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## **Transgenders Empowerment: How Businesses Can Support the Marginalized Community**

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### **Abstract**

The objective of this paper is to discuss the issues faced by the transgender community in Pakistan with a unique case study providing solutions to the problem. Two percent of the world's population is transgender, and they face immense discrimination and violence. They are excluded from mainstream social, legal, and economic life resulting in a lack of education, skills, and hence employment opportunities. This experiment at Polo Closet presents a unique perspective on training and employing transgenders while providing them with a good workplace where they can thrive. This pilot at Polo Closet can be considered a model that can be adopted by businesses worldwide interested in providing opportunities to for transgender population for them to be accepted by society.

**Keywords:** *transgender, Non-Binary, Genderqueer, Minorities, Pakistan, employment, Empowerment, discrimination, South-Asia, healthcare, society issues, family problems, Covid problems,*

## **1. Introduction**

Two percent of the world's population is transgender [8]. This marginalized community experiences life in a society where discrimination, prejudice, and hatred against them are rampant. Transphobia affects a transgender's everyday life from getting an education to housing and employment, to basic health care to family issues and social acceptance. A society that plays a big role in supporting an individual can have a huge negative impact on one's mental health as well.

Trans Persons are considered marginalized gender communities worldwide. They have been oppressed and excluded from mainstream cultural, social, and economic life. Due to these expulsions, they have formed their own communities where they create and follow their own norms and exist in small numbers. A nationally administered survey by the Behavioral Risk Factor Surveillance System of the transgender population conducted in 2016 in the US showed that nearly 0.6% of the population (324 million people) is transgender [1].

### **1.1. Discriminations in the life of transgenders worldwide:**

Although the labor force of today's world is becoming more diverse in terms of race, ethnicity, culture, religion, and gender orientation, the marginalized community of transgenders continues to face severe challenges. Our economic system has not been designed to accommodate transgenders for employment for many reasons. Transgenders have reported difficulties in the workplace environment because of their gender orientation, as they are not welcome in this environment. This makes them feel insecure and uncomfortable. They continuously face under-employment, job losses, discrimination, harassment, denial of promotions, and removal from client agreements. They are ridiculed for their sexual orientation and appearance, and it is a real challenge for them to secure and maintain employment. Nearly half of the transgender population has reported adverse job outcomes, such as being fired, not being hired, or being denied a promotion due to their gender identity or expression [7]. Transgenders face the economic consequences of unfairness and inequality which results in higher poverty rates and joblessness. Trans Persons are more than twice as likely to live in poverty (earning under \$10,000 a year). The poverty rate faced by Latin

transgender people is three and a half times that among Black transgender people, and three times compared with the poverty rate of the general U.S. population. In a recent study survey in Ontario, Canada, 14% of trans people had been fired just because they were transgenders and 18% of them were fired because they were believed to be trans people [3]. Because of the lack of a trans-positive and safe work environment, another 32% suspected that they were turned down and 17% were refused a job they applied for and were offered. 28% of transgender could not get employment references with their current name or pronoun, and 58% could not get an academic transcript with the correct name or sex designation [3].

Those trans persons who get a chance to work in offices face severe problems such as being refused access to bathrooms in workplaces and/or being verbally or physically abused in bathrooms. They experience verbal harassment as well since people refer to them with incorrect gender pronouns and ridicule and embarrass them either intentionally or accidentally. Some workplaces have gender-specific dress codes which cause issues for transgenders, as these dress codes are not consistent with their gender identity. Transgenders can lose their jobs for not following dress codes. Sometimes conflicts between a person's gender identity and official identity documentation can lead to confusion or unintended outing since it is impossible to obtain official identity documents listing a specific gender [7]. Many government bodies don't have policies for changing official identity documents, and some transgender people are not keen on obtaining surgery, which is necessary to change official documents. For this reason, many transgenders don't have official identity documents and since employers are not familiar with these challenges, they are confused and don't know how to react.

