a): as the personal preferences of individuals and the subjective importance they place on the various attributes of their job; and as the objective characteristics of employment in terms of worker well-being in the empirical or theoretical literature.

The first approach has the advantage of giving workers a voice, in that it focuses on what they consider to be important attributes of their job. It is less appropriate, however, for measuring employment quality, in particular because it does not provide a common basis for comparing groups or countries (ISQ 2015; Muñoz de Bustillo et al. 2011b); the second approach is therefore generally preferred to measure job quality (Bianchi and Biffignandi 2022; Chen and Mehdi 2019; Cloutier 2013; ISQ 2015; Eurofound 2012 and 2017; Steffgen, Sischka and Fernandez de Henestrosa 2020). Moreover, job satisfaction is frequently used as an indicator of job quality, which it reflects overall without, however, measuring the same construct (Kalleberg and Vaisey 2005; Muñoz de Bustillo et al. 2011b; OECD 2014; Steffgen, Sischka and Fernandez de Henestrosa 2020).

It therefore appears necessary to measure the job quality of LGBTQ+ people. This is the main objective of the present study, in which we seek to construct a job quality index for LGBTQ+ workers and thereby remedy one of the limitations of existing indices, which are based on conceptual models and samples that do not take into account the specific features of the working conditions and social environment at work of that population.

The rest of the article is structured as follows. In section 2, we describe the methodology used to develop the index, starting by presenting the data source,

[6] Non-binary people have a gender identity that is not simply the traditional distinction between man and woman.

then explaining how we chose the index dimensions and indicators and how we built the index. In section 3, we provide detailed information on the results of the various statistical analyses aimed at verifying the index's validity. We comment on the results and the limits of the study in section 4. In the fifth and final section, we present our conclusions and our suggestions for further research.

2. Methodology

2.1. Data sources

This study is based on a secondary analysis of the findings of the UNIE-LGBTQ survey (2019–2020), the most recent and comprehensive source of quantitative data on LGBTQ+ workers in Quebec. The survey was conducted online and documents contemporary forms of social inclusion and exclusion in major spheres of life, including work, as reflected in the responses of a large and diverse sample of LGBTQ+ people in Quebec. The participants were recruited from September 2019 to August 2020 via the channels of communication used by the research project and community partners (emails, Listserv, websites, Facebook pages and groups, Twitter, LinkedIn), through web and print media, and by word of mouth (snowball sampling). They had to be at least 18 years old, identify as LGBTQ+, reside in Quebec and be able to read French or English. The questions related to various spheres of life, such as family, social networks and work. Only data relating to the latter sphere are discussed in this article. The project was approved by the Institutional Ethics Committee for Research Involving Human Beings of the Université du Québec à Montréal.

Over 6,000 people (n = 6,095) responded to the online questionnaire; only those who provided a Quebec provincial postal code or used a device with a Quebec IP address were retained. Participants who did not meet the inclusion criteria, or who did not provide sufficient data to ascertain that they did so, were excluded (n = 1,115 participants withdrawn). The final sample consisted of 4,980 people, 62 per cent of whom responded to all the questions. Of these, 73 per cent had been employed (as self-account workers or wage earners) in the twelve months preceding the survey (n = 3,648). In the context of this study, only the complete responses of LGBTQ+ employees were analysed (n = 1,761), as some of the indicators selected concerned only this group of workers.

2.2. Conceptual frameworks and selection of job quality indicators

There is no generally agreed definition of job quality. In Canada, job quality tends to be measured using the conceptual frameworks of the Institut de la statistique du Québec (ISQ 2008) and the European Foundation for the Improvement of Living and Working Conditions (Eurofound 2017) (Chen and Mehdi 2019; Cloutier 2013; ISQ 2015; Kilolo Malambwe 2017), which have common dimensions such as pay and job stability but also complement each other. Unlike Eurofound, the ISQ takes into consideration qualifications, i.e. a characteristic linked to job

Table 1. Aspects taken into account by the conceptual frameworks on job quality

Conceptual framework used to evaluate the job quality of LGBTQ+ people	Conceptual framework of the Institut de la statistique du Québec (ISQ 2008)	Eurofound conceptual framework (2017)
A. Pay and group insurance policies	*Pay* Regular *Pension scheme* Registered plan *Group insurance policies* Income insurance plan	*Pay* Hourly salary Social benefits
B. Job stability	*Stability* Job security Permanent/temporary employment	*Job security* Job security Career prospects
C. Qualifications	*Qualifications* Job qualification Worker qualification	*
D. Supportive work environment	*	*Social environment resources* Manager support
E. Hostile work environment	*	*Demands of the social environment* Abusive social behaviour

* Aspect not included.

Source: Compiled by the authors based on Eurofound (2017) and ISQ (2008).

satisfaction, when assessing job quality (Boudarbat and Montmarquette 2016; LaRochelle-Côté and Hango 2016; OECD 2011). It does not, however, take into consideration the social environment at work, which covers the positive and negative facets of social relations at work, such as organizational support and harassment (Bianchi and Biffignandi 2022). A good-quality social environment plays an essential role in worker development, fulfilment and well-being, in that it provides employees with the resources they need to handle pressure and complex tasks. (Eurofound 2017; OECD 2014).

To gauge the job quality of LGBTQ+ people, who are at a disadvantage from several points of view, we created a new, specific conceptual framework based on the ISQ and Eurofound frameworks (table 1). Our framework encompasses five aspects: pay and group insurance policies; job stability; qualifications; supportive (caring) environment; and hostile environment. These are not the only aspects influencing job quality, but they have the advantage of being covered by the UNIE-LGBTQ survey (2019–2020), on which our study is based.

We created the job quality index in line with the recommendations of the Organisation for Economic Co-operation and Development for the construction of composite indicators (OECD 2008). The job quality indicators selected had to (a) encompass the aspects set out in the proposed conceptual framework; (b) be empirically linked to psychological health, well-being or work attitudes; (c) be available in the database (UNIE-LGBTQ survey, 2019–2020); and (d) cover positive and negative job characteristics. Sixteen indicators, both generic and specific to the experience of LGBTQ+ people at work, were selected to operationalize the five aspects covered by the conceptual framework (table 2).

