

# COMPARATIVE STUDY OF THE PROBLEMS OF HANDICAPPED EMPLOYEES INCLUDING TEACHERS IN THE DEPARTMENT OF EDUCATION VERSUS THOSE OF OTHER DEPARTMENTS

Kanwal Ejaz and Muhammad Arshad Dahar<sup>1</sup>

<sup>1</sup>Division of Continuing Education, PMAS Arid Agriculture University, Rawalpindi, Pakistan

Corresponding Author's Email: [drarshad1969@uaar.edu.pk](mailto:drarshad1969@uaar.edu.pk)

**ABSTRACT:** *Similar to many countries, in Pakistan as well as lot of people with disabilities have been reduced to things of disappointment although the reality that they are too much keen to hold up themselves, only if chances of learning, ability growth and appropriate job atmosphere are made accessible to them which is challenging for the them to manage. For consulting thirty workers among disabilities in Islamabad City, prepared survey were taken examine problem tolerate through them at their work place. Hypotheses were examined all the way through chi-square test. The finding of the learning signifies that workers with physically disable face mobility issues and workforce with hearing injury struggle with communications at their working place. . There were no special rules made for employees with disabilities to give them a hurdle free atmosphere and to satisfy their needs.*

**Keywords:** *disability, Employment, Issues*

## INTRODUCTION

UN and persons examines that there is a big and rising mount of individuals with disabilities in the globe nowadays. The examined number of 500 million is set by the findings of investigations of section of population. In major nations, as a minimum of one individual out of 10 is disabled by bodily, mental injury, and as a minimum of 25 percent of any population is affect by the occurrence of disability. A lot of people with disabilities are unable to have employment or specified only deprived and badly salaried jobs. In era of job failure and financial crises, the disabled are the earliest to be fired and very last to be hired. [1].

Human Resource Management (HRM) is the approach of appropriate classification in an administration to make sure to lively and well-ordered employ of individual ability to absolute organisational aims. Within the 1970s, the career of HR administrator was to maintain their corporation elsewhere of court and in observance with the rising amount of polices governing the workplace. Within the 1980s, HR manager had to concentrate on recruitment costs connected to mergers and acquisition and downsize. The year 1990s is considered by financial issues associated to any more and more global and aggressive workplace [2, 3].

### Nature of Jobs Performed by Disabled Employees

The study reveals bigger part of the employees with inabilities were acquired as second rate representatives in limited fields for example; peons, delegate, agent, organization collaborator, cook, clothing men, phone administrator, although not exceptionally many were constricted as high review employees like PC administrators, teachers, and aide chiefs. Investigation studies discover that by and large, the handicapped that are trainable did not have the specialized aptitudes for job in assemble and business divisions. The specialized preparing program for the crippled are not appropriate to the work necessities in the commercial ventures consequently it is harder to put the debilitated on the employments. [4].

There are a mixture of dissimilar jobs that handicapped can do and can be fluently engaged into business, e.g. listen to weakened can act as changing aides, map drafters, creature guardians, machine administrators, upholstery repairers,

glass cutters, directors in product houses, bookkeepers, auto-mechanics, little motor re-manufacturers, bricklayers, aerating and cooling mechanics, cultivation labourers, and so on. Logically impeded people can do various employments. They can be creature supervisor, bindery specialists, building support labourers, card punch administrators, craftsmen, agents, cooks, dishwashers, lift administrators, ranch workers, sustenance administration labourers, furniture repairman aides, basic need men, research centre labourers, clothing specialists, library aides, mail representative, restorative experts, flag-bearers, nursery labourers, photocopy administrators, doormen, deals store specialists, etc. The physically crippled can likewise be included in a variety of employments such as clerks, office-aides, PC administrators, and dissimilar professions where consecutive flexibility is not necessary. [5].

