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Rapid Assessment on Employment for Persons with Disabilities in Indonesia

▶ **Rapid Assessment on Employment for Persons with Disabilities in Indonesia**

Tendy Gunawan & Grace Monica Halim

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► Table of contents

Acknowledgement	4
1 Background	5
2 Methodology	6
3 Literature review	7
3.1 Working with persons with disabilities	7
3.2 Persons with visual impairment	7
3.3 Persons with hearing impairment	9
3.4 Persons with physical disability	10
3.5 Persons with mental disability	11
4 Interview	12
5 Findings	15
6 Way forward	18
APPENDIX I. Interview Questions	19

Acknowledgment

This rapid assessment is designed to help companies recruit more persons with disabilities in Indonesia. This knowledge product was prepared and finalized by Tedy Gunawan and Grace Halim, Programme Officers of the ILO Office for Indonesia and Timor-Leste, with support from colleagues in Better Work Indonesia Project and the Indonesia Business and Disability Network (IBDN). The authors would like to acknowledge Frances Papazafiroopoulos for editing the English version and Gita Lingga, ILO's Communications Officer for Indonesia and Timor-Leste, for editing the Indonesian version and for designing.

1. BACKGROUND

Indonesia has committed to enhancing efforts to promote workplace inclusion. The government ratified the ILO Discrimination (Employment and Occupation) Convention, 1958 (No. 111) in 1999, and the United Nations Convention on the Rights of People with Disabilities (UNCRPD) in 2011. Ratifying international instruments is an important step towards improving rights for persons with disability. At the national level, the latest legislation in this area is the Law on Disabilities No.8/2016, which reinforces stakeholders' responsibilities towards the rights of persons with disability in Indonesia. Article 53 of the Law specifically obliges the government and the private sector to employ at least 2 and 1 per cent of persons with disability, respectively.

In accordance with this legal framework, five companies (PT L'Oréal Indonesia, PT Bank Mandiri (Persero) Tbk, PT Standard Chartered Indonesia, PT TetraPak Stainless Engineering and PT Trans Retail Indonesia) have established the Indonesia Business and Disability Network (*Jejaring Bisnis & Disabilitas Indonesia*), which aims to promote diversity and inclusivity in the workplace. This Network consists of four basic commitments: 1) to foster efforts aimed at preparing the business sector to be more inclusive (covering, inter alia, infrastructure, mindset and policy, accessibility, reasonable accommodation, education and training, and awareness raising through an exchange of information); 2) to prepare persons with disabilities for active work and facilitate their transition (covering such areas as mindset, skills, communication, reasonable accommodation, education and training, and awareness raising); 3) to carry out a merit-based recruitment of persons with disabilities using mechanisms that are diversity-friendly; 4) to encourage creative programmes, which can improve both the company's competitiveness and the independence of persons with disabilities.

Data obtained from research conducted by the University of Indonesia in 2016 revealed that, out of 12.15 per cent of persons with disabilities in Indonesia, only 51.12 per cent participated in the country's labour force; this is much lower than the participation rate of persons without disabilities - 70.40 per cent. Moreover, a higher share of persons with disabilities work in the informal sector (65.55 per cent) than in the formal sector (34.45 per cent). This low percentage of persons with disabilities working in the formal sector is one of the major challenges facing both the government and the private sector with respect to meeting their statutory obligations.

This rapid assessment is designed to help companies recruit more persons with disabilities, and to encourage persons with disabilities to find formal jobs that are commensurate with their skills.

2. METHODOLOGY

This assessment consists of two parts:

1. A literature review on persons with visual, hearing, physical and mental disabilities; and
2. An interview with companies (four garment factories that have joined the Better Work Indonesia programme and a company that is part of the Indonesia Business and Disability Network).

The literature study was conducted in May 2017, while the interview was carried out in June 2017.

3. LITERATURE REVIEW

For this literature review, preliminary comments are made in the light of the principles embedded in the ILO practical guide *Promoting diversity and inclusion through workplace adjustments*. More in-depth analysis and assessments are required to cover all the shortcomings in the statutory and policy framework, and to prepare more comprehensive recommendations.