Table 2. Job quality indicators for LGBTQ+ people

Job quality aspects and indicators	UNIE-LGBTQ survey questions	Final code
A. Pay and group insurance policies (Eurofound 2017; ISQ 2008)		
1. Private dental care plan	Are you covered by a private dental care plan?	(0) No (1) Yes
2. Private health plan	Are you covered by a supplemental/private health plan?	(0) No (1) Yes
3. Income insurance plan	Do you have access to an income insurance plan in the event of illness?	(0) No (1) Yes
4. Private pension plan	Do you have access to a private pension plan?	(0) No (1) Yes
5. Annual household income	What is your best estimate of your household total income in the last 12 months?	(0) ≤ CAD 19 999 (1) CAD 20 000–29 999 (2) CAD 30 000–39 999 (3) CAD 40 000–49 999 (4) CAD 50 000–59 999 (5) CAD 60 000–69 999 (6) CAD 70 000–79 999 (7) CAD 80 000–89 999 (8) CAD 90 000–99 999 (9) ≥ CAD 100 000
B. Job stability (Eurofound 2017; ISQ 2008)		
6. Employment status	Is your main current job a permanent job (no end date)?	(0) No (1) Yes
7. Perception of job security	Does your job offer job security?	(0) Very poor (1) Poor (2) Neither strong nor poor (3) Strong (4) Very strong
C. Qualifications (ISQ 2008)		
8. Job qualifications	What is your profession/occupation? Based on the response, are the respondents in a low-, medium- or high-skilled occupation according to ISCO-2008?	(0) Skill level 1 or 2 (1) Skill level 3 (2) Skill level 4
9. Worker overqualification	Based on current occupation and highest level of education attained, are the respondents overqualified workers according to ISCO-2008?	(0) No (1) Yes

Table 2. Job quality indicators for LGBTQ+ people *(cont'd)*

Job quality aspects and indicators	UNIE-LGBTQ survey questions	Final code
10. Education–employment match	To what extent does your current job match up with your education?	(0) Unrelated (1) Matches in some respects (2) Perfect match
D. Supportive work environment (Eurofound 2017)		
11. Perceived organizational support	Perceived Organizational Support Scale (Eisenberger et al. 1997) (Eight items; Likert-type scale ranging from 1 "Strongly disagree" to 5 "Strongly agree") Items: My organization/company/administration ... 1. ... cares about my opinion. 2. ... really cares about my well-being. 3. ... totally respects my values. 4. ... would forgive an honest mistake on my part. 5. ... is willing to help me if I need a special favour. 6. ... shows very little concern for me. 7. ... help is available from my organization/administration when I have a problem. 8. ... would take advantage of me if given the opportunity.	(Numeric variable; 8–40)
12. Inclusive organization policies and practices	Number of LGBTQ+ inclusive policies or practices in place in the workplace (16 options; Yes/No)	(Numeric variable; 0–16)
13. Perceived climate of acceptance of LGBTQ+ people	How would you describe the overall environment for LGBTQ+ people in your workplace?	(0) Not at all or not very accepting (1) Somewhat accepting (2) Very accepting
14. Sufficient employer efforts	Is your employer doing enough to create an inclusive and respectful environment for LGBTQ+ people?	(0) No (1) Yes
E. Hostile work environment (Eurofound 2017)		
15. Experience of workplace harassment	Have you experienced harassment at work in the last 12 months?	(0) Yes, at least a few times each month (1) Yes, but rarely (2) No, never

(continued overleaf)

Table 2. Job quality indicators for LGBTQ+ people *(cont'd)*

Job quality aspects and indicators	UNIE-LGBTQ survey questions	Final code
16. Workplace microaggressions related to sexual orientation and gender identity	Workplace Microaggression Scale for the past 12 months (adapted from Waldo 1999) (Nine items; frequency scale ranging from 0 "Never" to 5 "Every day") Items: 1. People asked you indiscreet or offensive questions about your sexual orientation. 2. People made biphobic, homophobic or lesbophobic comments. 3. People made you feel it would be preferable to hide your sexual orientation. 4. People made you feel it would be preferable if you were heterosexual. 5. People asked you indiscreet or offensive questions about your trans experience (your transition, your body, your genitals, etc.). 6. People made transphobic comments. 7. People made you feel it would be preferable to hide or lie about your trans experience. 8. People made you feel it would be preferable if you were cisgender. 9. People deliberately used the wrong name and pronouns to address you.	(Numeric variable; 0–5)

Note: Annual household income is the closest measure of employment income available in the survey. Since we cannot assume that household income is exactly the same as the participants' employment income, an error variance was applied to this proxy indicator. The variance of the error was fixed (rather than estimated) up to the optimal fit to the data to facilitate the estimate of the statistical model (Kline 2015). The fixed value had to be high enough to account for potential sources of error in the proxy indicator (e.g. the gap between actual individual employment income and household income measured by a variable of category rather than a numerical variable), but not too high for convergence of the statistical model. The value of 40 per cent was applied.

Source: Compiled by the authors using the questionnaire of the UNIE-LGBTQ (2019–2020) survey.

With regard to other job characteristics, we controlled for years of service, union membership or coverage by a collective work agreement, sector of employment and size of the organization. To measure these characteristics, we used questions taken from the Quebec Survey on Working Conditions, Employment and Occupational Health and Safety (Vézina et al. 2011). The occupation was measured in line with the ILO International Standard Classification of Occupations (ISCO-08) (ILO 2012).