The concentration to that business, for example, running telephone corners or attaining railroad tickets and licenses for an expenditure are in additionally astounding figure of courses in which persons that have restricted physical ability yet are steady, patient and helpful can take home the bacon.[6].

### Issues Faced by Employees with Disabilities

#### Transportation

The transport issues are one of the genuine problem people with handicaps are meet everywhere right through the world and, in this way, they are limited to their places relatively turning into a helpful person from the general community. Singapore has incredible transportation organization, with numerous one of a type plans discovered no place else on the planet. Be that as it may, the greatness of Singapore's vehicle base is appropriate just to its dominant part (as of now) non-incapacitated and ambulant handicapped residents. Taxi administrations in Singapore are extremely costly, and private autos are significantly more costly, with numerous models being 8 to 10 times more costly than comparable models in Europe and the US. This has extensive effect on (PWDs) persons with handicaps who are non-ambulant, who regularly don't try to discover business on the grounds that the heft of their pay rates will go towards paying for their vehicle to and from work. More than half of the workers with

incapacities had their own game plans of transportation; though whatever is left of them utilized organizations or schools transportation or had the private office in occupation premises in the event of visually impaired representatives. [7].

### **Job satisfaction**

According to Moorhead and Griffin, a large portion of the workers with inabilities were not fulfilled by their present occupations. All listening to disabled, more than half of physically debilitated and some outwardly impeded workers were getting pay rates same or like their typical associates, lion's share rationally hindered representatives said that their compensation was not exactly their partners. More than half of the considerable number of workers with incapacity said that in regards to advancement and motivations, their manager regard them just as their typical partners. [8]

### **Employers Attitude**

In our study, the business' state of mind towards workers with inabilities was measured regarding remuneration, advancement, motivating forces, and preparing offices gave to incapacitated. The after effects of the study show that dominant parts of the workers with inabilities don't get same or comparative pay rates as other healthy representatives. More than half of the workers with incapacities of the study specified that they were given advancements and motivating forces. The motivations were given as augmentations, advancements, grants, rewards, gratefulness letters, and accomplishment testaments. An ILO study uncovers, there is general preference and victimization debilitated individuals. The mentality of businesses changes from the illuminated and excited to the favoured and impartial. Regularly they are not as hesitant towards drawing in impaired specialists the same numbers of in the restoration calling accept [9].

The aptitudes of representatives with handicaps must be ceaselessly updated. Meeting this prerequisite include preparing and advancement exercises and assessing execution with the end goal of putting forth a valiant effort and this is one of the imperative elements of HR. Organizations put resources into preparing to upgrade singular execution and authoritative efficiency. Our study uncovers that the dominant part of the workers with handicap had no procurement of preparing which is against the ILO suggestion 99 section 7 which expresses that wherever conceivable, crippled persons ought to get preparing with and under the same conditions persons [10].

With a specific end goal to guarantee its financial survival, organizations in Singapore are encouraged to progress into high-esteem additional businesses and to build utilization of data innovation to remain one stage in front of their competitors awesome significance is, thusly, set on multitasking and abilities retraining and redesigning of Singapore labourers. This has genuine ramifications for Individual with handicaps particularly the individuals who are not accomplished and are low working, for example, the mentally incapacitated and outwardly hindered. Singapore's compensation expense is additionally moderately high, and this outcomes in low-esteem included commercial enterprises/occupations being moved to different nations, for

example, Indonesia, Malaysia, and China, and so on. Where wage expenses are much lower. The aftereffects of this is numerous occupations that are suitable for low-working PWDs who experience issues in procuring essential abilities, have become scarce. So an expansive division of PWDs are left with almost no occupation alternatives, put something aside for business in shielded workshops where pay is to a great degree insignificant or still missing (Tuen, 1999) likewise said by ILO that way ought to be engaged to urge bosses to give preparing to incapacitated persons and ought to incorporate suitable monetary, specialized, therapeutic or professional help (Worldwide Work Office, 1984) [11]

Numerous businesses don't see handicapped individuals regarding their capacities, yet just as far as their inabilities. Indeed, even specialists harmed at work are not ensured, and might lose their employment. (Worldwide Work Office, 1992)[12]. In numerous nations, the Livelihood Arrangement for the Crippled has been urging businesses to give impaired specialists reasonable open doors and to receive approaches that permit them to satisfy their possibilities in occupation. HRM can assume an imperative part in such manner. The businesses have the accompanying disposition towards the debilitated representatives.