3.1 WORKING WITH PERSONS WITH DISABILITIES

Persons with disabilities, i.e. with visual, hearing, or physical impairments, can perform any job, and should have similar career possibilities as their counterparts. However, they are often judged first on their disabilities - and this affects the decision to employ them. Indeed, studies show that persons with disabilities are less likely to be employed, regardless of their educational background.¹ This is an error as evidence clearly shows that they can perform any job if they are provided with reasonable accommodation.

Researchers have studied persons with disabilities to understand how they adopt compensatory strategies, because their brains may 'repurpose' areas normally devoted to certain senses. Nevertheless, this research must not be used to 'box' persons with disabilities into certain stereotypical jobs. Earmarking specific jobs to certain categories of people may be discriminatory.

Workers with disabilities should therefore have the same opportunities for recruitment or advancement as their co-workers.

It may be difficult for employers to find positions for persons with disabilities for a number of reasons. They may be unaware of their capabilities, unable to provide reasonable accommodation, or have limited measures available for recruiting. This preliminary study on job profiling aims to support employers who want to apply the principles of a diverse workforce. The literature review includes the limitations placed on employers to provide measures to accommodate persons with visual, hearing, physical and mental disabilities. It will not, however, discuss the limitations of recruitment linked to the educational level of persons with disabilities.

3.2 PERSONS WITH VISUAL IMPAIRMENT

The International Classification of Diseases Tenth Revision (ICD 10) defines four levels of visual functions: normal vision, moderate visual impairment, severe visual impairment and blindness. Visual impairment describes a combination of moderate and severe visual impairment, otherwise referred to as 'low vision', and blindness.²

Persons with visual impairment have intellectual capacities that are similar to those of their sighted co-workers. Many studies suggest that blind individuals may have enhanced auditory and/or tactile acuity to compensate for their lack of sight.³ In particular, studies have shown that blind individuals have superior capacity in localizing sounds more accurately,⁴ improved selective and divided spatial attention,⁵ and better auditory memory, verbal information and language process. Other evidence indicates enhanced serial-learning abilities, superior short-term memory and better memory capacities.

1 Turcotte: *Persons with disabilities and employment* (Statistics Canada), available at <http://www.statcan.gc.ca/pub/75-006-x/2014001/article/14115-eng.htm>

2 WHO: *Blindness and Visual impairment* (Geneva, 2019), available at: <http://www.who.int/mediacentre/factsheets/fs282/en/>

3 Z. Cattaneo and T. Vecchi: *Blind Vision. The neuroscience of visual impairment* (MIT, 2011), available at: https://books.google.co.id/books?hl=en&lr=&id=wajS2mba9DcC&oi=fnd&pg=PP1&dq=visual+impairment+and+sense+of+touch&ots=8GVzwtotMY&sig=Tz-sZhcVp_U5_BagAYBaOr3tsvw&redir_esc=y#v=onepage&q=visual%20impairment%20and%20sense%20of%20touch&f=false

4 F. Gougoux et al.: *A Functional Neuroimaging Study of Sound Localization: Visual Cortex Activity Predicts Performance in Early-Blind Individuals* (McGill University, Québec, Canada, 2005), available at: <http://journals.plos.org/plosbiology/article/file?id=10.1371/journal.pbio.0030027&type=printable>

5 O. Collignon et al.: *Improved selective and divided spatial attention in early blind subjects* (Elsevier, 2005), available at: <http://r.unitn.it/filesresearch/images/common/PPP-Lab/6collignonbr06.pdf>

Limitations^{6,7}:

A study on vision-impaired persons identified two main barriers to employment: physical and mental challenges caused by visual impairment, and potential employers' attitudes towards persons with disabilities.

Visual impairment prevents people from reading or writing print, which includes information only available in a visual format. It also precludes all work involving visual precision as its main attribute. Other physical limitations include driving and mobility (transportation), and a less effective use of gestures and bodily actions for communication purposes.

Psychological and social challenges may include stress and coping mechanisms for those who were not born with the condition.

Severe vision impairment also places limitations on certain types of jobs– such as safety officers who have to identify hazards, engineers, or medical doctors.

Reasonable accommodations⁸:

Persons with visual impairment may need certain accommodations, depending on their needs. Magnification devices may be required for those with moderate visual impairment, while a human reader may be preferable for those with severe visual impairment. In some cases, individuals who are blind may already have the necessary equipment to help themselves.