With regard to job satisfaction, which can be defined as a worker's perception of the extent to which the job satisfies their personal needs (Kuhlen 1963), we based ourselves on a generic question taken from the Michigan Organizational Assessment Questionnaire (Cammann et al. 1983): "All in all, how satisfied are you with your job?" The question uses a four-point Likert scale, ranging from 1 ("Very dissatisfied") to 4 ("Very satisfied"). According to a meta-analysis, the general approach of evaluating the level of satisfaction independently of the sources of satisfaction (e.g. pay, work relations) produces results that are strongly correlated with those obtained using instruments from multidimensional approaches (Wanous, Reichers and Hudy 1997).

With regard to socio-demographic data, we took into account the following elements: age, gender modality (cisgender or trans person), gender identity (man, woman or non-binary person), migratory status, membership of a visible minority,[7] student status, disability status and level of education.

2.3. Process of developing the index

The index was developed in five steps, each of which had a specific objective: (i) to identify the conceptually relevant indicators; (ii) to analyse the latent structure of the indicators selected; (iii) to derive a composite index from factor scores; (iv) to verify the construct validity of the index; and (v) to explore the socio-demographic and organizational factors associated with the job quality of LGBTQ+ people in Quebec.

To construct the index, we tested the five-factor structure of employment indicators using the weighted least squares mean and variance adjusted method, to take account of the presence of variables of category (Flora and Curran 2004; Muthén and Muthén 2007). We then extracted the standardized factor scores and aggregated them by arithmetic mean to obtain an overall composite index (OECD 2008). The index obtained by this method is not significantly different from that obtained using the geometric mean, which minimizes the effect of extreme values (r = 0.99; p < 0.001; ISQ 2018). Next, in order to validate the composite index, we checked its robustness by means of various analyses (internal consistency, correlations, multiple linear regression). We also deconstructed it, in order to ascertain that the results obtained for its constituent indicators were

[7] According to Statistics Canada, visible minorities are "persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour". The visible minority population in Canada consists mainly of the following groups: South Asian, Chinese, Black, Filipino, Arab, Latin American, South-east Asian, West Asian, Korean and Japanese (see https://www23.statcan.gc.ca/imdb/p3Var_f.pl?Function=DEC&Id=45152). In the analyses, Aboriginal peoples are included in the category of people belonging to a visible minority.

consistent with those of the aggregate index. In addition, we performed Pearson's chi-squared tests to verify the presence of links between the variables. We also calculated the association coefficients (Cramér's V[8]) to estimate the scope of the effect (i.e. the strength of the links between two variables).

In Canada, research among the general public shows that job quality is lower among cisgender women than among cisgender men, among young people (under the age of 25) than older workers, among migrants than non-migrants, among people with a lower level of education than the more educated, and among workers in small rather than large organizations (Boulet and Boudarbat 2015; Chen and Mehdi 2019; Cloutier 2013; ISQ 2015; Kilolo Malambwe 2017; Sow 2021). Those variables were taken into account for the final step, namely analysis of the links between the composite index and the relevant variables. Statistical analyses were performed mainly using the latent variable analysis (lavaan) package of the R software, version 4.0.5 (R Core Team 2020; Rosseel 2012).

3. Creating and validating the index

As a first step, we studied the underlying structure of the indicators using factor analysis, in order to confirm each indicator's selection before creating the composite index. All the indicators selected were strongly loaded on a single factor and had factor loadings equal to or greater than 0.55 (table 3). There was no cross-loading greater than 0.30 in our analysis, which is below the threshold suggested by Comrey and Lee's (1992) guidelines. The results of the factor analysis were consistent with the conceptual framework proposed and confirmed that the 16 indicators could be grouped according to the five dimensions we postulated. The weighting method consisted in calculating five factor scores (one per dimension) for each person and the arithmetic mean to derive the job quality index.

3.1. Robustness analyses

In our study, the Cronbach's alpha coefficient between dimensions was above the generally accepted minimum threshold; it reached a value of 0.76 (95 per cent confidence interval of 0.74 to 0.78) (Nunnally and Bernstein 1994), which suggests a certain homogeneity between those elements. The job quality index ranged from –2.39 to 1.32 (see figure 1). The average score (M = –0.05) and its median (Mdn = 0.00), between which there was little difference, the standard deviation of 0.54 and the fact that the coefficient of skewness was close to zero (–0.50) are indicative of a relatively symmetrical distribution of scores. Nevertheless, the coefficient of kurtosis (3.36) showed a tendency to leptokurtic distribution (> 3.0), with a higher peak and more trimmed tails than a normal curve (Tabachnick and Fidell 2019).[9] We also tested the construct validity of the

[8] For chi-squared tests with degrees of freedom (df) of 2, a Cramér's V between 0.07 and 0.21 indicates a slight effect, while a value between 0.21 and 0.35 indicates a moderate effect and a value greater than 0.35, a high effect (Cohen 1988).

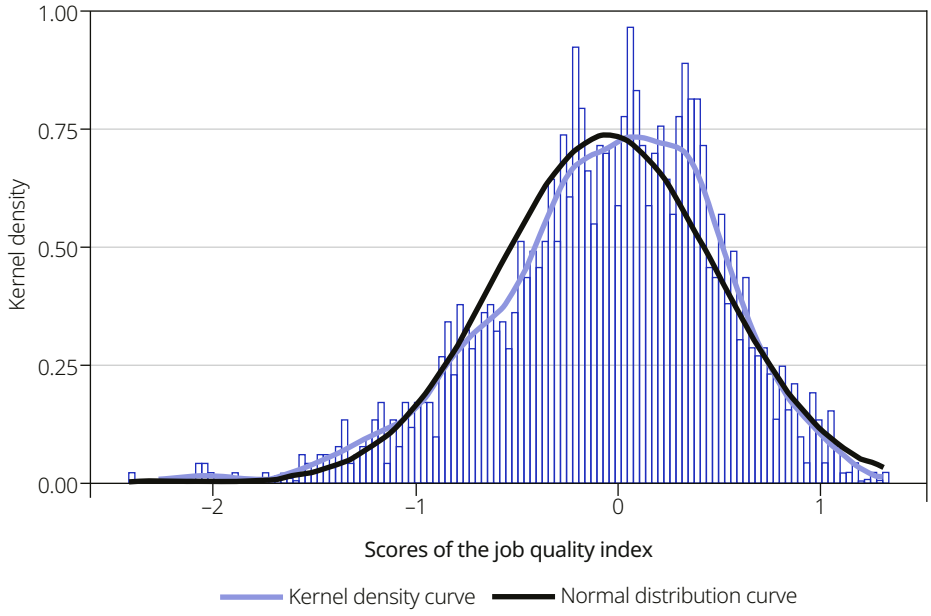
[9] The detailed results are available from the authors on request.