According to Gilbride, A learning directed in AMERICA uncovers the view of managers concerning procuring crippled individuals. The outcome shows to larger part of the businesses trusted that it can be simpler for individuals with (heart) disability, through a malignancy determination, or individual existing with HIV to fill up the positions. A greater part of the businesses trust that it would be further troublesome for people with moderate or extreme psychological hindrance or individuals why should unsighted perform the occupation obligations of a predetermined employment [13].

In USA the Division of Work's rules for contractual workers oblige them to make a sensible settlement for the crippled which by and large incorporates the accompanying [14],

- Job Openness: including wheelchair, inclines, Braille signs on lifts, ventilating for specialists with respiratory issues, etc.
- Job Outline: Disposing of assignments that an incapacitated individual can't perform and those are not important to carry out a vocation.
- Qualifications: Dispensing with pointless employment particulars, for example, physical examination that may restrict the passage of crippled candidates.
- Unprejudiced Treatment: Dispensing with contracting choices in light of people groups' trepidation or uneasiness about impediment, for example, epilepsy or discourse hindrance.

In Turkey there have been two views contemplated led. Aydın, analysed the Issues of handicapped businesses who have been working in Zonguldak (a city well known for coal mines in north a portion of Turkey). [15]

Barnes, raised issues of crippled individuals' vocation and expectations for everyday comforts from a UK point of view, and tended to them through and examination of arrangements

in three West European nations; England, Germany and Sweden. [16]

C Hatton investigates that the study examines considers straightforwardly and by implication connected with staff general pain, work strain and work fulfilment amongst staff in administrations for individuals with scholarly disability. Three variables represented 28% of the difference by and large misery scores. Six components represented half of the change in employment strain scores. Staff anxiety and spirit have been distinguished as significant issues influencing the nature of administrations for individuals with scholarly inability. [17]

In an arrangement with the social model of incapacity and inability considers, this paper will utilize the expression "crippled persons" instead of "persons with handicaps" to allude to impairing social elements which posture boundaries to people in their regular experiences. At the point when "hindrances" is utilized, it will allude to an individual's obvious or imperceptible condition. [18]

A blended technique methodology, utilizing a basic interpretive sociological methodology with subjective meetings and printed information gave both expansiveness and profundity to the exploration examination on inability and work. I led a basic interpretive printed investigation of semi-organized meetings of impaired specialists. Further incorporation criteria incorporated the individuals who had been utilized for no less than five years, and self-related to an obvious and/or physical disability or impedances. This methodology is a remarkable contribution to the locating so as to write debilitating boundaries in both the work environment and social approaches [19, 20].

Ditty Goldstone looks at issue that the job of individuals' with disabilities was broadly seen as advantageous for other individuals and to have a positive impact on staff and resolve; over portion of respondents (55%) concurred with this. A substantial greater part differ that debilitated individuals are improper for client confronting vocation (84%), that they might make other staff feel uncomfortable (83%) or are less profitable (75%) – less than 10% concurred with each of these announcements with the leftover portion impartial. [21]

Nicole B. Porter expressed that The Americans with Inabilities Act (ADA) of 1990 was authorized to offer people with incapacities some assistance with achieving rise to circumstance in the working environment and society. Under Title I of the ADA, a business is re-quire to give a qualified incapacitated worker with a sensible settlement that will permit the impaired representative to perform the fundamental elements of the occupation. [22]

