Work Inclusion of People with Disabilities

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Workplace Inclusion of People with Disabilities

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The goal of this research was to identify the factors that affect the employment of people with disabilities, the benefits associated with employing people with disabilities and its effect on the economy. Most importantly, the aim was to come up with suggestions for employers when employing or dealing with people with disabilities.

Qualitative methods were used to answer the research questions. Interviews and observations were used to collect the primary data, while journals, news and articles were used in collecting secondary data.

The authors could see from the research that prejudice, in the sense of the belief that people with disabilities can only do job such as cleaning and logistic, still exists in society, whereas the theoretical framework, shows that people with disabilities can outperform normal people in many ways. This would be discussed throughout the research. Previous studies inform that it is more expensive to exclude people with disabilities than to include them. During this research, the authors identified that many employers assume, it is more expensive to employ people with disabilities. This however, indicates that employers with such assumptions were less informed of government support such as pay subsidy, tools subsidy and job coaching.

Based on the results of the research, the author recommends that children with disabilities should be sent to normal school, as they learn to integrate with other children without disabilities at a young age. It is also recommended that a job coach or employer should match people with disabilities with the right job and hours. The final recommendation is that the government should enact regulations that will oblige employers to pay fully and not partially for work done by people with disabilities.

This research work will benefit the stakeholders who are employing or intending to employ people with disabilities. The research gives insight in how to deal with people with disabilities. The authors will also present the finished report to the Finnish Association on Intellectual and Developmental Disabilities (FAiDD) in support of their contribution towards the better inclusion of people with intellectual and developmental disabilities.

Keyword: Prejudice, people with disabilities, workplace inclusion, cost of disability, governmental benefits and barriers
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1 Introduction

The topic of workplace inclusion of people with disabilities is of a global interest and NGOs such as the United Nations are carrying out different trainings and workshops to tackle this issue. This research work will explore the global condition of workplace inclusion of people with disabilities but with emphasis on Finland. The research will also focus on the advantages and disadvantages of hiring people with disabilities and its possible economic benefits. This work also researches in-depth, the problems relating to the exclusion of people with disabilities in a working place. As a case study, the research is carried out in the geographical location of Finland.

Barnes, Mercer and Shakespeare (1999) describe disability as the constant tension in terms of the individual and the social model. They further explained individual disability to be the consequences of the internal malfunction of the individual. While they explained the social disability as basically due to the consequences of a society that builds obstacles to social participation of certain categories of individuals.

According to the world report on disability (2011, 4), “the word Disability is the umbrella term for impairments, activity limitations and participation restrictions, referring to the negative aspects of the interaction between an individual (with a health condition) and that individual’s contextual factors (environmental and personal factors)”. Thus, we can further explain that disabilities can occur with different medical conditions, while the immediate environment of the affected person will determine how well the person can integrate into society.

Bara (2015), stated that “disability is a social condition and not just a medical condition”. She further explained this using the Romanian legislation law on the protection and promotion of the rights of persons with disabilities: Stating that, “the most important law in disability” - Law number 448 of 6 December 2006 - “Persons with disabilities are those people whose social environment, inadequate physical deficiencies, sensory, physical, mental and/or associated or totally prevents them from limiting access to equal opportunities in the society, requiring protective measures to support the integration and social inclusion”.

According to the UN handbook for parliamentarians on the convention of the rights of persons with disabilities, over 650 million persons around the world live with disabilities. There are 40,000 people with disabilities in Finland, which is 0.8% of the total population. There are 25,000 people with intellectual disabilities, of which only 400-500 are employed. The studies show that 3000 are employable. (FAIDD 2016)
People with disabilities are not treated fairly both in developed and developing countries. However, the NGO such as the International Labor Organization (ILO) and United Nations (UN) are helping people with disabilities to get the same opportunities as others.

Metts (2000) mentioned that it is more beneficial to integrate people with disabilities in society and the labor force, rather than discriminating against them. One of the aims of this research is to explore the possible advantages and disadvantages for stakeholders working towards integrating people with disabilities in society.

1.1 Background of the Thesis

This thesis topic originated from the existence of an EU project ‘workplace inclusion 4.0’. The project was initiated by Franz Niederl, a lecturer at the Institute for Internet Technologies & Applications, Austria. Franz Niederl highlighted that public goods and services should be accessible to both customers and employees living with disabilities.

The research project started from the 1st of October 2017 and will last until the 30th of September 2019. The research is being carried out in 5 EU countries, namely; Greece, Finland, Italy, Turkey and Austria. (Niederl 2017)

Per Niederl (2017), the aim and objective of the project are to focus on improving the workplace situation for people with disabilities. The project is meant to be carried out to assess/evaluate the current state of occupational integration of people with disabilities in different regions in Europe. The collected best practice examples will be integrated into the creation of teaching and learning materials for training with subsequent test courses. The program is designed for business consultants, HR staff, Universities. Its result will better integrate and sustainably improve the conditions for people with disabilities at the workplace.

The authors of this thesis were volunteers for Finland because they found the project interesting but could not follow up with it due to the time constraints. However, knowledge gained about the topic from the ongoing project demonstrated that the subject has emerged to be of public interest in Finland and other developed countries; thus, future research about this topic is encouraged.