The employer and employee can discuss and work together to research equipment options, and assistance should be offered rather than made an obligation. The availability of assistive technology (AT) can help persons with visual impairment perform many tasks that were previously impossible. Employers can periodically review and openly discuss with their employees whether the AT has met their needs.

Inclusive language should always be used when dealing with persons with visual impairment. Certain phrases may not be appropriate, such as, “Would you like to take a look at the work area?” or “I hope to see you again”.

Accommodations that might be provided include:

- ▶ Computers with screen-reading
- ▶ Scanners and/or Braille display devices as peripherals
- ▶ Optical Character Recognition (OCR) systems (“reading machines”)
- ▶ Voice or email messages instead of handwritten notes
- ▶ Braille labels and/or outputs
- ▶ Braille translation programme
- ▶ Work hours that correspond with public transport availability

6 S. J. La Grow and P. Daye: “Barriers to Employment Identified by Blind and Vision-Impaired Persons in New Zealand”, in *Social Policy Journal of New Zealand*, Issue 26, Oct 2005, available at: <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/journals-and-magazines/social-policy-journal/spj26/26-pages173-185.pdf>

7 H.T.V. Vu: « Impact of unilateral and bilateral vision loss on quality of life”, in *J Ophthalmol*, Vol. 89, 2005 (Melbourne, Australia), available at: <http://bjo.bmj.com/content/bjophthalmol/89/3/360.full.pdf>

8 *Working Effectively with People who are Blind or Visually Impaired* (Cornell University, Employment and Disability Institute), available at : <http://digitalcommons.ilr.cornell.edu/cgi/viewcontent.cgi?article=1297&context=edicollect>

3.3 PERSONS WITH HEARING IMPAIRMENT

The World Health Organization (WHO) estimates that in March 2020, over 5% of the world's population – or 466 million people – has disabling hearing loss (432 million adults and 34 million children). It is estimated that by 2050 over 900 million people – or one in every ten people – will have disabling hearing loss.

The hearing loss may be mild, moderate, severe or profound. “Hard of hearing” refers to disability from mild to severe, while “deaf” refers to profound hearing loss.

Persons with hearing impairment are still exposed to language through vision and may have access to education – consequently, their hearing loss may not be considered a disability as such.⁹ One of their greatest challenges is that people in their immediate circle do not know how to interact or communicate with them.

In terms of compensatory adaptation, researchers found that the neuroplasticity of the brain adapted after hearing loss. They found that persons with hearing loss had better peripheral vision,^{10,11} heightened visual attention and were able to detect objects in slow motion.

Limitations:

The main challenges faced by employees with hearing impairment are communication barriers and the attitude of their employers. Communication ability varies depending on the degree of hearing loss, the benefits of hearing aids and a person's speech/lip reading ability. Environmental factors such as background noise and poor lighting may affect the ability to communicate.

Background noise, highly prevalent in an industrial setting, is often mentioned as an obstacle and challenge for persons with hearing impairment. Other limitations include the physical aspect of the work environment, the need to use telephones or video conferencing, the difficulties of group communication and the individual characteristics of various speakers.

Many communication guidelines^{12,13} are available to help co-workers and employers communicate with a hard of hearing person. Talking face to face, speaking clearly, being patient and relaxed, and asking the person with hearing impairment for ways to improve communication are a number of solutions that might be adopted.

There may be limitations on jobs where hearing is an essential function - for example when heavy machine operators need to communicate with their colleagues while operating their machinery. After ensuring that no reasonable accommodation can be provided to ensure safety, employers may prefer to hire persons without hearing impairment for this job.

Reasonable accommodations^{14,15}

Accommodating persons with a hearing impairment is essential to ensure equal employment opportunities. As mentioned in section 3.2, the accommodation required would vary according to the individual's needs – and assistance should be offered rather than made an obligation. Not all persons with a hearing impairment would need or require the same accommodation.