Barnes said that distinguished institutional segregation as a key issue for individuals with disabilities entering the work business sector and hostile to separation enactment as the most ideal approach to address this. So how far have we went following 1992? As a bit of enactment the DDA has presented critical lawful rights for crippled workers, while at the same time setting obligations and obligations on businesses to encourage their livelihood. [23]

Barnes supported enactment in light of a model that focused on the demand side of work or 'on the social association of work', and that underlined 'impaired individuals' absence of social rights as opposed to individual needs', thus focusing 'on the handicapping society in which we live' (Barnes, 1992: 20). This approach contended strongly that 'socially built obstructions have "incapacitated "individuals' (Barnes and Mercer, 1997: 1) and what gets to be characterized as a disability is formed by the social implications joined to physical and mental impedances.[24] From such a viewpoint a debilitation is 'a physical reality, however an incapacity is a social development' (Braddock and Area, 2001: 12).

The lawful meaning of "incapacity" alludes to a man's physical or mental hindrance that may 'have a long haul impact on his [sic] capacity to complete everyday exercises' (DDA 1995, Segment 1(1)), which is likewise appropriate to a man with a background marked by incapacity or somebody with a dynamic or repetitive condition(Lockwood, 1999).

P. Wooten and H. James (2005) inspects why associations battle with figuring out how to forestall oppression their workers with incapacities. To investigate this issue, subjective chronicled information was gathered and examined from 53 Americans with Handicaps Act (ADA) claims documented against 44 associations. Hypothetical examination of the subjective information recommends that few hierarchically based learning hypotheses clarify the trouble associations have with making an incapacity well-disposed workplace. These boundaries to learning are implanted in complex guard systems and oppressive hierarchical schedules. Besides, associations experience issues participating in higher-request and vicarious learning. [25, 26, 27].

VISIER investigates the lawful system of protected job procurement changes. The synthesis of the part all in all changes from circumstances in which protected workshops are controlled by some little, deliberate affiliations. Individual shielded workshops utilize all things considered somewhere around 30 and 90 handicapped persons. Information on working conditions in protected job were gathered by method for a study. The poll was sent to the social accomplices and to intentional relationship of and for persons with incapacities. A starting choice was made of 18 nations which seemed to seek after a moderately stable strategy with respect to shielded business. [28]

Most associations experience issues with adjusting strategies and schedules that get to be notable when associations stand up to emergencies, for example, segregation claims (Nystrom and Starbuck, 1984; Wooten and James, 2004). This is on the grounds that segregation emergencies happen rarely and are regularly amazement to authoritative individuals. These emergencies request the association's assets and require a choice or judgment planned to enhance the **circumstance**. [29, 30]

At the point when allegations of segregation in the working environment get to be open, associations must make a move to address the worries of different partners and avoid future emergencies (James and Wooten, 2000). In the event that associations don't gain from a segregation emergency, they

risk disparagement. Generally, segregation is a socio-politically charged issue contrasting from different sorts of authoritative emergency, for example, item reviews or mechanical disappointments (James and Wooten, 2000). [31] Besides, inability to gain from a segregation emergency can have immediate and circuitous results on the association's enlistment pool, notoriety with clients, and worker duty and institutional bolster (Wright, Ferris, Hiller, and Kroll, 1995). [32] To counteract comparable emergencies later on, administration must observe and redress the frail focuses in its human asset administration practices or social framework (Pearson and Mitroff, 1993). [33]

Separation in the work environment is a genuine and testing part of overseeing workforce differing qualities and requests a mind boggling ability set. This is particularly valid in the setting of victimization crippled representatives contrasted with different types of separation. Previously, associations focused their assorted qualities administration endeavours on ethnic and sexual orientation issues and gave careful consideration to the exceptional issues connected with debilitated people in the workforce on the grounds that the appropriation of human asset administration polices is driven by workforce rivalry and weights from overwhelming coalitions (Macy, 1996; Stone and Colella, 1996). [34]

Besides, victimization workers with inabilities is spoken to on the off chance that studies that represent how associations learn, or neglect to realize, which help analysts and professionals comprehend the archived hierarchical conduct impacted by partners (Eisenhardt, 1989).