Table 3. Indicator loading for the five factors in the proposed job quality index (*n* =1,761)

Job quality dimensions and indicators	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5
A. Pay and group insurance policies					
2. Private health plan	**0.98**	0.14	0.01	0.00	0.04
3. Income insurance plan	**0.85**	0.22	0.04	–0.05	0.02
1. Private dental care plan	**0.84**	–0.19	–0.06	0.09	–0.06
4. Private pension plan	**0.80**	0.27	0.01	–0.08	0.03
5. Household income	**0.63**	0.14	0.01	0.00	0.04
B. Job stability					
7. Job security	0.18	**0.82**	–0.08	0.01	–0.03
6. Employment status	0.08	**0.65**	–0.17	0.02	–0.06
C. Qualifications					
8. Skill level of the job	0.01	–0.10	**0.98**	–0.02	0.04
9. Overqualification	–0.06	0.01	**0.87**	0.02	–0.11
10. Education–training match	–0.02	0.15	**0.59**	0.00	0.04
D. Supportive work environment					
13. Climate accepting of LGBTQ+	0.04	–0.03	0.00	**0.91**	0.19
14. Sufficient employer efforts	0.02	–0.07	–0.04	**0.81**	0.06
11. Perceived organizational support	–0.18	0.16	0.02	**0.61**	0.14
12. LGBTQ+ inclusive practices/policies	0.11	0.09	0.03	**0.55**	–0.21
E. Hostile work environment					
16. Microaggressions	–0.06	0.06	–0.02	–0.17	**0.74**
15. Harassment at work	–0.06	0.02	–0.04	0.01	**0.60**

Note: Values in bold indicate the strongest factor loadings, i.e. those greater than 0.40.
Source: Statistical analyses conducted by the authors using data obtained from the UNIE–LGBTQ survey (2019–2020).

Figure 1. Skewing of the job quality composite index



Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

Figure 2. Distributions of the job quality composite index according to satisfaction at work

Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

Table 4. Tetrachoric, polychoric, biserial and Pearson correlations

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Household revenue																
2	Dental plan	0.28***															
3	Health plan	0.38***	0.90														
4	Income insurance	0.39***	0.67	0.81													
5	Private pension plan	0.36***	0.59	0.76	0.76												
6	Job permanency	0.19***	0.39	0.43	0.40	0.38											
7	Job security	0.26***	0.30	0.40	0.49	0.50*	0.53										
8	Level of skills	0.30***	0.18	0.34	0.32	0.26	–0.08	0.10									
9	Overqualification	0.21***	0.16	0.27	0.24	0.22	–0.01	0.13	0.88***								
10	Education–job match	0.22***	0.13	0.27	0.30**	0.30*	0.00**	0.23	0.51***	0.46							
11	Organizational support	0.08***	–0.02	0.00	–0.01	0.00	0.00	0.22***	0.08***	0.02	0.09***						
12	Inclusive policies/practices	0.15***	0.16***	0.16***	0.16***	0.17***	0.06	0.21***	0.09***	0.04	0.08***	0.35***					
13	Accepting job	0.16***	0.10	0.14	0.15	0.11	0.10	0.22	0.13*	0.10	0.14	0.45***	0.37				
14	Sufficient efforts	0.10***	0.06	0.05	0.05	0.01	0.14	0.14	0.03*	0.03	0.10	0.41***	0.36***	0.75			
15	Harassment at work	0.12***	–0.06	0.05	0.04	0.10	–0.05	0.15	0.13	–0.01	0.11	0.28***	0.06	0.41	0.36		
16	Microaggressions	0.22***	0.06**	0.12***	0.11***	0.09***	0.04	0.15***	0.18***	0.05	0.13***	0.35***	0.16***	0.47***	0.36***	0.41***	
A	Pay and insurance	0.61***	0.73***	0.85***	0.74***	0.71***	0.35***	0.50***	0.33***	0.24***	0.27***	0.06	0.24***	0.16***	0.08**	0.08***	0.20***
B	Job stability	0.42***	0.43***	0.52***	0.53***	0.52***	0.59***	0.91***	0.10***	0.10***	0.18***	0.23***	0.30***	0.27***	0.19***	0.11***	0.21***
C	Qualifications	0.38***	0.22***	0.34***	0.31***	0.27***	–0.01	0.12***	0.95***	0.75***	0.55***	0.11***	0.12***	0.15***	0.06	0.09***	0.22***
D	Supportive environment	0.20***	0.09***	0.11***	0.12***	0.10***	0.10***	0.29***	0.12***	0.06	0.13***	0.71***	0.62***	0.85***	0.73***	0.35***	0.59***
E	Hostile environment	0.27***	0.11***	0.17***	0.16***	0.14***	0.07	0.23***	0.23***	0.10***	0.17***	0.56***	0.37***	0.68***	0.55***	0.57***	0.91***
F	Job quality index	0.51***	0.43***	0.54***	0.51***	0.48***	0.31***	0.58***	0.44***	0.32***	0.34***	0.49***	0.48***	0.61***	0.48***	0.35***	0.61***
G	Satisfaction at work	0.20***	0.07**	0.13***	0.14***	0.13***	0.02	0.30***	0.15***	0.10***	0.24***	0.58***	0.29***	0.35***	0.32***	0.23***	0.30***

		A	B	C	D	E	F	G
A	Pay and insurance							
B	Job stability	0.73***						
C	Qualifications	0.45***	0.19***					
D	Supportive environment	0.22***	0.38***	0.18***				
E	Hostile environment	0.27***	0.32***	0.28***	0.83***			
F	Job quality index	0.73***	0.74***	0.55***	0.76***	0.78***		
G	Satisfaction at work	0.22***	0.31***	0.21***	0.51***	0.45***	0.49***	

* $p < 0.05$ ** $p < 0.01$ *** $p < 0.001$

Notes: Numbers 1 to 16: 16 job quality indicators; letters A to G: Five dimensions of the job quality index, overall index and job satisfaction. The shades of mauve reflect the strength of the correlation coefficients. The coefficients with the highest values are represented by the darkest shades.

Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

job quality index by calculating its correlation with job satisfaction. We obtained a positive (r = 0.49; p < 0.001) and moderate Pearson correlation coefficient according to Cohen's guidelines (1988) (table 4).

The job quality index shares nearly 24 per cent of the variance in job satisfaction among LGBTQ+ employees ($R2$ = 0.236; p < 0.001) (table of results not shown). The kernel density curves (figure 2) show a linear relationship between the job quality index and job satisfaction among LGBTQ+ people.

3.2. Deconstructing the composite index

The chi-squared (χ^2) tests between the individual indicators of job quality and the quintiles of the aggregate index (table 5) show statistically significant relationships for all points of intersection, thus confirming the strong consistency between the index and its components. For example, nearly 65 per cent of LGBTQ+ people who had non-permanent jobs were in the bottom quintiles of the job quality index, while some 48 per cent of those with permanent jobs were in the upper quintiles (χ^2 = 186.88 (df = 2), p < 0.001). In addition, the job quality indicators and the composite index both have Cramér's Vs ranging from 0.21 to 0.53.

3.3. Cross-tabulation of the index with socio-demographic characteristics

The index scores varied significantly when cross-tabulated with socio-demographic characteristics (table 6). Results by gender modality and identity revealed that, compared to gay, bisexual or queer (GBQ+) cisgender men, lesbian, bisexual or queer (LBQ+) cisgender women were overrepresented in the bottom quintiles (42.5 versus 28.0 percent) and under-represented in the upper quintiles (35.4 versus 53.5 percent, χ^2 = 149.02 (df = 6), p < 0.001). LGBTQ+ cisgender people had an advantage over trans and non-binary people, who were over-represented in the bottom quintiles. There was very little difference between assigned-female-at-birth (AFAB) trans masculine and non-binary individuals and assigned-male-at-birth (AMAB) trans feminine and non-binary individuals. White non-migrant LGBTQ+ people were less concentrated in lower than in higher quintiles of the index (37.5 versus 42.7 per cent, χ^2 = 28.85 (df = 6), p < 0.001). In addition, compared to white LGBTQ+ people (migrant or not), people from visible minorities (migrant or not) were more concentrated in the lower quintiles (between 53.4 and 54.8 per cent) and less concentrated in the upper quintiles (between 24.4 and 28.0 per cent). People with disabilities were more concentrated in the lower quintiles than people without disabilities (67.1 versus 37.5 per cent, χ^2 = 48.04 (df = 2), p < 0.001). Students were more concentrated in the lower quintiles than non-students (62.0 versus 30.8 per cent, χ^2 = 164.10 (df = 2), p < 0.001).

In addition, those under 25 were significantly more present in the lower quintiles than the upper age groups (70.9 per cent compared with 20.4 to 40.6 per cent, χ^2 = 242, 91 (df = 8), p < 0.001). Similarly, the higher the level of education of LGBTQ+ people, the higher their concentration in the upper

Table 5. Contingency table between indicators and quintiles of the job quality index

	Q1–Q2 %	Q3 %	Q4–Q5 %	χ^2 (dl)	*p*	Cramér's V
Private dental plan				280.03 (2)	<0.001	0.40
No	55.4	20.4	24.2			
Yes	19.3	19.5	61.2			
Private health plan				451.79 (2)	<0.001	0.51
No	67.5	17.8	14.7			
Yes	18.8	21.7	59.6			
Income insurance plan				485.56 (2)	<0.001	0.53
No	69.0	16.8	14.2			
Yes	20.8	22.1	57.1			
Private pension plan				364.61 (2)	<0.001	0.46
No	60.4	21.0	18.6			
Yes	19.7	19.0	61.4			
Annual household revenue				393.21 (18)	<0.001	0.33
CAD ≤19 999	79.2	13.3	7.5			
CAD 20 000–29 999	68.6	19.2	12.2			
CAD 30 000–39 999	57.7	22.1	20.2			
CAD 40 000–49 999	52.1	23.2	24.6			
CAD 50 000–59 999	38.4	31.1	30.5			
CAD 60 000–69 999	39.5	20.2	40.3			
CAD 70 000–79 999	33.9	27.6	38.6			
CAD 80 000–89 999	23.5	24.5	52.0			
CAD 90 000–99 999	29.5	18.8	51.8			
CAD ≥100 000	16.8	15.1	68.1			
Employment status				186.88 (2)	<0.001	0.33
Temporary	64.7	20.9	14.4			
Permanent	32.0	19.7	48.3			
Job security				507.10 (8)	<0.001	0.38
Very low	87.5	11.3	1.3			
Low	80.0	14.1	5.9			
Neither low nor high	62.9	23.4	13.8			
High	38.9	24.5	36.6			
Very high	15.1	16.6	68.3			
Job skills				282.08 (4)	<0.001	0.28
Skill levels 1, 2	67.1	16.8	16.2			
Skill level 3	43.5	23.1	33.4			
Skill level 4	23.7	20.5	55.8			

(continued overleaf)

Table 5. Contingency table between indicators and quintiles of the job quality index *(cont'd)*