9 Hearing loss: Determining eligibility for social security benefits, National Academies Press (2005), available at: <https://www.nap.edu/read/11099/chapter/8#167>

10 C. Codina et al.: « Visual advantage in deaf adults, linked to retinal changes », in PLoS ONE (2011), 6 (6), available at: <http://journals.plos.org/plosone/article?id=10.1371/journal.pone.0020417>

11 “Researchers discover brain reorganizes after hearing loss” in Hearing Review (2015), available at: <http://www.hearingreview.com/2015/05/researchers-discover-brain-reorganizes-hearing-loss/>

12 “Communication guidelines”, in hear-it, available at: <http://www.hear-it.org/communication-guidelines>

13 How to work with a person who is deaf or hearing impaired (Queensland Government, Australia), available at: https://www.health.qld.gov.au/_data/assets/pdf_file/0024/157362/howtoworkwithdeaf.pdf

14 Op.cit.

15 Hearing loss – communication in the workplace, Better Health Channel (Victoria State Government, Australia), available at: <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/hearing-loss-communication-in-the-workplace>

Accommodation that might be provided includes:

- ▶ Sign language interpreter
- ▶ Assistive technology: text telephones, captioned telephones
- ▶ Video relay service
- ▶ Telephone headset
- ▶ Appropriate emergency notification systems (for example for fire alarms: strobe lighting or vibrating pagers)
- ▶ Assistive listening device (ALDs)
- ▶ Augmentative and Alternative Communication Devices (AAC) that allow users to communicate orally by typing words that are translated to sign language or a simulated voice

3.4 PERSONS WITH PHYSICAL DISABILITY

In this context, the term “physical disability” refers to a person’s physical functioning and/or mobility. It includes persons who have lost limb(s) or those who have a physical impairment that requires an adaptation to be able to participate in society and at the workplace.

Types of physical disability include paraplegia, quadriplegia, multiple sclerosis (MS), hemiplegia, cerebral palsy, an absent limb or reduced limb function, dystrophy, and polio.

Persons with physical disability have the same skills and intellectual capacity as their counterparts, but often do not have the same opportunities. A 2010 study revealed that 43 per cent of people with MS were not in employment, and about 62 per cent of people with MS were leaving employment earlier than they needed or wanted^{16,17}. One study on longstanding poliomyelitis¹⁹ showed that 58 per cent of people with poliomyelitis were employed at the time of the study.

Limitations:

Limitations in mobility depend on the severity of the physical disability and the use of a mobility aid. Crutches, manual and electrical wheelchairs, scooters and prosthetics have the potential to further increase functional activity.

Reasonable accommodations:

Accommodations required by persons with physical disability are contingent upon their type of limitation. For example, persons with cerebral palsy may need assistance for activities involving fine motor skills, while people post amputation who have prosthetics may not need any additional accommodation – or their workstation and tasks might have to be redesigned to enable them to do the job.

16 *Employment and MS* (MS International Federation website, 2018), available at: <https://www.msif.org/about-us/advocacy/employment-and-ms/>

17 L.J. Julian: “Employment in multiple sclerosis. Exiting and re-entering the work force”, in *Journal of Neurology*, Vol. 255 (2008), available at : <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3057081/>

18 G. Zeilig et al.: “Functional and environmental factors affecting work status in individuals with longstanding poliomyelitis”, in *Journal of Spinal Cord Medicine*, Vol. 35(1), 2012, available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3240912/>

3.5 PERSONS WITH MENTAL DISABILITY

Persons with mental disability are twice as likely to suffer from stigma and discrimination from employers and co-workers.¹⁹

Employers are more likely to hire persons with a physical rather than a mental disability.²⁰ In a study conducted in 2005, 50 per cent of US-based employers admitted that they were reluctant to hire someone with a psychiatric history or undergoing treatment for depression. The number increased to 70 per cent for someone with a history of drug abuse or taking antipsychotic medication.

Employers' lack of understanding of mental illness is the main limitation for persons with mental disability. Legislation and behavioural change are required to promote the employment of persons with mental health problems.

19 H. Stuart: "Mental illness and employment discrimination", in *Current opinion in psychiatry*, Vol. 19, Issue 5 (2006), available at: http://journals.lww.com/co-psychiatry/Abstract/2006/09000/Mental_illness_and_employment_discrimination.14.aspx

20 Calculated by the University of Indonesia and submitted to the ILO in 2016

4. INTERVIEW

ILO officers interviewed human resource (HR) managers at four garment factories and one Indonesia Business and Disabilities Network (IBDN) member on their commitment towards and practice on workers with disabilities. A visit to the garment factories was conducted to understand the main challenges involved in hiring persons with disabilities. In addition, the officers also interviewed a third-party recruitment agency that seeks employment for persons with disabilities. The questions put to the companies may be seen in Appendix I.