Individuals with handicaps are utilized at not as much as a large portion of the rate of their non-impaired companions (Erickson, Lee, von Schrader, 2011); and the current financial atmosphere is making it significantly harder for individuals with inabilities to obtain employment (Kaye, 2110). [35, 36].

Exploration was supported by the U.S department of preparation nationwide establishment on Handicaps and Recovery on Examination for Cornell's Employment Arrangement for individuals with Disabilities Rehabilitation on Exploration and Preparing Centre. Three essential issues were tended to in the review: inability divulgence, leave as a sensible convenience, and the utilization of job candidate screeners. These are raising issues that may have a vital effect on the occupation of individuals with handicaps.

During May 2012, partially of all personnel among a disabilities that were not function in report number of kind of difficulty to employment, the U.S agency of worker figures report now a day's be short of learning or preparation, not have of carrying, they require for particular types at the occupation, and a personnel have disability were along with the difficulty report along with people by means of a disability<sup>who</sup> being employment, in excess of partially have several trouble implementation their labor duty since of their disability. From half of individuals by means of a disability who were not working in May 2012. When ask to- 2-identify barrier they had encounter, the majority report that their possess disability was obstruction to employ (80.5 percent).

Other barrier cite built-in be short of learning or education (14.1%), be short of transport (11.7%), and they require for particular features at the work (10.3 %).

These conclusions were get hold of beginning an extra to the May 2012 present people investigation. The addition was sponsor by the U.S.A subdivision of worker bureau of Disability employ strategy. The CPS is a publication investigation of concerning 60,000 household that getting in order on nationwide employ and joblessness for the resident non institutional people age 16 and in excess of, <sup>2</sup>together within order on people with a disability. The May 2012 edition composed in sequence concerning barrier to service, previous labor occurrence, occupation and monetary help, request change to the place of work, and associated topic for people with a disability.

#### Objectives of the study

1. To examine the problem faced by the workers with disabilities at their job place.
2. To study the approach of employee concerning compensation, education and incentive offer to the employees among disabilities.

#### Significance of the study

The learning particularly was determined on the issue handled by the individuals with disabilities at their job in Pakistan and the part of Human Resource in handling with these problems. The results will emphasize the positions of workers with disabilities in our civilization; serving them to get better their superiority of life and also to improve the knowledge in the employer about the significance of job for disabled.

#### MATERIALS AND METHODS

##### Population

Employees of different organizations/institutes of Islamabad that having different disabilities like hearing. Impaired, visually impaired, mentally retarded and physically handicapped persons were the segment of population.

##### Sampling

Sixty employees (hearing impaired, visually impair, mentally retarded and physically handicapped persons) with disabilities, from different organisations/ institutes of education and non-education dept. from Islamabad were selected through convenience sampling.

##### Instrumentation:

The data was collected with the help of a structured questionnaire using close- ended items by these disabled employees.

##### Data Analysis:

#### Education Department

S	Statements	M	SD	C $\chi^2$	T $\chi^2$
1	Working environment	1.5	.73	10.4	9.2
2	Health and safety concern	2.3	.83	5.4	4.6
3	Physical working condition	2.0	.90	2.4	4.6
4	Nature of job	2.5	.73	15.2	13.8
5	Job matches skills	2.0	.98	9.6	9.2
6	Treated differently	1.9	.75	1.8	4.6
7	Management is very supportive	2.4	.62	10.4	9.2
8	Performance evaluation	2.2	.77	2.6	4.6
9	Good understanding	1.4	.81	26.6	13.8