	Q1–Q2 %	Q3 %	Q4–Q5 %	χ^2 (dl)	*p*	Cramér's V
Overqualification				125.81 (2)	<0.001	0.27
Yes	60.5	17.1	22.4			
No	31.8	21.2	47.0			
Education–job match				178.32 (4)	<0.001	0.23
No match	62.6	18.7	18.7			
Some match	51.5	17.5	31.0			
Perfect match	27.6	21.5	50.9			
Perceived organizational support				274.25 (8)	<0.001	0.28
Quintile 1	68.0	15.3	16.7			
Quintile 2	46.6	23.3	30.1			
Quintile 3	35.5	21.9	42.6			
Quintile 4	30.7	23.9	45.5			
Quintile 5	19.3	15.6	65.1			
LGBTQ+ inclusive policies/practices				310.07 (8)	<0.001	0.30
Quintile 1	62.6	18.4	19.0			
Quintile 2	53.1	20.5	26.4			
Quintile 3	35.5	23.9	40.6			
Quintile 4	30.7	21.3	48.0			
Quintile 5	18.2	15.9	65.9			
Climate accepting of LGBTQ+				465.31 (4)	<0.001	0.36
Not at all accepting	100.0	0.0	0.0			
Somewhat accepting	65.6	21.9	12.6			
Very accepting	23.9	20.8	55.3			
Sufficient employer efforts				281.01 (2)	<0.001	0.40
No	64.5	16.8	18.7			
Yes	25.6	21.9	52.6			
Harassment at work				149.72 (4)	<0.001	0.21
Yes, at least a few times per month	82.9	13.2	3.9			
Yes, but rarely	67.7	16.1	16.1			
No, never	34.4	20.8	44.8			
Microaggressions				417.61 (8)	<0.001	0.34
Quintile 1	80.2	11.6	8.2			
Quintile 2	48.6	25.0	26.4			
Quintile 3	28.4	22.7	48.9			
Quintile 4	19.9	19.9	60.2			
Quintile 5	23.0	20.7	56.3			

Notes: Q: job quality index quintile; χ^2: chi squared; df = degrees of freedom. Quintiles 1 and 2 (lower quintiles) and 4 and 5 (upper quintiles) have been grouped together in order to simplify the presentation of the results. The shades of mauve reflect the size of the proportions. The highest proportions are represented by the darkest shades.

Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

Table 6. Contingency table of socio-demographic variables and job quality index quintiles

	Q1–Q2 *n* (%)	Q3 *n* (%)	Q4–Q5 *n* (%)	χ^2 (df)	*p*	Cramér's V
Gender modality and identity				149.02 (6)	<0.001	0.21
GBQ+ cisgender men	205 (28.0)	135 (18.5)	391 (53.5)			
LBQ+ cisgender women	323 (42.5)	168 (22.1)	269 (35.4)			
AFAB trans masculine and non-binary individuals	122 (66.7)	33 (18.0)	28 (15.3)			
AMAB trans feminine and non-binary individuals	54 (62.8)	16 (18.6)	16 (18.6)			
Migrants and visible minorities				28.85 (6)	<0.001	0.09
White non-migrants	523 (37.5)	275 (19.7)	595 (42.7)			
White migrants	59 (41.6)	32 (22.5)	51 (35.9)			
Non-migrant members of a visible minority	70 (53.4)	29 (22.1)	32 (24.4)			
Migrant members of a visible minority	51 (54.8)	16 (17.2)	26 (28.0)			
Situation of disability				48.04 (2)	<0.001	0.17
No	606 (37.5)	337 (20.9)	672 (41.6)			
Yes	96 (67.1)	15 (10.5)	32 (22.4)			
Student status				164.10 (2)	<0.001	0.31
No	381 (30.8)	259 (20.9)	599 (48.4)			
Yes	323 (62.0)	93 (17.9)	105 (20.2)			
Age group				242.91 (8)	<0.001	0.26
18–24 years	243 (70.9)	50 (14.6)	50 (14.6)			
25–34 years	297 (40.6)	167 (22.8)	268 (36.6)			
35–44 years	100 (25.3)	78 (19.8)	217 (54.9)			
45–54 years	34 (20.4)	31 (18.6)	102 (61.1)			
55–64 years	25 (21.9)	24 (21.1)	65 (57.0)			
Level of education				95.05 (4)	<0.001	0.16
Primary/secondary	109 (68.1)	25 (15.6)	26 (16.3)			
Vocational/pre-university	245 (47.1)	99 (19.0)	176 (33.9)			
University	350 (32.4)	228 (21.1)	502 (46.5)			

Notes: Q = job quality index quintile; χ^2: chi squared; df = degrees of freedom; AFAB: assigned female at birth; AMAB: assigned male at birth. The shades of mauve reflect the size of the proportions. The highest proportions are represented by the darkest shades.

Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

quintiles (16.3 to 46.5 per cent) and the lower their concentration in the lower quintiles (68.1 to 32.4 per cent, χ^2 = 95.05 (df = 4), p < 0.001). Finally, the socio-demographic variables and the composite index both had Cramér's Vs varying from 0.09 to 0.31.

3.4. Cross-tabulating the index with employment-related variables

The index scores varied significantly depending on employment-related characteristics (table 7). The job quality of LGBTQ+ employees increased significantly with the size of the organization (χ^2 = 93.05 (df = 6), p < 0.001). Thus, LGBTQ+ people who worked in organizations with fewer than 20 employees tended to be in the lower rather than in the upper quintiles of job quality (49.9 versus 27.7 per cent). On the other hand, those working in organizations with 500 or more employees were particularly concentrated in the upper rather than the lower quintiles (51.6 versus 27.6 per cent). Public sector workers, for their part, were more concentrated in the higher quintiles of job quality than private sector workers (44.8 versus 33.0 per cent, χ^2 = 38.48 (df = 2), p < 0.001). Conversely, private sector workers were more concentrated in the lower quintiles than public sector workers (49.0 versus 34.0 per cent).