Transwomen face more discrimination than transmen; they often receive lower salaries and are unemployed which can result in severe challenges in their day-to-day life. According to the National Transgender Discrimination Survey (NTDS) report on 6,456 transgenders; 41.44% of transmen and 49.05% of transwomen experienced underemployment, 13.59% transmen and 15.84% of transwomen were not employed, 19.15% of transmen and 36.67% of transwomen lost their jobs while 16.99% of transmen and 29.50% of transwomen were denied promotion. Finally, 13.19% of transmen and 26.45% of transwomen were removed from contact [11]. See the table 1. below for details.

**Table1: National Transgender Discrimination Survey (NTDS) report on 6,456 Transgender’s Underemployment Statistics**

	<b>Transmen</b>	<b>Transwomen</b>
Not Employed	13.59%	15.84%
Lost their job	19.15%	36.67%
Denied promotion	16.99%	29.50%
Removed from contract	13.19%	26.45%
<b>Total underemployment</b>	<b>41.44%</b>	<b>49.05%</b>

Besides employment discrimination, transgenders face several challenges in the medical sector too. 1 out of every 10 transgenders has reported that they have not been treated well and/or been provided access to proper treatments just because they were transgenders. One-quarter of them have reported that they have been ridiculed by the staff in emergency rooms for being a trans person. About 40% of transgenders have faced discrimination from their family doctors as well. These experiences involve refusal of proper medical care and being ridiculed while examining specific parts of their body. [3].

Violence against transgenders is a widespread issue and so far, many countries do not have proper legal systems to protect their rights. For example, in the US, transgenders were not a protected class under the Constitution till 2020. Transgenders live in a legal system that often does not protect them from discrimination based on their gender identity. In the United States of America, a Supreme Court decision in 2020 made it clear that transgenders are legally protected from discrimination in the working environment [5]. But there is no comprehensive federal non-discrimination law that includes gender identity which means transgenders may still lack recourse if they face discrimination in their day-to-day life. The state legislatures across the country however are debating on the legislation specifically designed to prohibit transgenders from accessing public bathrooms that correspond with their gender identity or creating exemptions supported by non-secular beliefs that will permit discrimination against them. Tran’s persons are constantly being subjected to directed acts of violence in their day-to-day life as well. In a recent study of transgender people in Ontario, Canada. 20% had been physically and sexually assaulted for being transgender and another 34% had been verbally threatened or harassed but not assaulted. Only 15% report these assaults to the police, and of these, 24% reported having been harassed by police [3]. Transgenders face violence in institutional settings such as prisons too. In the survey, 6% of Trans participants went to

prison, and about a third of them experienced violence. Trans persons of color, specifically black and Latinas transgenders, are at a greater risk of hate crimes compared to their white counterparts due to the effects of racism and transphobia worldwide. This daily violence affects their mental health in a way that they become clinically depressed and may attempt suicide too. The United States transgender survey results concluded that many transgender experience mistreatment and discrimination [11]. In this survey, 39% reported serious psychological distress, compared to just 5% of the general United States population. 40% of transgenders reported that they had attempted suicide in their lifetime, which is nearly nine times the attempted suicide rate in the U.S. These hate crimes have become common nowadays, and they are generally underreported in police departments. The crime report rates against transgenders are particularly low because of victimization and discomfort with police. Moreover, there is also a lack of faith in the police's ability to effectively cater to these hate crimes. There are fewer police reports from transgenders of color because of racist policing policies, historic events, and distrust of the police in communities of color.

### **1.2. The situation of transgenders in South Asia and Pakistan:**

Transgenders played a very important role in society during the Mughal rule in the 19th century. They held respectable jobs of cooks, dancers, and entertainers, and they sometimes played the role of mentors too. However, the most important role given to them by the emperor was to safeguard their harem against the entry of unwanted men into the royal palace. They mostly held skill-based jobs that didn't require education, as many transgenders lacked basic education. Since the decline of the Mughal Empire, most transgenders have lost all sources of employment, and this has led them to be unemployed and homeless. During British rule, they faced a massive employment crisis because they lacked basic education and couldn't find jobs. Since then, they have indulged in odd jobs such as begging on the streets, dancing, and singing on special occasions such as weddings and birth ceremonies, and praying for people's well-being. These jobs are not considered important enough which has led to a decline in their social status. For nearly 6 decades now, they have been living in isolation and are denied basic human needs.