10	Special equipment	2.1	.84	.600	4.6
11	Training for improvement	2.0	.94	5.6	4.6
12	Negative comments	2.0	.74	2.4	4.6
13	Management give incentives	1.8	.92	7.2	5.9
14	Appraisal improve performance	2.8	.55	38.4	13.8
15	Resources to achieve objectives	2.0	.90	2.6	4.6
16	feedback to improve results	2.4	.67	8.6	7.3
17	Not provide transport facility	2.6	.77	25.8	13.8
18	Self-transport	2.6	.71	29.6	13.8
19	Feel isolation	2.0	.64	9.6	9.2
20	Equal promotion opportunities	1.5	.72	8.6	7.3

**Non-Education department**

S	Statements	M	SD	$C\chi^2$	$T\chi^2$
1	Working environment	1.1	.46	38.6	13.8
2	Health and safety concern	2.3	.88	13.4	13.8
3	Physical working condition	1.7	.79	4.2	4.6
4	Nature of job	2.5	.67	15.8	13.8
5	Job matches skills	2.1	.93	6.2	5.9
6	Treated differently	1.7	.65	7.8	7.3
7	Management is very supportive	2.5	.67	15.8	13.8
8	Performance evaluation	1.8	.86	1.4	4.6
9	Good understanding	1.4	.77	25.8	13.8
10	Special equipment	2.1	.83	1.4	4.6
11	Training for improvement	2.4	.85	15.8	13.8
12	Negative comments	1.7	.78	3.2	4.6
13	Management give incentives	2.1	.87	2.6	4.6
14	Appraisal improve performance	2.6	.72	21.6	13.8
15	Resources to achieve objectives	2.2	.89	6.2	5.9
16	Feedback to improve results	2.3	.71	5.6	4.6
17	Not provide transport facility	2.1	.84	.60	4.6
18	Self-transport	2.1	.93	6.2	5.9
19	Feel isolation	2.2	.80	1.8	4.6
20	Equal opportunities promotion	2.2	.82	3.8	4.6

The table shows that the value of education department Chi-square  $\chi^2(df=2)=10.400$  at 9.210. This value of Chi-square  $\chi^2$  is much higher than the critical value and value of non-education department Chi-square  $\chi^2(df=2)=38.600$  at 13.816. This value of Chi-square  $\chi^2$  is higher. This means that this statement "Working environment" is highly accepted. The table shows that the value of education department chi-square  $\chi^2(df=2)=15.200$  at 13.816. This value of Chi-square  $\chi^2$  is higher than critical value and value of non-education department Chi-square  $\chi^2(df=2)=15.200$  at 13.816. This value of Chi-square  $\chi^2$  is also higher. This means that this statement "Nature of job" is highly accepted. The Statement shows that the value of education department Chi-square  $\chi^2(df=2)=5.600$  at 4.60. This value of Chi-square  $\chi^2$  is higher than critical value and value of non-education department Chi-square  $\chi^2(df=2)=15.800$  at 13.816. This value of Chi-square  $\chi^2$  is higher. This means that the Statement "Training for improvement is accepted. The table shows that the value of education department Chi-square  $\chi^2(df=2)=25.800$  at 13.816. This value of Chi-square  $\chi^2$  is higher than critical value and value of non-education department Chi-square  $\chi^2(df=2)=.600$  at 4.60 which is lower than critical value. In Education dept. statement is accepted where as in non-education dept. the statement is rejected. Thus it is concluded that the Education Department is not availing transport facility as compare to non-Education Department. The table shows that the value of education department Chi-square  $\chi^2(df=2)=8.600$  at 7.377. This value of Chi-Square is higher than the critical value and value of non-education department Chi-square

$\chi^2(df=2)=3.800$  at 4.605. This value of Chi-square is lower than critical value. So the result shows the Education department have equal opportunities for promotion where as non-education don't have.