Moreover, the scores varied significantly depending on the occupation (χ^2 = 321.40 (df = 12), p < 0.001). On the one hand, occupational categories such as service and sales personnel/merchants or elementary occupations (for example, labourers and unskilled maintenance, security and handling agents) were disproportionately concentrated in the lower quintiles of job quality (76.7 and 75.9 per cent respectively) rather than in the higher quintiles (11.6 and 11.1 per cent) compared to others. On the other hand, executives and senior and other managers, together with liberal and scientific professionals, were the two occupational categories most concentrated in the upper quintiles of job quality (61.6 and 54.0 per cent, respectively). Similarly, unionized employees were more concentrated in the top quintiles and less concentrated in the bottom quintiles than non-unionized employees (47.6 versus 34.3 per cent and 30.6 versus 47.1 per cent). Lastly, employment-related variables and the composite index both had Cramér's Vs ranging from 0.15 to 0.30.

3.5. Predictors of job quality

Next, we examined seven predictors of LGBTQ+ job quality, using multiple linear regression (table 8) to test whether differences in job quality remained unchanged when controlling for a series of individual and employment-related socio-demographic characteristics. The dependent variable used in the model was the composite job quality index and the predictors examined were gender modality and identity, visible minority status, disability status, student status, unionization, length of service and occupational category. The multiple regression was statistically significant (F (17, 1,739) = 63.02; p < 0.001). The seven predictors accounted for 37.5 per cent of variations in job quality for LGBTQ+ people in Quebec. All other things being equal, the following groups had statistically lower job quality: LBQ+ cisgender women and trans and non-binary

Table 7. Contingency table of employment-related variables and the job quality index

	Q1–Q2 *n* (%)	Q3 *n* (%)	Q4–Q5 *n* (%)	χ^2 (dl)	*p*	Cramér's V
Organization size				93.05 (6)	<0.001	0.16
Fewer than 20 employees	202 (49.9)	91 (22.5)	112 (27.7)			
20 to 99 employees	165 (49.6)	61 (18.3)	107 (32.1)			
100 to 499 employees	113 (42.2)	45 (16.8)	110 (41.0)			
500 or more employees	196 (27.6)	148 (20.8)	367 (51.6)			
Employment sector				38.48 (2)	<0.001	0.15
Private sector	309 (49.0)	114 (18.1)	208 (33.0)			
Public sector	371 (34.0)	231 (21.2)	489 (44.8)			
Occupational category (ISCO-08)				321.40 (12)	<0.001	0.30
Executives, senior and other managers	32 (23.2)	21 (15.2)	85 (61.6)			
Liberal and scientific professions	192 (24.2)	172 (21.7)	428 (54.0)			
Intermediate professions	146 (44.4)	75 (22.8)	108 (32.8)			
Administrative employees	88 (56.1)	33 (21.0)	36 (22.9)			
Service and sales personnel/ merchants	184 (76.7)	28 (11.7)	28 (11.6)			
Elementary occupations	41 (75.9)	7 (12.9)	6 (11.1)			
Other	18 (45.0)	14 (35.0)	8 (20.0)			
Trade union membership/collective work agreement				50.48 (2)	<0.001	0.17
No	471 (47.1)	187 (18.7)	343 (34.3)			
Yes	232 (30.6)	165 (21.8)	361 (47.6)			

Notes: Q = job quality index quintile; χ^2: chi squared; df = degrees of freedom. Military occupations were excluded from these analyses because of the small number of participants. The following ISCO-08 occupational categories were grouped under "Other" because they accounted for a small proportion of the sample but had the same skill level (ILO 2012, 13–14): (a) skilled agricultural, forestry and fishery workers; (b) craft and related trades workers; and (c) plant and machine operators, and assemblers. Skill level is defined as the complexity and range of tasks and duties to be performed in an occupation (ibid., 11). The shades of mauve reflect the order of magnitude of the proportions. The largest proportions are represented by the darkest shades.

Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

Table 8. Multiple linear regression of the predictors of job quality on the proposed index

Variables	Standardized coefficients		
	β	CI 95%	
		LL	UL
Gender modality and identity			
Cisgender GBQ+ men	*Reference*		
Cisgender LBQ+ women	–0.11***	–0.15	–0.07
AFAB trans masculine and non-binary individuals	–0.17***	–0.21	–0.13
AMAB trans feminine and non-binary individuals	–0.16***	–0.20	–0.12
Visible minority			
No	*Reference*		
Yes	–0.08***	–0.11	–0.04
Disabled			
No	*Reference*		
Yes	–0.11***	–0.15	–0.07
Student status			
No	*Reference*		
Yes	–0.13***	–0.17	–0.09
Unionized/collective work agreement			
No	*Reference*		
Yes	0.08***	0.04	0.12
Length of service (in years)			
< 1	*Reference*		
1–5	0.07**	0.02	0.12
6–10	0.11***	0.06	0.16
11 or more	0.20***	0.15	0.26
Occupational category (ISCO-08)			
Executives, senior and other managers	*Reference*		
Liberal and scientific professions	–0.03	–0.10	0.04
Intermediate professions	–0.18***	–0.24	–0.11
Administrative jobs	–0.21***	–0.26	–0.15
Service and sales personnel/merchants	–0.32***	–0.38	–0.26
Elementary occupations	–0.18***	–0.22	–0.13
Other	–0.11***	–0.15	–0.07
F	63.02***		
Adjusted R^2	0.375		

* $p < 0.05$; ** $p < 0.01$; *** $p < 0.001$

Notes: *β* = standardized regression coefficients; CI 95% = confidence interval at 95 per cent; LL = lower limit; UL = upper limit.