None of the four garment factories interviewed (see table 1) had any special programmes or targets to recruit persons with disabilities, but they were eager to hire more so that they could comply with the legislation (Law No. 8/2016). The current recruitment of workers with disabilities by PTs A and B was not structured and only based on incoming applications, with no special treatment or screening. Although recruitment is not specialized, PTs C and D have tried to be more proactive in the past by going to Public Vocational Training Centers (Balai Latihan Kerja/ BLK) and the community surrounding the factories.

In all companies, those working with disabilities did not need special/ additional accommodation provided by the employer and most probably only had a light physical or hearing impairment. The challenges of working with persons with a hearing impairment included miscommunication and a lack of social integration between the workers as a whole.

PT C had been hiring workers with a hearing impairment for three to four years. Their experience was that difficulties were only encountered in the beginning, when the hired person began working with his or her supervisor and other colleagues. After the initial period of adjustment, challenges were minimal. The workers already had skills when they were recruited by the company - for example in sewing.

PT B had experience working with persons with mental disabilities, who had been hired as helpers in the cutting area. The main challenge they faced was that they could only do repetitive tasks, and not multitasking. Table 1 contains the information gathered from the interview with the four garment factories.

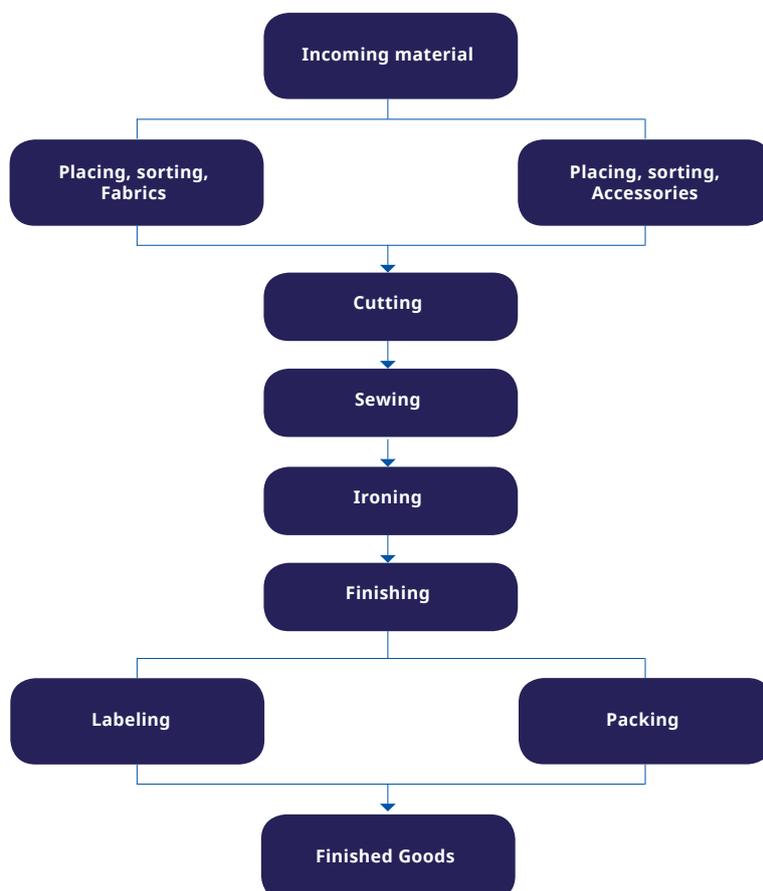


Table 1. Interview with four garment factories on disability-related policy and practices

Company	PT A	PT A	PT A	PT A
Number of workers	740	2,000	2,400	1,500
Number of workers with disabilities	7	11	25	1
Type of disabilities	light physical disabilities	light physical disabilities	Various, including hearing-impaired	Speaking disability
COMMITMENT				
Commitment from CEO	No	Yes	Yes	No
Assessment of current situation	No	No	No	No
HIRING AND RECRUITING				
Structured recruitment for PwD	No	No	No	No
Proactive recruitment of PwD	No	No	Yes	Yes
Willingness to hire hearing-impaired persons	Maybe	Yes	Yes	Yes
Willingness to try hiring a person with mental disabilities	No	Yes	Yes	Yes
Mention of PwD in job advertisements	No	No	Yes	No
Anti-discrimination policy in place	Yes	Yes	Yes	Yes
Existence of a plan with specific priorities, target, person in charge, budget, etc	No	No	No	No
Possibility of providing reasonable accommodation	No	Maybe	Maybe, to some extent	Maybe, to some extent
ACCESSIBILITY				
Experience of a disability accessibility audit	No	No	No	No
Accessibility for wheelchair	No	No	No	No
Willingness to change physical infrastructure	No	No	No	No