Transgenders in Pakistan are referred to as 'Hijras' i.e., eunuch or genderless or neither male nor female. Pakistan has 10,418 (0.0050%) identified transgenders out of a population of 207.77 million [6]. This marginalized community lives a very secretive life in Pakistan because they feel threatened by the norms and culture of the society. The government has no policies to protect the rights of transgenders. The Government of Pakistan did not recognize

them as citizens for the first 66 years of national independence. In 2009, they were granted permission to receive national identity cards by the High Court [2]. Many transgenders are just beginning to have their first experiences of being able to go to school. However, this is also drawing attention to their insecurities in a new way. They have no special seats for admissions in schools, colleges, and universities. Even if a trans person manages to enroll in any school or college, the negative attitude of the students and the institution can be difficult to deal with. They face verbal and physical harassment. Trans persons have reported being beaten and sexually harassed by teachers and students alike. The discrimination experienced has forced many of them to drop out of school at an early age, hence closing the door to honorable employment for them. In addition, they have been deprived of basic healthcare and medical treatments. They are not treated humanely by the people of Pakistan. People do not like sitting with them, drinking, or shaking their hands. Their life is very lonely and dangerous in Pakistan. It is considered taboo to speak about transgender rights and their issues. They have no social value. In fact, transgenders are not accepted in their own homes. They are perceived to bring shame to their family name. In general, it is a family's responsibility to care for transgenders until they reach a sensible or mature age. However, the attitude and behavior of families in Pakistan is usually so hostile, that these transgenders run away from their homes. Transgenders then join their own communities because they know they will be accepted there. Being a parent of a transgender child is considered a stigma in Pakistani society, as they are ridiculed by neighbors and relatives alike for their inability to produce a "normal" child. Some families in the province of Khyber Pakhtunkhwa (KPK) resort to **honor killing**, as they believe a transgender brings family shame. Within the family, transgenders may possibly receive empathy from female members while they are ignored by their male counterparts. Lack of support from their own families results in several psychological and social issues. This lack of support from families, relatives, and society results in the transgenders being propelled into a vicious circle of social exclusion, leading to unsound behavior such as prostitution, substance abuse, begging, and even having suicidal tendencies. It is not acceptable to employ transgenders as servants in families and/or employees in businesses. They are not allowed to marry since same-sex marriage is against the law in Pakistan and is brutally punished under Islamic sharia law. Transgenders do not have religious rights in Pakistan, and they are prohibited from entering mosques or attending religious ceremonies. The religious groups abstain from taking part in the ritual funeral rites of transgender as they are thought to be against Islam.