Hytti (2008) stated this as well in his research work “DISABILITY POLICIES AND EMPLOYMENT - FINLAND COMPARED WITH THE OTHER NORDIC COUNTRIES” “The potential of the disabled and the partly incapacitated to use their remaining working capacity in the labor market has rapidly
emerged as a subject of public interest in Finland”. This growing interest of the public aims at preventing a decrease in work input of people with disabilities and the ageing population. (Hytti 2008)

The authors believe that the result of this research will be a knowledge resource to the public, and also will be a reference for future research on this topic. It will as well include suggestions that can be put into practice and, finally, a finished report will be presented to the Finnish Association on Intellectual and Developmental Disabilities (FAIDD).

1.2 Research questions

What are the barriers faced by people with disabilities?
What are the benefits of employing people with disabilities?
How can the inclusion of people with disabilities affect the economy?
What are the possible measures to improve the inclusion of people with disabilities?

1.4 Limitations

During this research, the authors experienced a few limitations. The first and major limitation was that there are just a few businesses in the practice of employing people with disabilities.

Secondly, the authors found that the few businesses employing people with intellectual disabilities in Helsinki were not eager to give an interview. The reason for this was unknown, even though they were clearly informed of the purpose of the interview request. The authors think these businesses should be more open-minded towards sharing information about their business practises to interested stakeholders.

Thirdly, five interviewees from this research are the ones in corporation with or work in NGOs that deal with people with intellectual disabilities. From the author's point of view, the research could have been more diverse for instance by interviewing employer’s not collaborating with NGOs but indulge in the practise of employing people with disabilities.

Lastly, the authors experienced that the governmental office such as Kela has limited information on the employment of people with disabilities available to the public. The authors visited Kela multiple times for information and they tend not to know or have limited information to provide. They only suggested other offices where this information could be retrieved from. In the author's opinion, information about this should be readily available for the general public upon request, in form of handbills.
1.5 Thesis structure

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<td>Theoretical framework</td>
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<td>Research Methodology</td>
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<td>Empirical research</td>
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<tr>
<td>Recommendation/Conclusion/Limitation</td>
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Figure 1: Thesis structure

In the first section of the thesis, the authors give a short introduction to the research topic. In this part, the aims and objectives of the thesis and research questions are also revealed.

In the theoretical framework section, the authors have discussed the sources used for this section, they also listed a few authors/publications used and they briefly explained their findings during the desktop research, for instance, statistics of people with disabilities in the world and Finland.

In the research methodology section, the authors discussed the research method used and how the in-depth interviews were carried out. In this section, the authors further explained the process of gathering the data that would be analyzed in the empirical section. The authors also described how observation was implemented and used to enrich the data gathered for this research, and briefly described the data analysis process.

In the empirical section, the analysis of the primary and secondary data is done. The authors will discuss the result of the analysis carried out on data gathered. Here they will explain how these themes and codes were formed; barriers of people with disabilities, prejudice, the benefit of employing people with disabilities, the economy and people with disabilities and finally societal attitude towards people with disabilities. Furthermore, the authors will write about the efforts already put in place by government and other parastatals, to better include people living with disabilities.
In the final part, the authors will give their recommendations to tackle the issues based on the findings. And the conclusions of the research will also be in this section.

2 Theoretical frameworks

The theoretical or conceptual framework of qualitative research can be described as a system of concepts, assumption, beliefs, expectations and theories that supports and informs research. Miles & Huberman (1994, 18) defines theoretical framework as “a visual or written product, that either is a narrative or graphical form that explains the main things to be studied i.e. the concepts, key factors, or variables and the presumed relationship among them”.

The theoretical framework of this thesis was done using reliable online academic database and search engines such as Google Scholar, ProQuest, newspaper articles, Sage Journals Online, Cambridge Journal Online, Journals, Theseus (Theseus.fi) and University Library to search for journals, articles, government surveys, daily newspapers, published social, demographic and economic statistics related to the research topic.

The framework played a significant role in enriching this research. Below is a table, that shows a few written products that informed the authors about the research; the rest of which you can find in the reference section.

<table>
<thead>
<tr>
<th>Title</th>
<th>References</th>
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<tbody>
<tr>
<td>1 World Report on Disability</td>
<td>(World report on disability 2011)</td>
</tr>
<tr>
<td>2 Disability issues, Trends and Recommendations for the World Bank</td>
<td>(Metts 2000)</td>
</tr>
<tr>
<td>3 The price of exclusion</td>
<td>(Buckup 2009)</td>
</tr>
<tr>
<td>4 Hiring People with Intellectual disabilities</td>
<td>(Andrews 2005)</td>
</tr>
<tr>
<td>5 Employing Individuals with disabilities</td>
<td>(Markell 2013)</td>
</tr>
<tr>
<td>6 Benefit for employers</td>
<td>(Brooks 2016)</td>
</tr>
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</table>
Table 1: The table showing the secondary resources used for the research.

The findings from the theoretical framework is briefly introduced and explained in the sub-sections below.

2.1 World Health Organizations (WHO) view of people with disability

According to the WHO report (2015). The organization has worked with numerous researchers from the social and health sciences sector. It was stated in the report, that people with disabilities are being viewed as disabled by society rather than by their bodies. This means that a person with disability experiences social and physical barriers due to his/her disability. The report explains this to be a transition from an individual and medical perspective to a structural and social perspective.