Company	PT A	PT A	PT A	PT A
STAFF ATTITUDE AND KNOWLEDGE				
A positive attitude about hiring a PwD	Yes, as required in regulation	Yes, as required in regulation	Yes, as required in regulation	Yes, as required in regulation
Existence of training/ guidance material addressing disability in the workplace	No	No	No	No
Required training for staff (awareness)	No (they have done Disability Equality Training)	No	No	Yes

Table 2: The key success factors in recruiting more people with disabilities, the requirements for this process, and the challenges involved.

Key success factors	Requirements	Challenges
<ul style="list-style-type: none"> ▶ Commitment from management to recruit PwD ▶ Structured and pro-active recruitment process by HR department ▶ Skills training before placement ▶ Planning and budget allocation ▶ Non-discrimination policy 	<ul style="list-style-type: none"> ▶ Guidance/ training material for PwD at the workplace ▶ Awareness raising for staff without disabilities 	<ul style="list-style-type: none"> ▶ Understanding about PwD ▶ Physical access – reasonable accommodation ▶ Formation of planning team/ special task force/ budget allocation ▶ Inclusive recruitment process ▶ Lack of supply (not many applications from PwD) ▶ Location of PwD ▶ Recruitment process

5. FINDINGS

A good awareness of the Law on Disabilities but lack of enforcement by the government

All companies interviewed for this rapid assessment knew about the Law on Disabilities (No.8/2016), and specifically the requirement to employ at least one per cent of workers with disabilities. Nevertheless, they did not fully understand other provisions in the Law, as further discussed in this section. It is also crucial that workers/colleagues in the workplace know how to communicate with workers with disabilities.

The inappropriate use of the term “disability”

The Law on Disabilities defines a person with disability as somebody with physical, mental, intellectual or sensory limitations over a long period of time, who finds it difficult to interact with others, making it difficult to participate fully and effectively in society on the basis of equal rights. The interpretation of this law was found to be subjective and closely linked to the traditional and cultural notion of disability. The assessment discovered that companies may categorize any kind of disorder or body disfigurement as a disability – for instance the loss of one finger or extreme myopia were included in the list. It is recommended that there should be a more specific definition of disability related to employment. This would improve the accountability of the data collected and eventually increase the labour force participation of persons with disabilities. The definition of a person with disability could be modelled on that contained in the ILO Code of Practice, *Managing disability in the workplace*: i.e., “an individual whose prospects of securing, returning to, retaining and advancing in suitable employment are substantially reduced as a result of a duly recognized physical, sensory, intellectual or mental impairment”.

Low participation rate of persons with disabilities

The rapid assessment also discussed the limited number of applicants who responded to employers’ vacancy notices. Persons with disabilities are often seen as incapable, and the family’s responsibility. The location of the workplace can also be a challenge, as workers with disabilities tend to stay and get assistance from their families. Living independently is a problem and one of the reasons why there is a low retention rate of these workers..

Non-systematic recruitment of workers with disabilities

There is no specific recruitment process for workers with disabilities, nor a specific campaign to attract them. Recruitment is mostly by word of mouth. A recruitment agency based in Bali is one of the few success stories and provides workers to hospitality services. The agency not only recruits persons with disabilities, but also provides competency training and an introduction to the world of work. In addition, outreach to families is an essential activity to improve awareness of the possibility of employment for workers with disabilities.

Confusion over the definition of the principle of non-discrimination

It is a fundamental right for workers to have equal opportunity and treatment in respect of employment and occupation. ILO Convention No. 111 specifies that special measures of protection or assistance designed to meet the particular requirement of persons with disabilities, shall not be deemed to be discrimination.

Under section 45 of the Law on Disabilities, the local government guarantees non-discrimination with respect to recruitment, training, placement and career improvement. The Law also provides for measures to implement the non-discrimination principle for workers with disabilities. The rapid assessment came to the conclusion that the promotion of non-discrimination, as well as its accompanying terms and conditions, should be extended - particularly to enterprises and to persons with disabilities.