### **1.3. The current employment status of transgenders in Pakistan:**

Transgenders in Pakistan are condemned because of their association with singing, dancing, and sex services. Prostitution and sex work are very common in the transgender community. Pakistan is an Islamic country with a 'Sharia Law' in which prostitution is banned and punished mercilessly with lashing and imprisonment for up to 4 years minimum [9]. Speaking about prostitution and sex work is considered taboo in Pakistan. However, they indulge in this activity secretly due to widespread abuse and discrimination. The fear of being ridiculed and harassed keeps them from joining the workforce in society. In addition, a lack of education and skills makes it even harder for them to satisfy societal job requirements. Hence, this marginalized community has no option but to get involved in sex trade. Many transgenders engage in sexual activity in extremely bad environments and attract diseases. In Pakistan, transgender's entertain people at weddings and private gatherings, where people throw money at them. Their average monthly income from dancing at a wedding is approximately Rs 3,000 (US \$15.18) while they get paid approximately Rs 10,000 (US \$50.61) from sex work. This high income received through sex work is one of the primary reasons why transgenders choose sex work in countries such as Pakistan where the economy is on the verge of bankruptcy. Although society perceives them as sex workers and considers them outcasts, they fail to understand why transgenders are forced to indulge in this activity. The clients or sexual partners believe that sexual abuse of transgender is permissible. They invite friends to gang-rape them. This abuse causes severe emotional distress and mental anguish among transgenders in Lahore [4]. To counter these realities, many survivors become addicted to drugs and alcohol or seek to harm themselves. The only solace that these transgenders receive is from their gurus. They receive support from their community members for healthcare who care for them using traditional methods and wisdom. Transgenders' prostitution leads them to several sexually transmitted diseases (STDs) such as AIDs, leaving them with few options financially and fewer medical facilities to receive treatment in Pakistan without fear. They become vulnerable to these STDs due to unprotected sex which pushes them to take jobs such as begging, stealing, and so on.

### **1.4. Covid-19 impact on transgender socio-economic lifestyle:**

The covid pandemic led the transgender community to become more marginalized than ever. It made their lives miserable and much worse than it ever was. The social distancing protocols, and the stereotypical stigmas that transgender people are "unclean," deprived them of the limited means of income from dancing at weddings, indulging in sex work, and begging for

money on the streets. Implementation of the lockdown banned all activities, and the transgender population was left homeless and jobless. Many of them didn't have any money to buy food during the COVID-19 lockdown. The government announced an 8 billion rupees relief package. Under the "Ehsaas Cash Program", Rs.12, 000 (\$67.20) was provided to people whose income was impacted due to lockdown or social distancing. However, under this program, only 3% of transgender people were able to receive financial assistance [9]. The major obstacle was that this cash grant was provided only to those registered in Pakistan's national database as transgender. However, due to high discrimination and hatred toward transgender in Pakistan, many preferred not to register as the third gender. Transgenders were at higher risk of being infected by the coronavirus as many of them live in large communities under the same roof. They were unable to maintain social distancing as many transgender people rely on work that requires public interaction, and it was not always possible for them to follow safety measures and protocols. As the world worked in solidarity to find a solution to the covid pandemic, the transgender community fought this war alone.

## **2. CASE STUDY**

Polo Closet is an online clothing company based in Lahore, Pakistan. This fashion store is managed by a young adult, who founded it at the age of 16. This company was established during the pandemic to introduce online shopping in Pakistan, where it is usually discouraged and seems infeasible due to customers' traditional behavior in shopping. It is complicated to start any business in Pakistan since the economy is on the verge of bankruptcy and restrained due to scarce resources. Pakistan currently ranks 136 out of 190 on the Ease of Doing Business Index [8]. This is because of a lack of policy consistency, higher taxation, greater utility costs, cumbersome procedures, weak contract enforcement, and a poor legal system. Finally, it is even more difficult because there is no guidance and support for youth to initiate a startup and they are often discouraged because Pakistanis usually encourage jobs rather than taking a risk to start a business. Polo Closet manufacture and sell distinctive fashion products and accessories. This business makes products from sustainable and environmentally friendly materials, which is one of its unique selling points. The brand promotes fair trade in Pakistan, which benefits employees along the supply chain and creates a better future for everyone. This clothing brand focuses on only producing high-priced products for the upper class, while the middle and lower class usually buy during sales. Polo Closet prides itself on producing



sustainable products and the prices of its products are set in a way that they are affordable for all classes (lower, middle, and upper).

