

## Abstract

The objective of the study on “Monitoring the performances of workers with disabilities in business establishments in the Bangkok area” is to monitor the performances of workers with disabilities, problems and obstacles related to their performances, and possible solutions to such problems and obstacles. Data is collected from representatives of 41 business establishments through the use of questionnaire and analyzed using percentage, mean, and standard deviation. The relationship between variables is tested by comparing average differences of 0.15 upward. The findings are summarized as follows:

Establishments that hire people with disabilities as part of their workforce are in textile and garment industry and hotel business in equal proportion. Most have 200-500 workers, and they employ at most two people with disabilities. The disabilities are mostly related to people with physical disability. The disabled workers are general workers in the most part. The reasons for hiring disabled people are that they have knowledge and ability and that the business establishments cooperate in compliance with the Rehabilitation of the Disabled Act B.E. 2534 (1991).

The business establishments are very happy with the performances of disabled workers as a whole. With respect to each category, the level of satisfaction is very high in relation to the nature of work, responsibility, human relations and knowledge/ability respectively. The level of satisfaction is moderate in the area of self-development. Problems and obstacles found in the work of disabled people in the business establishments are as follows: communication is an obstacle to the work of hearing disordered workers, as their employers and co-workers do not know how to use sign language; compared to their regular counterparts, the disabled workers are not flexible and cannot always work on the shifts set by the establishments; and the disabled workers are not willing to express their views at the meeting or seminar. Possible solutions to these problems and obstacles are as follows: The public sector should have in place a center for development and training of workers with disabilities so that they have knowledge and skills in line with individual potentials and interests. The

government should take care of them equitably, provide employments to suit their capability with a fair remuneration scheme, and allocate more subsidies for them.

The testing of the relationships between various factors shows that workers with disabilities in the service-related establishments have a higher level of performance when it comes to duty responsibility and working characteristics than their counterparts in the manufacturing establishments.

Disabled workers in the establishments with less than 500 workers have a higher level of knowledge, ability and self-development than those in the establishments with more than 500 workers. With regard to human relations, on the other hand, disabled workers in the establishments with more than 500 workers have a higher level of performance than those in the establishments with less than 500 workers.

Disabled workers in business establishments that hire four or less than four disabled workers perform work in their responsibilities and engage in self-development better than their counterparts in business establishments with more than four disabled workers.

Workers with physical and hearing disabilities perform better than those with visible disorder and intellectual impairment.

Disabled persons who business establishments hire on the basis of their abilities perform better than those who are hired for other reasons.

The study recommends that the government put in place a center for development and training of workers with disabilities so that they have knowledge and skills in line with individual potentials and interests. Business establishments should give opportunity to disabled persons, offer employment, encourage them to speak and express themselves at meetings and seminars, and prepare a sign language manual for their co-workers and supervisors so that they can communicate with workers with hearing impairments. Workers or persons with disabilities should strive to learn and study further in the field that corresponds with their responsibilities, continue their studies at a higher level, look at the world with a positive attitude, and importantly, have enough confidence to express themselves and show their potentials at the meeting or seminar so that other people can better perceive their ability.