Reasonable accommodation seen as an additional cost

Employers may not feel comfortable providing reasonable accommodation because of the additional cost involved, and they do not understand what kind of accommodation is required for specific types of disability. Persons with a hearing impairment might have communication difficulties, and this might make employers wary that they would jeopardize the overall production process; persons with a physical impairment, however, do not require any adjustments from the employers' side, and they have a higher chance of being recruited.

Reasonable accommodation is a prerequisite for promoting diversity and inclusion in the world of work, and ensuring the right to equality in employment. The purpose of a reasonable accommodation at work is not to unduly burden an employer, nor is it to grant one employee an unfair benefit over another.²¹ The ILO practical guide on *Promoting diversity and inclusion through workplace adjustment* could be used to improve the employers' understanding of the concept of a reasonable accommodation, thereby encouraging them to recruit more workers with disabilities.

High-skilled workers with disabilities in high demand

Most companies do not differentiate between their workers or applicants' personal characteristics but focus on their competencies. One multinational company explained that if their workers were highly skilled, it was willing to bear the high costs of accommodating them. Unfortunately, the *Indonesian Labour Force Survey 2016*²² revealed that the number of persons with disabilities who had received higher education was below 5 per cent - which translated into a limited number of high-skilled workers.

However, this policy does not encourage employment for low-skilled workers. Employers only recruit workers with disabilities to comply with the Law on Disabilities, and select certain types of jobs that do not affect the quality of output and/or company's productivity for them.

From the standpoint of wages, high-skilled workers with disabilities initially receive higher wages than those without disabilities; however, this wage remains stagnant in the long run, as shown in figure 2. This presents another challenge for people with disabilities when they move up the career ladder or add more skills/ competencies at the workplace.

Figure 2. Comparison of average wages between workers with and without disabilities²³



21 ILO: Promoting diversity and inclusion through workplace adjustment. A practical guide (Geneva, 2016).

22 Calculated by the University of Indonesia and submitted to the ILO in 2016

23 Bappenas calculation, Indonesian Labour Force Survey, 2016

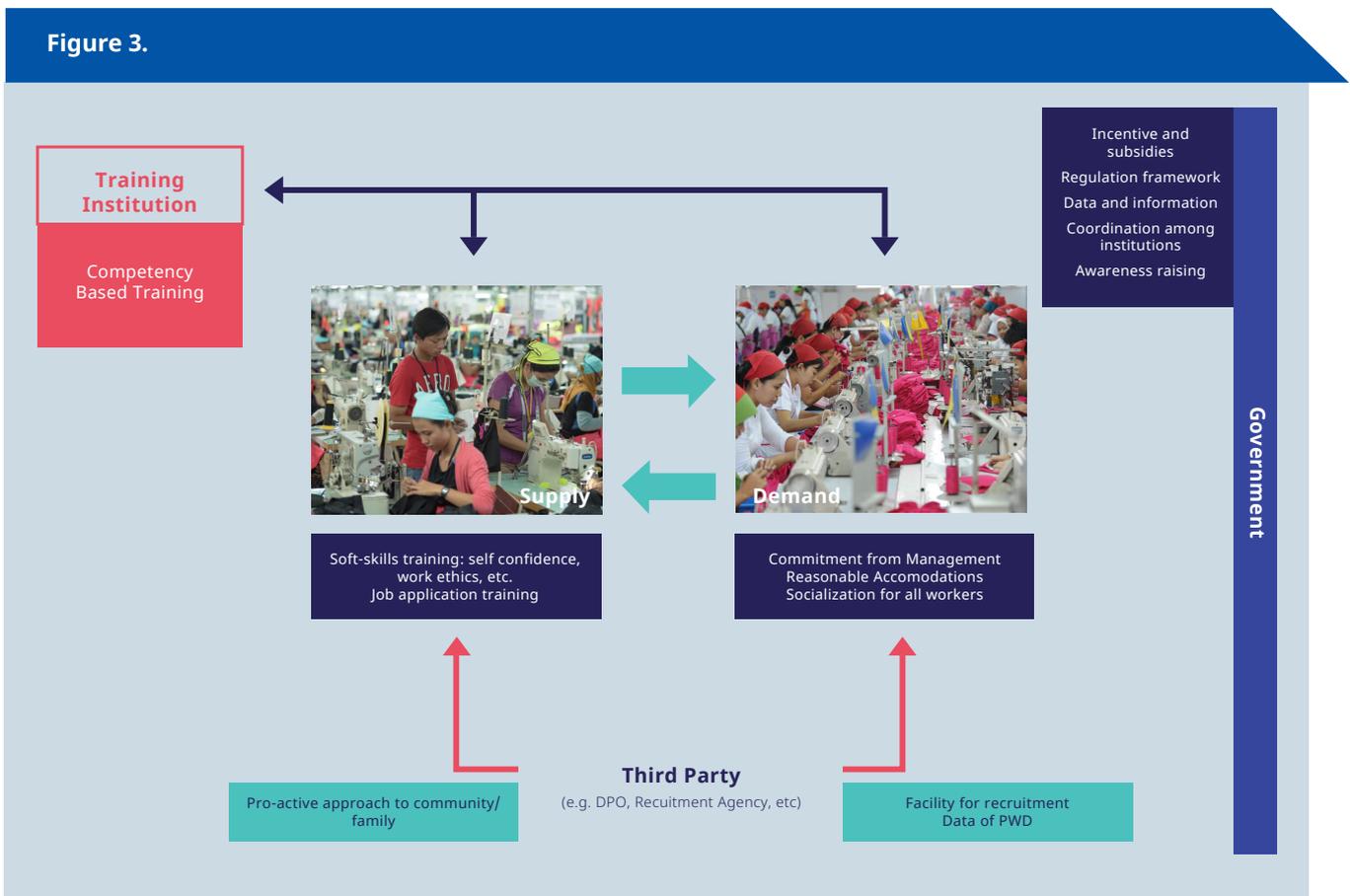
The garment industry and workers with disabilities