The shift simply means the capabilities of people with disabilities will depend a great deal on external conditions that can be modified by the government, organizations capable of affecting law, and the society at large. “Health is also affected by environmental factors, such as safe water and sanitation, nutrition, poverty, working conditions, climate and access to health care (WHO 2015).

2.2 People with disabilities in the world

According to the world report on disability (2011, 29), “more than 1 billion people, 15% of the world population are living with some sort of disability. While, 200 million suffer from a severe disability in which 13 million are children.”

Looking at the society we live in, it is obvious that people with disability fall into the low class of the society. They are always seen as an outcast or of no value to the society. They are either institutionalized or left to their loved ones, friends and family to take care of them. This also affects their families, friends and loved ones. This is so because it reduces their capability of being active participants of society. They will have reduced hours of work, socializing and doing other things families without a person living with disability can do. They always must consider the member of their family with a disability, that depends on them to get through day to day activities.
Stephen Hawking wrote, “We have a moral duty to remove the barriers to participation, and to invest sufficient funding and expertise to unlock the vast potential of people with disabilities,”. “Governments throughout the world can no longer overlook the hundreds of millions of people with disabilities who are denied access to health, rehabilitation, support, education, employment, and the chance to shine.”

People with disabilities are more likely to face poorer health, inaccessible public transportation, difficulty in being employed, which in turn leads to higher rates of poverty in the society. (World report on disability 2011), “people with disabilities would have special needs, which would include medical appointments amongst many other things. If he/she is not institutionalized, then it becomes the sole responsibility of a member of his/her family to make out time to have his/her needs met. This reduces the family member(s) own personal activities and contribution to the society.

2.3 People living with disabilities in Finland

Figure 2: Showing the number of people with disabilities (Ministry of Social Affairs and Health 2017,3)

According to the Ministry of Social Affairs and Health (2017), approximately 1.9 million Finns of working age are affected by long-term illness or disability which is a little above one third of Finland’s population. Approximately 600,000 stated that illness or disability influences their work or potentials of finding employment. This simply shows how people with disabilities are stigmatized and discriminated by the society, thereby building the low-class category of any society.
In addition, statistics of Institutional Repository (Valto) states that there are approximately 25,000 working-age people with intellectual disabilities, out of this number 400-500 of these people work with a salary and employment contract. It is been projected that 3000 of them are employable, while about 2000 people are participating in community employments which is barely paid. The statistics informs that the wages for these community employments are paid by the municipality in the rage of 0 to 12 euros per day.

It is estimated in the statistics that approximately 9000 people with intellectual disabilities participate in work activities or activities that support employment in sheltered workshops. There are thousands of persons with intellectual disabilities in Finland that have the training and are willing to take up salaried work with an employment contract.

2.4 Convention on the rights of people with disability

The first convention on the rights of persons with disabilities was held on 13th December 2006 at the United Nations headquarters in New York. In April 2018, the convention already had 161 signatories. The signatories are required to promote, protect and implement human rights and law for the people with disabilities. The convention aims to change the attitudes and prejudices towards persons with disabilities.

The present situation in Finland after having signed the UN ratification on persons with disabilities is that the country still battles with the problem of exclusion of persons with disabilities in the labor force as well as other areas of inclusion.

To fight this, the country published for the first time on 13 March 2018 a National Action Plan on the UN Convention on the Rights of Persons with Disabilities. According to the publication, the action plan will implement the UN Convention that was entered into force in the summer of 2016. This is expected to strengthen the rights of persons with disabilities in all areas and will improve their opportunities for participation as well.

Pirkko Mattila, the Minister of Social Affairs and Health, stated at the publication lunch that, “The Action Plan contains 82 measures that different ministries are committed to implementing. Part of the measures will be implemented during the current Government’s term of office while some measure will take a longer time to be carried out”.

The authors see this as a very positive move towards the inclusion of people with disabilities in the society. It is practically more expensive to exclude this group of people from our society.
Referring to Stephen Hawking’s quote in section 2.1. “If the government throughout the world continually overlook the hundreds of millions of people with disabilities, a great number of potentials would be locked away, wasted and untapped. It only requires moral duty, enough funding and expertise investments.”

2.5 Training and workshops

As earlier informed in the background section, a EU project, workplace inclusion 4.0 (WI4.0) is going on. The project’s result will be a course that would be developed and will be made available online for employers, public as well as for people living with disabilities. The training will help employers on how to hire and deal with employees with disabilities. A certificate will be provided to the participant after the training. The overall aim and objective of the project is to better improve the workplace inclusion of people with disability in our society, engaging by training both major stakeholders involved, that is the employers and people living with disabilities.

The authors believe that this project is worthwhile and would yield positive result towards improving the workplace inclusion of people with disabilities. During this research, the authors found out that only 8 out of 14 interviewees have had training and workshops on how to work with people with disabilities. The authors observed that interviewees who had training and workshops were knowledgeable and more open to the idea of employing people with disabilities. Therefore, more training and workshops for employers would play a significant role in getting people with disabilities employed and integrated into society. The authors also think that this would help boost the morale of people with disabilities because it would assure them that the society is beginning to take them more seriously; as it is equally their rights to have full integration into the society.

In Finland, NGO’s such as FAIDD and Lyhty ry are conducting training and workshops targeted at employers to enlighten them about the potentials of people with disabilities.