Polo Closet introduced an ideology for the first time in Pakistan, which was to provide full contract-based employment to transgenders with job security. The owner of Polo Closet once witnessed a transgender sex worker begging at a traffic light signal and this trans person was accidentally hit by a car. This trans person was abused and slapped by the car owner for crossing the road. This incident left a deep impact on the mind of the owner of Polo Closet whose main mission became transgenders' welfare by bringing them out of poverty and providing acceptability by society. Polo Closet provides contract-based employment to transgenders so that they have a respectable job with a constant income. This has brought about an immense positive change in the transgender community, giving them hope to acquire employment like the rest of the Pakistanis. Currently, there are 6 transgenders employed at Polo Closet 6 and the number continues to grow (the total number of employees in the company is 8). Their jobs range from stitching garments, packaging products, or handling the business website. These employees can choose to be trained in any area depending on their interests.

### **2.1. Setting a safer workplace for transgenders:**

Since it is important for transgenders to feel secure and comfortable in workplace settings, there was a need to create rules and protocols for other employees to follow. Transgenders experience harassment and abusive environments in society, which demotivates them and they leave their workplaces. To create a safe environment for them, the solution was to create a workplace where everyone can co-exist peacefully, and transgenders do not feel isolated. The other “normal” employees need to be trained in the norms of the transgender community to be more supportive and understanding of them. To train the other employees to cooperate and work with transgenders, workshops and seminars are regularly conducted to discuss issues associated with the transgender community.

Polo Closet created policies whereby any abusive, discouraging, and non-cooperative behavior towards transgender employees would result in penalties and fines. This made the other employees cautious and more supportive. This has only made the transgender people feel welcome, but it has also helped boost their morale. As these transgender employees interact and socialize with other people, it makes them feel a part of society which will consequently assist them in coming out of isolation. Joint training programs were conducted

that ensured everyone participated. This encouraged everyone to present their ideas and designs for products, which were later launched in the business.

Bathroom access is a severe issue faced by transgenders in society and the workplace, so to deal with the issue Polo Closet assigned a third bathroom facility. The construction of a third bathroom was necessary, as using the men's restroom for transgenders resulted in sexual harassment and a place where they were ridiculed. Separate bathroom access enabled them to feel secure and comfortable. Hygiene in the workplace is very important as it leads to a healthy workforce. A healthy workforce is happier and more productive. Hence workers are required to keep their work areas neat and orderly, maintain halls and floors free of slip and trip hazards, and remove waste materials and other fire hazards from work areas. Friendly and secure workplace settings makes transgenders more comfortable which enables them to focus and provides them satisfaction of being part of an organization.

## **2.2. Training the transgender workforce:**

As mentioned earlier, transgenders in Pakistan rarely attend school because of discrimination and lack of support from their families, and they usually join their communities where their guru becomes their first and last teacher. Training the transgender workforce requires extensive programming and workshops; they must be designed to teach them everything from the basics to an advanced level. After their recruitment by Polo Closet, every transgender is given individual training and guidance. First, an off-the-job training is provided with a focus on the theory. This training includes presentations, an introduction to their jobs, and workplace rules and regulations. The off-the-job training provides them with clarity about the company and their role in it. Training techniques include role-playing, case studies, and classroom lectures which help them gain knowledge and skills. This allows them to participate and helps answer any questions they may have. The off-the-job training is followed by on-the-job training where the workers are provided training on the job site regarding their roles and responsibilities. In this way, they learn to perform tasks under the supervision of professionals and experts. The on-the-job training includes coaching, mentoring, job rotation, apprenticeship, committee assignments, understudy, and internship training. This makes the process easy for them as they memorize what they have learned which in turn enhances their skills.

For example, employees interested in learning to stitch a garment are provided with training in how to handle the machinery and its technicalities. They are taught by other employees who are experts, which motivates them and makes the process easier. They practice for the

first two weeks until they reach perfection. They are then given a task in the production line. Similarly, transgender employees interested in packaging the products, are taught by an expert how to use packaging material effectively without creating any wastage. Some of the transgenders who have basic education seem more interested in learning how to handle the business website. They are taught basic coding and editing skills by a website developer. After three weeks of training, they are able to extract customers' orders, reply to customers' inquiries and even edit posts on websites successfully. Transgenders are indeed similar to any other human being who adapts, learns, and responds to new tasks and training which makes them suitable for employment in any business sector. If they are trained properly and employed, their productivity level is equivalent to and sometimes even greater than the average employees because of their willingness to learn and improve themselves. This motivates them to work even harder and produce a better outcome.