Discussions with managers of a garment factory revealed that only minimum adjustments would have to be made to increase the participation of workers with disabilities in all lines of work. Workers with a hearing impairment, for example, might benefit from other means of communication - as well as a supervisor's explanation - to do most of the tasks. In the case of workers with a mental disability, most of the repetitive tasks could also be done by them - depending, of course, upon the severity of the case.

Joint effort of various stakeholders is needed in order to recruit more persons with disabilities

Figure 3 shows what stakeholders need to do to recruit a higher number of people with disabilities.

Figure 3.



6. WAY FORWARD

The ILO recommends tripartite discussions to identify the challenges faced by each constituent in implementing the national Law on Disabilities No. 8/2016, in particular in the world of work. The findings will pave the way for the development of strategies and action plans to increase the labour force participation of persons with disabilities.

It is proposed that the role of the Indonesia Business Disability Network (IBDN) be strengthened, so that it might share good practices in employing workers with disabilities. More companies should be encouraged to join the Network and expand the campaign of workplace inclusiveness.

The ILO can share its global experiences on policy, processes and practices for recruiting and accommodating persons with disabilities, which it has gleaned during meetings of the Global Business and Disability Network.

It is recommended that local manpower offices provide guidance, vocational training, placement, and employment services to enable persons with disabilities to secure and retain employment. They may make the necessary adjustments to the services they already provide.

Finally, the ILO has the expertise to conduct more in-depth reviews to provide a business case for the private sector in designing workplaces that are inclusive for workers with disabilities.

APPENDIX I. INTERVIEW QUESTIONS

General description	Commitment	Recruitment	Accessibility	Staff attitude and awareness
<ul style="list-style-type: none"> ▶ Number of workers ▶ Number of workers with disabilities ▶ Type of disability 	<ul style="list-style-type: none"> ▶ Is there any commitment from the CEO? ▶ Have you ever done a situational assessment? 	<ul style="list-style-type: none"> ▶ Structured for people with disabilities? ▶ Proactive recruitment? ▶ Are you willing to recruit people with hearing/mental disabilities? ▶ Job vacancy advertisement with people with disabilities? ▶ Anti-discrimination policy? ▶ Special planning with priority and budget? ▶ Decent accommodation 	<ul style="list-style-type: none"> ▶ Have you ever done the accessibility audit? ▶ Access for wheelchairs? ▶ Are you willing to alter the physical infrastructure? 	<ul style="list-style-type: none"> ▶ Positive attitude to recruit people with disabilities? ▶ Is there any training material/guides? ▶ Awareness raising for staff with no disability

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