

**WILLINGNESS OF EMPLOYERS TO
SUPPORT DISABILITY MANAGEMENT IN
THE WORKPLACE FROM SOCSO'S
PERSPECTIVE**

By

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ABSTRACT

In the current competitive edge, many healthy workers who become disable due to injuries, accidents, chronic illness or birth defect has been continued to be the poorest, less educated and least hired which was contributed by several barriers that stop them from participating in the labour market. The common barrier is the employer's perception toward hiring the disable people in their workplace and this is the biggest constraint for the disable people to mingle in the workgroups in the society. This survey-based research study was conducted basically to analyse the influence characteristics of employers in employing disable people in their workplace and for this purpose, the study was mainly targeted number of employers from Klang valley, Malaysia. Precisely, the connection between gender and total employees in an organization was identified by analysing the total number of employees in the organization, familiarity with disability workers and prior work experience with disability people together with elements of understanding and beliefs towards disability was explored. Results from this study indicate that employers' attitudes are generally positive and the common barriers also have been identified. Overall familiarity with disability, size of organizations and gender can be predictable characters in determining the employer's attitude in employing people with disabilities. This study also indicates that employers are willing to support disability management in the workplace. Furthermore, constraints in conducting this study together with future recommendations for other researchers are provided in this study.

ABSTRAK

Pada zaman yang penuh mencabar ini, kebanyakan pekerja yang telah menjadi hilang upaya atau pun Orang Kurang Upaya (OKU) akibat daripada kecederaan, kemalangan dan penyakit kronik ataupun disebabkan kelahiran adalah dikenal pasti sebagai golongan yang miskin, kurang pelajaran dan kurang diberi peluang pekerjaan. Walaupun terdapat sejumlah kecil yang terima tawaran kerja, namun angka ini masih rendah berbanding dengan jumlah sebenar yang masih tiada punca pendapatan untuk menarrah hidup. Antara punca yang menyebabkan kurangnya peluang pekerjaan kepada OKU, adalah sikap negatif majikan terhadap OKU yang mewujudkan jurang perbezaan ini. Maka, objektif kajian ini adalah untuk mengenal pasti demografi majikan yang memberi kesan kepada sikap mereka dalam melantik pekerja atau OKU dalam syarikat mereka. Jadi, kesemua responden dalam kajian ini dipilih dari data majikan aktif yang berdaftar dengan Perkeso di kawasan Lembah Klang. Dalam kajian ini, kita dapat melihat hubungkait antara jantina, saiz organisasi, kebiasaan bekerja dengan pekerja atau OKU dan pengalaman kerja dengan pekerja atau OKU dalam membentuk keperibadian majikan dalam melantik pekerja atau OKU dalam syarikat mereka. Hasil kajian menunjukkan secara umum, majikan mempunyai persepsi positif terhadap keperibadian majikan dalam melantik pekerja atau OKU dan beberapa kekangan turut dikenalpasti. Maka, Kajian ini membuktikan yang mana majikan di Lembah Klang menyokong program pengurusan hilang upaya di tempat kerja. Disamping itu, Implikasi dan cadangan untuk kajian pada masa akan datang turut dibincangkan dalam kajian ini.

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LIST OF ABBREVIATIONS

SOCSSO	Social Security Organization
PERKESOA	Pertubuhan Keselamatan Sosial
RTW	Return to Work
PWD	Person with Disabilities
DM	Disability Management
ILO	International Labour Organization
OKU	Orang Kurang Upaya
NIDMAR	National Institute of Disability Management and Research
CDMP	Certified Disability Management Professional
WHO	World Health Organization
UN	United Nation
EEO	Equal Employment Opportunities
UNCRPD	United Nations Convention on the Right of Persons with Disabilities

CHAPTER ONE

INTRODUCTION

1.1 Introduction to the study

According to International Labour Organization (ILO n.d), there are more than 600 million people worldwide are categorized as people with disabilities (PWD). Thus World Report on Disability 2011 by World Health Organization (WHO) and the World Bank estimates that about 15% of total population of a country comprises persons with disabilities. These facts were presented by YBHG Datuk Harjeet Singh, Deputy Secretary General, Ministry of Women, Family and Community Development in “Reporting to UN on current status of PWD towards an inclusive Malaysian Society Post UNCRPD Ratification”. In the conference it was summarized that there are total number of PWDs in Malaysia around 506, 228 persons (as of April 2014). Nevertheless, this statistics cannot be defined as comprehensive data as in Malaysia, there is no mandatory to register people with disabilities and it is done on voluntary basis. The categories registered for the disable people are visually impaired (47, 721), hearing impaired (59, 868), physically disabled (166, 206), learning disabilities (182, 055), mental disorder (21, 237), speech disabilities (3, 792) and multiple disabilities (25, 349). The quantity of people amid disabilities can differ from one country to another and the categories also can be different depends on the country on how they group a person with disabilities. Disabled people have been categorized into seven main categories, for research purposes done by the Department of Social Welfare (Ministry of Women, Family and Community Development). Registration of PWDs is important to enable the government to recognize and identify the disabilities in order to plan and formulate appropriate programs for the development of PWDs.

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