### **2.3. Motivating Factors for transgenders:**

The transgender workforce needs to stay motivated to reach higher productivity. If they are not motivated like any other workforce, they tend to lose their concentration and willpower. They are used to working as beggars, dancers, and sex workers which is an easy way to make money. Since they are so discouraged by society, they do not believe that they can work in a garment factory which requires more skills and hard work. Every time they encounter difficulties, their mind wanders back to their previous source of income. For this reason, Polo Closet introduced fringe benefits for every transgender including free health care, monthly household expenses, meals during their time at the factory, and seven vacation days after 70 days. This caring approach provides them with confidence that they are properly taken care of. The transgender community in Pakistan faces basic health care and food shortage issues in their day-to-day life, so providing these benefits makes them even motivated and they worry less about their daily issues. Keeping a clean and safe environment in a workplace makes them feel secure and motivates them to work harder when their basic hygiene is met as well. Polo Closet donates a percentage of its profit to a charitable organization known as "Helping Hand", which provides basic health care and education to underprivileged people worldwide. This provides greater motivation for transgenders as they feel their work is directly benefiting the needy and unprivileged people. Transgenders are allowed to dress in any attire they choose to, they are not restricted in any way. This makes them feel appreciated and taken care of. Transgenders in Pakistan have a deep love for music as their traditional work included dancing during ceremonies. They enjoy music and dances as according to them it lightens

their mood. During their daily meal breaks, they are allowed to listen to the music of their choice and relax. This boosts their performance and concentration. Every “normal” employee in the workplace is required to refer to them by a respectful pronoun which is known as ‘Ap’ in the Urdu language. The word ‘Ap’ in the Urdu language refers to someone whom one respects and loves. Providing dignity to the transgenders by using this pronoun, makes them feel respected and appreciated in the workplace, and this creates unity and strong loyalty among the workforce. They feel a sense of belonging while working, which leads to higher productivity. Transgenders are given bonuses by the company too when they have performed better than the rest and have succeeded in their task completion. This motivates other employees to work harder to receive bonuses.

### **3. DISCUSSION**

Polo Closet experienced higher productivity along with remarkable quality of products by the transgender employees which resulted in improved customer satisfaction. As time went on, they became well trained and were up to the mark as compared to any other employee. Transgenders who were employed had far better living standards than the rest of the community. Their dream of having a respectable job had come true. The idea of worrying about getting STDs in sex work or being harassed at a traffic signal became history as they now had the same opportunities as others. The living standards of all these 6 transgenders improved drastically. This has sparked a ray of hope for them and many other transgenders in Pakistan. There is hope that they may be accepted by society as equal human beings. Four of the six transgenders suffered from depression before joining the workforce. The covid pandemic had affected their income and as a result, they were homeless. Getting employment was finally a way to become prosperous again. As one of the transgender Saima Jee quotes:

*“During the lockdown, our jobs were taken away from us. We couldn’t earn money as there was no opportunity for us, streets were closed, and factory doors were shut for us. When I was hired to work in the stitching unit for this brand, I couldn’t believe it was going to be real. We were first trained here. I was finally learning things that I always wanted to learn my whole life. Getting my first stitching machine, I was able to stitch garments and earn a respectable income. This gave birth to my new life with a roof on my head and food on the table and recognition from our society”*