2.6 Accessibility state of facilities in Finland

Convention on the Rights of Persons with Disabilities states that People with Disabilities should have equal access to the physical environment, transportation, communication, other facilities
and services open or provided to the public, both in urban and in rural areas. (United Nations Department of Economic and Social Affairs 2012, 7)

The United Nations (UN) is also committed to promoting accessibility and the inclusion of people with disabilities. The UN states that accessibility is a matter of human rights and further states that accessibility symbolizes social progress. Accessibility of facilities and services by people living with disabilities, plays a significant role in helping to achieve internationally agreed development goals such as Sustainable Developmental Goals, (United Nations Department of Economic and Social Affairs 2012, 8.)

Accessibility of facilities and services by people living with disabilities is taken seriously in Finland. In Finland shopping centers, dining/leisure destinations, and transportations are accessible for wheelchair users and people with disabilities in general. One example of an accessible shopping center is Jumbo. Jumbo is a shopping center located in Vantaa. Its toilets are user-friendly for reduced mobility customers, wheelchairs are available to borrow, as well as shopping trolleys specifically designed for a wheelchair user customer. (an accessible adventure in Finland 2019)

The authors through observation, kept close attention to the design of all the business premises where interviews took place, considering details such as structural barriers e.g. steps, thresholds, too narrow door widths, high sidewalk edges, separate bathrooms for people with disabilities and missing guidance systems. The observation was carried out from the perspective of the employees as well as customers. It was observed that many of the business premises have no form of structural barriers whereas some businesses were not easily accessible from the main entrance. Such businesses were lacking in neither of the following; accessible bathrooms, too high thresholds, wheelchair accessibility and too narrow door widths.

<table>
<thead>
<tr>
<th>Total visited</th>
<th>Interviewed</th>
<th>Non-structural barriers</th>
<th>Structural Barriers</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>14</td>
<td>36</td>
<td>4</td>
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</table>
Accessibility is vital in terms of social and economic aspects. In Finland, as already mentioned above, 1.9 Million Finns of working age are affected by a long-term illness (the ministry of social affairs and health (2017). Therefore, accessible building design would allow people with a physical disability an access to utilize the facilities and improve socially and economically.

In the above pie chart, it shows that out-out of 40 visited businesses premises 36 have no structural barriers and 4 have structural barriers. We can conclude that Finland is doing a good job in terms of accessibility.

2.7 The cost of exclusion

As sighted earlier in a few sections above that the exclusion of people with disabilities in our society can be very enormous and costly. In this section, the authors will discuss this issues based on knowledge gained from our secondary resources.

The research conducted by Metts (2000) states that the inclusion of people with disability is economically more beneficial in the long run than exclusion. He further states that annual global GDP loss annually due to disability is between US$ 1.37 trillion and the US $1.97 trillion.
Many business employers always assume that people with disabilities are not productive and that their businesses can lose money by employing them. However, Buckup (2009, 16) states that “people with disabilities are less productive not because they are disabled but because they live and work in environments that are disabling to them”. Hence, the International Labor Union (ILO) have been raising awareness internationally, boosting social justice to help people with disabilities to get a job and contribute to society. One positive side to the work ILO is carrying out is that, the global GDP would be boosted greatly, if all the skilled people with disabilities are given an opportunity in the working world.

Nation’s’ GDP can be affected by the rate of unemployed people with disabilities. People with disabilities are included in the unemployment ratio when calculating a nation’s GDP. As a result, unemployed people with disabilities would influence a nations’ GDP. (Buckup 2009)

![Box 3: Linear relationship between unemployment and productivity losses according to Metts (2000)](image)

**Figure 4: Linear relationship between unemployment and GDP losses (Buckup 2009, 3)**

The above graph demonstrates the relationship between the unemployment rate and economic losses. People with disabilities who are unemployed are included in the unemployment rate, which relatively increases the unemployment rate and decreases the GDP.

In addition, the summary of the article "The Future of Children" by Stabile and Allin (2012) focuses on the economic costs of childhood disability. The article does not only describe the immediate and long-term economic cost of disabilities on the well-being of the child but also
its cost on the family and the society at large. The World report on disability (2011) has divided the cost into two types; direct and indirect costs.

2.7.1 Direct and indirect costs

Expatiating further on the cost of disability, it’s economic and social cost can be huge and however hard to quantify. In the world report on disability by WHO and World Bank (2011, 42-44), the cost of disability is categorized into two sections; direct and indirect costs.

Direct cost is categorized into two sections to define it, namely extra cost of living with disability and public spending on disability programmes.

The extra cost of living with a disability:

This includes all the additional expenditure on health care services, assistive devices, transportation, laundry services and personal assistance.

Public spending on disability programmes:

This category of direct cost includes all the cost for the additional public programmes initiated for people with disabilities. Examples of such programmes are health and rehabilitation services, labor market programmes and vocational education. This doesn’t exclude additional services such as subsidized access to transport, subsidized utilities and sign language interpreters.

Indirect cost

The report explains that indirect cost and non-economic cost are hard to quantify. This kind of cost includes the loss of productivity due to limited services for people with disabilities and the loss of taxes because of the loss of productivity. Non-economic costs are costs, such as social isolation and stress.

Another indirect cost includes someone having to work less and thus earn less because of the need to take care of a family member with a disability.
2.7.2 Finland, cost of disability

Pauli Forma (Chief Data Officer at the Finnish Institute of Occupational Health 2015), published his presentation at the ICOH - International Commission on Occupational Health’s 31st international congress on occupational Health at Seoul. The presentation titled - Cost of Work Disability in Finland focused on the biggest municipal sector organizations, cost of sick leave, work accidents and occupational and disability pensions in Finland.