**DISCUSSION**

A few qualitative and quantitative studies have been conducted on the issues of disabled workers in foreign countries. UN looks at rising measure of people with disabilities. Not a solitary issues of representatives have taken in Pakistan. The lion's share of looks into Human Resource Management is methodology of suitable characterization in an organization to make a point to energetic and all around requested utilization of individual capacity to outright hierarchical points [2, 3]. In Universal Work Office the inspirations were given as increases, headways, stipends, rewards, appreciation letters, and achievement confirmations. An ILO study reveals, there is general inclination and exploitation crippled people. [9] The primary goal of the study is to build up a pertinent and solid poll to gauge the occupation issues of debilitated workers of instructive and non-instructive dept. HR chairman ought to keep up their partnership somewhere else of court and in recognition with the rising measure of policies representing the work environment so that issues of handicapped representatives can be determined. The assignment of discovering debilitated representatives at their work spot was extremely troublesome. With the end goal to highlight the present issues of impaired representatives a large portion of the associations in Islamabad were gone to. 60 respondent were chosen for the procedure of component investigation. A few elements showed up through component examination and were names of not giving equivalent open doors and they are not getting impetuses which they merit due to their incapacity. All in all they are confronting numerous issues in their work place. This study will serve to cautious overseers to the likely event of issues in incapacity at their work place who are working with Human Resource Management and Universal Work Office that spotlights on motivating forces and offices for impaired representatives.

**CONCLUSION**

To sum up study revealed that, concern is shown in health and safety, management is supportive, special equipment's are given, Improvement in training for disabled employees, better working environment, were more privileged in non-education dept. while on the other hand transport facility not provided, feels isolation because of disability were harmful results in education dept. but they were satisfied from their nature of job and best match of skills. So education dept. group must be addressed in health or safety and supportive management areas.

**REFERENCES**

1. UN & Persons "World Program of Action Concerning Disabled Persons," Retrieved June 21, from, <http://www.un.org/esa/socdev/enable/inex.html>, (2003)
2. Mathis, R.L. and Jackson, J.H., " Human Resource Management (HRM) is the approach of appropriate classification in an administration," *Human Resource Management*, USA, Thomson. **10** (2004).
3. Bateman, T.S. and Snell, S.A. , " Management: Building Competitive Advantage," (3rd ed.), USA, *McGraw-Hill*(1996)
4. Vasoo, S. , " Employment Opportunities for the Disabled in Singapore: Some Issues and Challenges, Report of the

