

Bias at the Frontline: A Comparative Study of Social Workers' Biases Toward Sexual Minorities

Abstract

Despite growing calls for diversity, equity, and inclusion, sexual prejudice continues to permeate social work practice—often unconsciously. In this presentation, I will share the process and findings of a study that examines how implicit and explicit biases towards gay and lesbian individuals may influence service delivery in Hong Kong and Taipei. Drawing on primary data from 321 social workers, the study reveals notable differences in bias levels between the two cities and identifies multilevel factors, ranging from personal experiences to organisational climate and cultural values, that shape these attitudes. I will also present actionable strategies for reducing bias, including diversity training and fostering positive intergroup contact. This presentation is essential for professionals dedicated to equity, inclusion, and culturally competent care in social services.