Calculations were based on Keva’s service for customers, and data was gathered from the registers of Keva and employers. Keva takes responsibility in the pension sector of local governments, state, church and the social Insurance Institution Kela in Finland.

According to Forma.P (2015), the total direct and indirect costs because of work disability are 12.7 % which is 2.2 billion € per year in the year 2015.

2.7.3 Health issues which leads to economic loss

According to Anderson, Wiener, Khatutsky and Armour (2013), people with disabilities are more likely to experience health issues such as obesity than the general population. This has a huge disadvantage to the economy because it increases the expenses on health care. For instance, in the USA obese people with disabilities spend three times more on prescription drugs than the general population and 37% of people with disabilities were obese (Buckup 2009). However, the issue can be preventable or minimal through work inclusion. Therefore, the International Labor Organization (ILO) and many other NGOs are encouraging employers to consider hiring people with disabilities. Through work inclusion, they can be active and reduce the chances of such health issues which can have high health care expenses.

3 Research methodology
3.1 Qualitative methods

Qualitative method and data are non-numeric and non-quantifiable. Qualitative methods can be performed by a short list of responses, open-ended questions and in-depth interviews. It has both deductive and inductive approaches, (Saunders, Lewis & Thronhill, 2009). The authors will use deductive approach for this research. They kept in mind that though they are using the deductive approach for this research, they might switch to the inductive approach, due to the need to modify the pre-constructed coding scheme considering other emerging patterns that may come up in the coding process, (Blackwell 2014, 226)

Student research and report writing explains that we have to keep in mind that qualitative data will involve switching back and forth between inductive and deductive modes of coding before saturation is reached. (Wang & Park 2016)

The authors decided to choose qualitative methods for this research for a few reasons. Firstly, the topic has become of more interest to the society. Secondly, because the authors studied different research that was made about the topic and similarly related topics in the past. They realized that the majority of all the researchers came to terms that the best method to be used in carrying out similar research in the future would be the qualitative method. Thirdly, understanding the research topic is an existing social problem, the authors understood that the only way they can get an in-depth understanding of the current situation is by having a one on one interaction with the local population. Thereby, being able to get answers to questions of interest related to the topic, in a relaxed environment while maintaining a neutral position to ensure rigor and trustworthiness in the data that would be collected. Lastly, the knowledge gained from the theoretical frame work, and in addition to further consultation with the research supervisor, the authors concluded to use qualitative method for this research. Therefore, a qualitative method such as semi-structured, in-depth interviews and observation would be a more viable option to use for this research.

There are many types of types of qualitative methods. The authors decided to use Template analysis of qualitative methods is used to analyze the research.

For sampling, the authors used snowball sampling to collect the data. Snowball sampling is performed when the desired population for your research is difficult to identify. (Saunders et al 2016, 240) The topic of this research is new to the authors and there was very limited information on possible case companies in Helsinki.
In the initial stage of the research, the authors only knew one business that employs people with disabilities which is Cafe Ipi Kulmakuppila. After their visit to Café Ipi Kulmakuppila, they were informed of Lyhty ry and Cafe Puhuri. Lyhty ry provides training and workshops for people with disabilities. The Lyhty ry representative recommended us to visit FAIDD (Finnish Association of Intellectual and developmental disabilities). The representative from FAIDD recommended us to visit Pertin Valinta. Pertin Valinta is a shop where they sell arts and handicrafts made by people with disabilities. This is how snowball sampling enabled us to discover our case companies to perform interviews with.

3.1. Interview

According to Kahn and Cannell (1957), “An interview is a purposeful discussion between two or more people”. Interviews enable you to answer your research questions and objectives and if the research does not have a research question and objectives then interviews can help formulate them. (Aunders, Lewis & Thronhill, 2009)

Semi-structured, unstructured and in-depth interviews are used to collect the data for this research. The reason for choosing them is because the interviewees can talk freely and avoid yes/no questions, the interviewer can gather a vast amount of information after the in-depth discussion on the topic.

Arrangements were made with the interviewee prior to the interview. During the arrangement stage, the introduction of the authors, thesis topic, possible questions, how data collected would be used, and the possible duration of the interview was informed.

After the arrangement stage preparation was made prior to the interview, during this phase more research about the interviewee and business was made. This enabled the authors to know which questions are and are not irrelevant to ask. At the actual interview, the authors had casual conversations with the interviewees before the interview questions are being asked. This helped in relaxing both the authors and the interviewees and also created a comfortable atmosphere during the interview.

Total of 14 Interviews was conducted for this research,

- 2 interviewees with FAIDD (Finnish Association on Intellectual and Developmental Disabilities)
- 1 interview with Lyhty ry, (non-profit association working with people with intellectual disabilities)
- 4 businesses that employ people with intellectual disabilities,
- 6 businesses that do not employ people with intellectual disabilities
- And Pertin Valinta (a shop owned by people living with disabilities)

The time duration of the interviews was approximately 20 minutes. All the interviews took place at the business premises of the interviewee except the interviewee from Lyhty ry and cafe Puhuri, which was carried out over the phone because of the conflict in schedule. The interviewees gave the authors consent to record most of the interviews and all notes taken, recordings, observations were transcribed later the same day by both authors collectively.