- Committee on Employment, Accessibility and Transportation for Disabled People, Singapore, Asia and Pacific," *Journal on Disability*: **1**(1)(1997)
5. Brolin, D.E., "Vocational Preparation of Persons with Handicaps," Columbus, Charles E. *Merrill Publishing Co.***2**(1982)
  6. Harper, M. and Momm, W, Self-employment for Disabled People: Experiences from Africa and Asia, Geneva: *International Labour Office*(1992)
  7. Tuen, "Effects of the Economic Crisis on the Placement of People with Disabilities in Singapore," *Asia and Pacific Journal on Disability*,**9**:(2):1(1999)
  8. Moorhead and Griffin, "Organisational Behaviour, Managing people and Organisations" *USA Houghton Mifflin Co.*, **140**:(3):(1992)
  9. International Labour Office, International Labour Standards on Vocational Rehabilitation – Guidelines for Implementation, Geneva, p.7.(1984)
  10. International Labour Office, "Basic Principles of Vocational Rehabilitation of the Disabled" *Geneva*, (3):7(1985)
  11. Worldwide Work Office, "incapacitated persons and ought to incorporate suitable monetary,"**14**(2):(1984)
  12. International Labour Office, "Job Creation for Disabled People" *A Guide for Worker's Organisations, Geneva*, **14**:(5).(1992)
  13. Gilbride, D. (2000), Employers' Attitude towards Hiring Persons with Disabilities and Vocational Rehabilitation Services, *Journal of Rehabilitation Retrieved March*,**11**(2).(2000)
  14. Carrel, R.M., Elbert, N.F., and Hatfield, R.D. "Human Resource Management" Global Strategies for Managing a Diverse Workforce, New Jersey, *Prentice-Hall, International Inc.* **5**: (1995)
  15. Aydın, Y. "Examining the employment problems of disabled people regarding the employment legislations and Zonguldak sample." *Master thesis, Hacettepe University, Ankara.* (1991)
  16. Barnes, H. "Working for a Living Employment, Benefits and the Living Standards of Disabled People." *Journal of European Social Policy*,**12**(1): 86-87.(2002)
  17. Dr Chris Hatton, Hester Adrian Research, *Oxford Road, Manchester Centre, University of Manchester M13 9PL*,**43**:(4):253–267(1982)
  18. Titchkosky, T. "Disability, Self and Society," Toronto: *University of Toronto Press.* (2003a)
  19. Morse, J. M. & Niehaus, L." Mixed Method Design: Principles and Procedures, Walnut Creek," *California: Left Coast Press Inc.***1**:(1):17(2009)
  20. Tashakkori, A., & Teddlie, C "Handbook of mixed methods in social & behavioural research" *Thousand Oaks, CA: Sage Publications.* (2003)
  21. Carol Goldstone."BARRIERS TO EMPLOYMENT FOR DISABLED PEOPLE," *Department for Work and Pensions*,(2002)
  22. Nicole B. Porter, "Resolving the Conflict between Disabled Employees and Their Co-Workers," *University of Toledo College of Law, W. Bancroft St. Toledo, OH* ,<http://ssrn.com/abstract=956185>(2007)
  23. Barnes, C. "Disability and Employment." Leeds: *Department of Sociology and Social Policy, University of Leeds.*(1992)
  24. Barnes, C. and Mercer, G. "An Introduction to Disability Research," Disability Research Leeds: *The Disability Press*(1997)
  25. Braddock, D.L. and Parish, S.L. "An Institutional History of Disability," *Handbook of Disability Studies. London: Sage.*(2001)
  26. Lockwood, G. "The Disability Discrimination The Main Implications for Employers," *Journal of Applied Management Studies*, **8**(1): 113–18(1999)
  27. P. Wooten & H. James "Challenges of Organizational Learning: Perpetuation of Discrimination Against Employees with Disabilities" *Behavioral Sciences and the Law Behav. S.; Published online in Wiley InterScience***5**(2):123–141(2005)
  28. VISIER, "Sheltered employment for persons with disabilities" *International Labour Review*,**137** (3):(1998)
  29. Wooten, L., & James, E." The perpetuation of discrimination in the workplace." *Journal of Management Inquiry*, **13**: 23–33(2004)
  30. Jackson, S. E., & Dutton, J. E. "Categorizing strategic issues: Links to organizational action." *Academy of Management Review*, **12**, 76–90(1987)
  31. James, E. H., & Wooten, L. P. "Being in the spotlight: How firms respond to public diversity crises." *Paper presented at the Academy of Management meeting, Toronto, BC.*(2000)
  32. Wright, P., Ferris, S. P., Hiller, J. S., & Kroll M. "Competitiveness through the management of diversity." *Academy of Management Journal*, **38**: 272–290(1995)
  33. Pearson, C. M., & Mitroff, "I. From crisis-prone to crisis prepared." *Academy of Management Executive*, **7**: 48–59.(1993)
  34. Macy, G, "Accommodating employees with disability: A matter of attitude." *Journal of Managerial Issues*,**8**: 78–92,(1996)
  35. Erickson, .W, Lee, C., & von Schrader, "Schrader disability Status Report: United States." *Ithaca NY: Cornell University Employment and Disability Institute.*(2011).
  36. Eisenhardt, K, Building theories from case study research. *Academy of Management Review*, **14**: 532–550.(1989)