Most of the Polo Closet transgender employees had a history involving sex work. After getting employment, they do not even consider going back to that life where their life was at stake due to STDs and torture from the clients. The employment contract includes a medical checkup by the company which allows them to consult doctors and treat any illness irrespective of whether it is major or minor. They are finally able to reflect on their lives and plan for their future instead of being treated as discards by society. The successful implementation of this transgender employment experiment in the Polo Closet workforce breaks the barrier for transgenders. It gives birth to a new ideology of growth and a future for marginalized communities worldwide by obtaining employment even if they lack basic education. If schools, colleges, and organizations take an initiative to provide education and basic skill sets to the transgender community, this could lead to drastic change which could allow them to prosper. This could help them come out of isolation and could help them to live as respectable individuals. It could discourage them from doing disrespectful jobs such as begging on the streets, dancing for someone else's pleasure, and sex work with diseases attached to it. Workshops and seminars need to be arranged to provide them with opportunities to learn the skills they are passionate about. Apart from working in clothing brand factories, transgenders can be trained in various skills to gain employment such as makeup artists, chefs, teachers, receptionists, fashion designers, salespersons, artists, poets, babysitters, and even managers.

### **3.1. Productivity of transgender workforce**

The productivity of the transgender workforce was calculated and compared with other employees. This provided further evidence of how beneficial results can be achieved with transgender employees in the business. The research on how practical it is to employ transgenders in the workforce can be concluded by calculating their productivity level and optimizing it further to support this ideology. The productivity of any employee is enhanced by training the workforce through encouraging learning opportunities. These results give other companies an idea on how they can provide employment opportunities and experience consistent growth. The productivity of one employee is calculated by measuring the time taken to produce the outputs in one day. Transgender employees in Polo Closet have been employed to stitch garments, package products, and handle customer services. The workload is equally divided between the other employees and transgender employees which makes it easy to calculate the productivity and form a comparison. Tables 2, 3, and 4. Below show data for the productivity formulae of output/time taken

**Table 2: Productivity of Employees in the Stitching unit**

	<b>Garment produced in one day</b>	<b>Number of hours in one day</b>	<b>Productivity</b>
Other employees	7	5	1.16
Transgender employees	8	6	1.33

**Table 3: Productivity of Employees in packaging of the products**

	<b>Product packed in one day</b>	<b>Number of hours in one day</b>	<b>Productivity</b>
Other employees	12	6	2.00
Transgender employees	11	6	1.83

**Table 4: Productivity of Employees in customer service on the website**

	<b>Customers handled in one day</b>	<b>Number of hours in one day</b>	<b>Productivity</b>
Other employees	20	6	3.33
Transgender employees	22	6	3.66

The productivity results draw a similarity between other employees and transgenders which shows that with good training and enough motivation, they not only can be equally productive as compared to other employees and can even exceed further. Their higher productivity can be reasoned with their higher motivation in a place where they feel secure, and their basic needs are met. It shows that they are not complicated people. Instead, they are truly determined to make their life worthwhile by working hard. It is their passion to bring a change in themselves and their community that drives them to stay focused and motivated. Employing transgenders would immensely benefit not only the business but also the society. The employment of transgenders would lead to an increase in the working population. As more people are employed, productivity will improve, and products will be produced quickly. Employing transgenders in the workplace will increase their social status which will lead to lesser discrimination they face in society.

## 4. CONCLUSION

The paper is unique in its perspective of discussing transgender empowerment in the business sector using data from Polo Closet. Cultures across the globe have varied perspectives towards gender diversity. In Pakistan, the marginalized community remains in a closet due to discrimination and society's reluctance to accept them. They often lack legal recognition and are not entitled to the same rights and protections as any other citizens which makes them vulnerable to abuse and exploitation. The social and institutional discrimination against the transgender community in Pakistan has led to an absence of education and business opportunities for them. This case study suggests that if society can provide basic skills training and education while providing a good workplace environment for transgenders, they can be as productive as a "normal" employee. Empowering transgenders with employment can help reduce discrimination against them as they are given equal opportunities. This simple yet unique ideology provides insight and sets an example for many other businesses to follow worldwide. The positive impact experienced wasn't limited to the transgender community. The mindset of the other people changed as well as they slowly started to accept them as a part of society. The respect they deserved but was lost can steadily be earned back in the community with the hope that everything will change one day.

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