The interviewees were selected randomly and to ensure credibility of the data collected during the interviews, we only interviewed top level employees who have been working in that businesses for at least half of a year. This was decided upon by both authors, to ensure that the interviewees have enough knowledge about the business strategies and promises to customers. The authors also interviewed NGOs that work with people with disabilities, to make the research more credible. Therefore, four interviews conducted during this research, was carried out with researcher, representative, and employees of the Finnish Association on Intellectual and Developmental Disabilities

3.2 Observation

According to Saunders et al (2009, 289), primary data can be collected through observation. He explained that the process of observation during research can be very rewarding because it can add considerably to the richness of research data.

There are two types of observation, Participant observation and structured observation. Participant observation emphasizes the discovery of meanings that are attached to people’s actions. The process involves the researcher attempting to participate in the activities of subjects. While structured observation emphasizes on the frequency of those actions and is quantitative. In this observation process, the author might be quantifying behaviour and may form only a part of data collection.

Participant observation is categorized into four-part. Participant as an observer, complete participant, complete observer and lastly observer as a participant. Observer as a participant is used for this research.
Observer as a participant can be described in a situation where the researcher’s identity would be clear to all concerned. It is the type of observation where all participants would know the purpose of the research and the researcher would be able to concentrate on the discussion and jot down insights as they occur. During the process of our observation, the interviewee knew the purpose of our research, and the authors agreed from the inception of the research methodology that, data would be gathered by observing the organizational structure and the reaction of interviewees before, during and after interviews. This will be done by jotting down all the necessary details which are related to our research to interpret and taking pictures if permitted. The analysis of the observation is done in the empirical section.

3.3 Template Analysis process

This research is carried out using the template analysis. According to King (2012, 427), template analysis “is a style of thematic analysis that balances a relatively high degree of structure in the process of analyzing textual data with the flexibility to adapt it to the needs of the particular study”.

The main reasons researchers use template analysis are as follow; flexibility of the coding structure, the use of the prior themes and the use of the initial template. Flexibility of the coding structure is the main reasons why the authors of this research choose to use template analysis. Template analysis doesn’t have a fixed structure nor fixed number of coding hierarchy. Therefore, it does not limit the researchers to explore the in-depth knowledge of the topic. (King 2012, 429).

This research is performed using the bottom-top analysis. It means that the authors first generated codes in the initial template and the overarching themes are formed in the final templates after insertion, merging and deletion of the codes. King (2012, 430) defined themes as “the recurrent and distinctive features of participants’ accounts (in interviews, diaries, blogs and so on) that characterizes perceptions and/or experiences, seen by the researcher as relevant to the research question of a particular study”. He also defined codes as “the process of attaching a label(code) to a section of text to index it as relating to a theme”.

Template analysis is performed in two stages;

Stage 1: The recorded interviews were transcribed. The transcribed text was coded separately by both authors using post notes, highlighter, pen and pencils. After they were finished coding
they collectively had over 120 codes. Then the codes were merged into one template using the mapping method, forming groups for codes that had similarities, discarding recurring and irrelevant codes. The authors had an initial template with 66 codes formulated.

**INITIAL TEMPLATE**

<table>
<thead>
<tr>
<th>Advocates for equality</th>
<th>Embraces old attitude in doing things</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social inclusion</td>
<td>Old or not lenient policies</td>
</tr>
<tr>
<td>Participate in different networks &amp; committees on disability policies</td>
<td>Social or community service jobs</td>
</tr>
<tr>
<td>Right of self-determination &amp; freedom of choice</td>
<td>Not supportive labor markets</td>
</tr>
<tr>
<td></td>
<td>Lenient policies by government</td>
</tr>
<tr>
<td></td>
<td>Parents/guardians must have positive mindset</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay subsidy</th>
<th>Training for employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job coach payment (20hr/month)</td>
<td>Manual for employer</td>
</tr>
<tr>
<td>Work tool subsidy</td>
<td>Suitable work arrangements</td>
</tr>
<tr>
<td>Company image</td>
<td></td>
</tr>
<tr>
<td>Employment subsidies</td>
<td></td>
</tr>
<tr>
<td>Government support</td>
<td></td>
</tr>
<tr>
<td>Tax benefit</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost to the company</th>
<th>Language problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer satisfaction</td>
<td>Customer perception</td>
</tr>
<tr>
<td>Pity</td>
<td>Learning to remember</td>
</tr>
<tr>
<td>New concept</td>
<td>Busy workplace</td>
</tr>
<tr>
<td>Cultural difference</td>
<td>Busy environment</td>
</tr>
<tr>
<td>Lack of information</td>
<td>New concept</td>
</tr>
<tr>
<td>No training to work with them</td>
<td>No recurring task</td>
</tr>
<tr>
<td>Job competition</td>
<td>Difficult customers</td>
</tr>
<tr>
<td>People’s attitude</td>
<td>Complex task</td>
</tr>
<tr>
<td>Stereotype</td>
<td>No future provision</td>
</tr>
<tr>
<td>Burden to the society</td>
<td>Structure is a barrier</td>
</tr>
<tr>
<td>No good to the society</td>
<td>Barriers in admin dept</td>
</tr>
</tbody>
</table>
Stage 2:

After stage one, the authors looked out for similarities and differences between the codes. Taking note of emerging patterns and relationships, the codes were merged together to form an overarching theme. The themes were further compared and put into different levels which produce a hierarchy of themes. From the table below, the major themes defined, and codes can be seen.