Source: Statistical analyses conducted by the authors using data obtained from the UNIE-LGBTQ survey (2019–2020).

individuals (compared to GBQ+ cisgender men, with β = –0.11, β = –0.17 and β = –0.16, respectively, and $p < 0.001$); visible minorities (compared to white people); people with disabilities (compared to people without disabilities); and students (compared to non-students) (with β = –0.08, β = –0.11 and β = –0.13, respectively, and $p < 0.001$). With regard to employment variables, the following characteristics were statistically associated with higher job quality: being unionized or covered by a collective work agreement (compared to workers who were not unionized or covered by such an agreement, $\beta = 0.08$; $p < 0.001$) and with at least one year in the job ($\beta = 0.07$ and $p < 0.01$, for 1 to 5 years of service; and $\beta = 0.11$ and $\beta = 0.20$, with $p < 0.001$, for 6 to 10 and 11 or more years, respectively). Finally, compared to executives and senior and other managers, most other occupational categories had statistically lower job quality scores, particularly service and sales personnel/merchants and administrative workers (β = –0.32 and β = –0.21, respectively, with $p < 0.001$).

4. Discussion and limits

The aim of this study was to develop and validate a job quality index for LGBTQ+ people in Quebec. In accordance with OECD recommendations (2008), the proposed index contains 16 indicators covering five dimensions. To our knowledge, this study is the first in Quebec – or internationally – to assess the job quality of LGBTQ+ workers. The findings show that the job quality index is positively and moderately related to the job satisfaction of LGBTQ+ people. That the correlation is moderate rather than strong can be explained inter alia by the fact that such people may become accustomed to working conditions or environments that are objectively lower in quality and consequently experience a higher level of satisfaction than individuals with better working conditions or higher job expectations (Burchell et al. 2014; Findlay, Kalleberg and Warhurst 2013; Muñoz de Bustillo et al. 2011b). Indeed, we should not forget that, while job satisfaction is related to job quality, employee job satisfaction is affected by many unrelated and endogenous variables and its potential role as an absolute indicator of job quality is therefore limited (Muñoz de Bustillo et al. 2011b).

The findings obtained when the job quality index was cross-tabulated with certain socio-demographic and employment characteristics are consistent with the results of previous academic studies (Chen and Mehdi 2019; Cloutier 2013; ISQ 2015; OECD 2014). Indeed, some groups of LGBTQ+ people are at a particular disadvantage when it comes to job quality. Previous studies tended to show that women were generally penalized relative to men in the cisgender population (Chen and Mehdi 2019; OECD 2014), and we observed similar gaps between LBQ+ cisgender women and GBQ+ cisgender men. Among LGBTQ+ workers, we also found that, as in the general population, students and young workers, non-unionized workers, workers with fewer years of service and low-skilled service workers were particularly at risk of having lower-quality jobs (Chen and Mehdi 2019; Cloutier 2013; ISQ 2015; OECD 2020).

Lastly, our findings show that other groups, that previous studies tended to overlook, are at a particular disadvantage in terms of job quality. This was the case for trans and non-binary people, and for LGBTQ+ people belonging to

a visible minority or with a disability. The findings therefore indicate that the index is robust in more ways than one, and we conclude that, just as in the general public, job quality is not evenly distributed among LGBTQ+ workers.

The study had several methodological limits. First, the data were drawn from a cross-sectional study based on non-probability sampling, meaning that we cannot extrapolate the results to the general population and that the study is of limited external validity. Second, the exclusion of incomplete survey responses may have skewed the results and undermined the index's robustness. Third, in order to be able to fully reflect the job quality of LGBTQ+ people, it would have been interesting to include other indicators related to the physical and psychological conditions of work, working hours (on-call, daytime, night-time, etc.), recognition at work, work–life balance and even opportunities for professional development. We were unable to do so for want of data, a limitation linked to the fact that our study is a secondary analysis. Fourth, it is important to consider the potential measurement biases that may have resulted from using household income as an indirect (proxy) indicator of employment income. These potential biases may have introduced a problem of endogeneity in the study findings, the result of an omitted variable. Finally, while Denier and Waite (2017) have shown that the wage differentials between heterosexual, gay and lesbian people vary according to geographic region in Canada, our study, which only covers the province of Quebec, does not allow for interprovincial comparisons of job quality. Its findings can therefore not be extrapolated to other Canadian provinces and territories or to other countries.

5. Conclusion and further research

Despite these limits, the study helps bridge the gap, identified by Denier and Waite (2019), between qualitative and quantitative research on the topic of sexuality (especially the experiences of LGBTQ+ people) in organizations (Williams and Giuffre 2011), providing quantitative evidence of the links between aspects of job quality (e.g. harassment, microaggressions at work), its potential determinants (e.g. occupational category, organization size, unionization) and the job satisfaction of LGBTQ+ people. In addition, it helps document the workplace challenges faced by trans and non-binary people, a population whose situation has been explicitly addressed in only a limited number of studies. For Canada, we can cite those by Waite (2021), which looked at discrimination and harassment at work, and by Bauer et al. (2011), which reported the results of the Trans PULSE Canada survey and highlighted a phenomenon of overqualification of trans people, among other things.

Future research should continue evaluating the validity and reliability of the composite index that we propose, in particular its test-retest reliability and its divergent validity. In addition, it would be relevant to assess the job quality of heterosexual and cisgender people compared to that of LGBTQ+ people and of other types of LGBTQ+ workers, such as self-employed workers. In the case of the latter, their status is not necessarily an indicator of successful integration into the world of work, but rather of a strategy adopted by workers from stigmatized groups to escape labour market marginalization (OECD 2015; Waite and Denier

2016). Lastly, it would be important to conduct a qualitative exploration of the challenges faced by subgroups of LGBTQ+ workers that were not examined in this study (e.g. intersex people or those whose gender identity relates to a different culture, such as two-spirit people).

Although access to employment is a key indicator of the integration of LGBTQ+ people in the labour market, the measurement of job quality covers another facet of social inclusion and serves to assess to what extent the conditions for integrating the individuals concerned into the labour market are good, fair and equitable. It should also be noted that job quality not only heightens motivation, commitment and well-being at work, it plays a role in labour force participation rates, productivity and economic performance in general (Eurofound 2017; OECD 2014). It is therefore essential to examine the job quality of various groups, in particular stigmatized social groups, and to ascertain that the workers belonging to those groups can also develop and flourish in a good-quality job.

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