**FINAL TEMPLATE**

1. Training and workshops
   1.1 Training for employer
   1.2 Manual for employer
   1.3 Training and workshops for people with disabilities

2. Barriers
   2.1. employment barriers
      2.1.1. information dissemination
      2.1.2. expensive investment
      2.1.3. competition for the job
      2.1.4. Prejudice and Attitudes
2.2. Workplace barriers
   2.2.1. Busy work environment
   2.2.2. to perform complex task
   2.2.3. learning to remember
   2.2.4. prejudice and attitudes

3. Prejudice
   3.1. Burden to the society
   3.2. No good to the society
   3.3. Pity
   3.4. Cost to the company

4. Benefits of hiring people with disabilities
   4.1. corporate social responsibility
   4.2. company image
   4.3. government benefits
   4.4. Tax benefit
   4.5. Benefit from the bank

5. Possible solutions and recommendations
   5.1 Social Awareness
   5.2 Parents should send them to normal school
   5.3 NGO and Agencies should get more involved
   5.4 People with disabilities should get fully paid

3.4 Reliability and validity

Reliability and validity are a vital aspect to consider to make your research credible. There are different ways to make your research reliable and valid for the readers.

According to Silverman (1993, 282), reliability refers to the “degree of consistency with which instances are assigned to the same category by different observers or by the same observer on different occasions”. Reliability also refers to replicability of the data which means whether
the same result will be obtained if the same research project is conducted in the future. (Silverman 1993, 282)

The authors ensured the reliability of this research by making the research process transparent through demonstrating the background of the project, methodology selection, data analysis methods and results in the report explicitly. They kept close attention to the process of interpreting and showing how interpretations are formed. Regarding the audiotaped interviews, the reliability of the data is reduced if failure to transcribe pauses and expressions. (Silverman 1993, 287). The authors transcribed the interviews immediately since the authors have a good understanding of the topic and new ideas. Subsequently, it reduced the risk of losing the data and misinterpreting the data.

Furthermore, the observation is performed following the steps stated in the scientific articles to conduct qualitative research. Observation is a vital part of qualitative research because it enriches the data collected. During the interviews and company visit, the authors jotted the notes which could be used while analyzing data. And after each company visit, the authors wrote all the ideas and problems to assist the analysis.

According to Leung (2015) “Validity in qualitative research means “appropriateness” of the tools, process, and data”. There are various ways to assess validity in qualitative research. Validity can be assessed by the following five methods; analytic induction, the constant comparative method, deviant-case analysis, comprehensive data treatment and using appropriate tabulations. (Silverman 1993, 295)

To ensure validity of the research, the secondary data for the theoretical framework are extracted from online academic database and search engines such as Google Scholar, ProQuest, newspaper articles, Sage Journals Online, Cambridge Journal Online, Journals, Theseus.fi and University Library.

4 Empirical research /Analysis

4.1 Case studies

The authors have interviewed 14 People who are business owners/managers/employees and NGOs that work with people with disabilities in Helsinki. Below is the list and we will also give a short description of a few NGOs and Businesses:
<table>
<thead>
<tr>
<th></th>
<th>Name of the company</th>
<th>Interviewee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Finnish Association and Developmental Disabilities (FAIDD)</td>
<td>Simo Klem, Researchers</td>
</tr>
<tr>
<td>2</td>
<td>Finnish Association and Developmental Disabilities (FAIDD)</td>
<td>One female full-time employee</td>
</tr>
<tr>
<td>3</td>
<td>Lyhty ry</td>
<td>Teurvo Merkkiemi, full-time employee for the past 22 years</td>
</tr>
<tr>
<td>4</td>
<td>Pertin Valinta (Finnish punk band. All four members of the band are mentally handicapped</td>
<td>Elina, receptionist</td>
</tr>
<tr>
<td>5</td>
<td>Ipi Kulmakuppila, cafe</td>
<td>Villl, Employee</td>
</tr>
<tr>
<td>6</td>
<td>Harlekiini Cafe</td>
<td>Supervisor</td>
</tr>
<tr>
<td>7</td>
<td>Avio</td>
<td>Silva, Manager</td>
</tr>
<tr>
<td>8</td>
<td>Picnic</td>
<td>Taito, Supervisor</td>
</tr>
<tr>
<td>9</td>
<td>Blue Peter Restaurant</td>
<td>Manager</td>
</tr>
<tr>
<td>10</td>
<td>Panda King restaurant</td>
<td>Manager</td>
</tr>
<tr>
<td>11</td>
<td>Harju Baari Bar</td>
<td>Aabesh Chauhan, employee</td>
</tr>
<tr>
<td>12</td>
<td>Katmando Bar</td>
<td>Udeep, Owner</td>
</tr>
<tr>
<td>13</td>
<td>Subway</td>
<td>Supervisor</td>
</tr>
<tr>
<td>14</td>
<td>Cafe Puhuri</td>
<td>Teurvo Merkkiemi</td>
</tr>
</tbody>
</table>

Table 2: The table showing the Businesses and NGO’s used for the research

Below, the authors will give brief information on the companies used for this research.

The Finnish Association on Intellectual and Developmental Disabilities (FAIDD):
FAIDD is an NGO located in Helsinki and it promotes the rights of people with intellectual disabilities. The NGO was established in 1952. The authors of this thesis were able to interview two full-time employees of the FAIDD. The goals of the FAIDD are as follows;

- Full citizenship for people with disabilities
- A society where information and services are understandable and accessible
- Equal opportunities for lifelong learning

The NGO also conducts trainings, researches, promotes accessibility, produce teaching materials, involves in development cooperation and international activities for people with intellectual disabilities and other organizations working with people with intellectual disabilities. Lyhty ry is one of the partners of FAIDD.

Lyhty ry:

Lyhty ry is a non-profit association and partner of FAIDD founded in 1993. The business “ethical aim is to promote the wellbeing of the mentally disabled”. They provide workshops, housing services and learning environment as well. They provide workshop in the sector of textile, cultural and cafe to help prepare people with intellectual disabilities for potential future jobs. Villi the business representative that was interviewed stated that he has been working there for 5 years. Ipi Kulmakuppila cafe and Pertin Valinta, a shop in Kallio, are initiated by Lyhty ry.

IPI KULMAKUPPILA

Ipi Kulmakuppila is a cafe located in Kallio, Helsinki. It provides a cafe workshop by training in food preparation, basic duties, cash handling, cooking task and customer service. The cafe also employs many people with disabilities. The cafe Workshop started in 2013 with “The societal goal to make the skills and strengths of the mentally disabled visible and thus promote the employment of disabled people throughout Finland”. The cafe workshops are free of charge.

Pertin Valinta:

Pertin Valinta is a shop located in Kallio established in April 2018 by the successful punk band Pertti Kurikan Nimipaivat. All the band members are people with intellectual disabilities and
Lyhty ry helped formed the band. All the products such as arts and handicrafts which are available in the shop are made by people with disabilities.

Figure 6: Pictures of arts and handicrafts which are in the Pertin Valinta.

Pertti Kurikan Nimipaivat represented Finland in Eurovision song contest in 2015. They went up to the semi-final. The band helps raise awareness that people with disabilities can do great things and should not be ignored.

The authors visited the Pertin Valinta and interviewed Elina who is the sales person in the shop. She is partially disabled physically hence why she had to quit her previous full-time job.

Here is the result of the author’s interview;

After our brief introduction, we asked her about the beautiful handicrafts displayed in the shop. She said that people with disabilities made those handicrafts and they help sell those in the shop. Elina stated that many events are organized at the shop for people with disabilities. She highlighted that the main goal is to showcase the talents and skills of people with disabilities to change the narrative in society.

Authors: What do you think is the present attitude towards people with disabilities?
Elina: I think the President of Finland is cool, he seems like a very caring person. In Finland, I think people are more open to the idea of employing people with disabilities unlike my country, Estonia. Well, still many things need to change to improve the situation of people with disabilities. (side note: Elina’s mother is Finnish, and her father is Estonian)

In my previous work, there are few people with intellectual disabilities and I think they do well, but I think the government can provide more help and I think with time the situation will be better.

Authors: Does the government support this shop in any way?

Elina: To talk about support from the government, the city of Helsinki pays some portion of the rent for this place. I do not know about other support

Author: How often does the band member come to the shop?

Elina: The band is not active anymore because the front man, Pertti Kurikka is over 60. Pertti Kurikka owns the band. The other band members are busy doing their own things, like working at the radio station. Sami Helle, the Bassist, comes to the shop on Tuesday and Friday and works with me. He works in the political sector too. He is doing all these things to change people’s perception towards people living with disabilities.

Authors: So basically, I kind of have an idea, this shop is not just about profit-making, but also about

showcasing the talent of people with disabilities and bringing them out.

Elina: Yes, that true. That’s all this place is about.

Authors: So, you said there is a radio station. My question is who runs it?

Elina: In the radio station, people with disabilities and others without, work together. The recording is on Tuesday, Wednesday and Friday. They discuss general stuff like music and politics.

4.2 Observations
The authors observed the reaction of the interviewees during the interviews. Fifty percent (50\%) of the interviewees were open to the idea of employing people with disabilities and 50\% were against it. As shown in the pie chart below.

![Pie chart showing the willingness of companies to employ people with disabilities in the future](image)

<table>
<thead>
<tr>
<th>Name of the Business</th>
<th>Willing?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cafe Puhuri</td>
<td>Yes</td>
</tr>
<tr>
<td>Cafe Ipi Kulmakuppila</td>
<td>Yes</td>
</tr>
<tr>
<td>Harlekini Cafe</td>
<td>No</td>
</tr>
<tr>
<td>Avo Bar/Restaurant</td>
<td>No</td>
</tr>
<tr>
<td>Picnic</td>
<td>Yes</td>
</tr>
<tr>
<td>Blue Peter Restaurant</td>
<td>Yes</td>
</tr>
<tr>
<td>Panda King Restaurant</td>
<td>No</td>
</tr>
<tr>
<td>Hanu Baari Bar</td>
<td>No</td>
</tr>
<tr>
<td>Kathmandu Bar</td>
<td>No</td>
</tr>
<tr>
<td>Subway</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Figure 7: Showing the charts of who wants to employ people with disabilities.

Expatiating further on the above pie chart, 50\% of the interviewees willing to employ people with disabilities are the ones who said they are employing or have prior experience dealing with people with disabilities, while 50\% of the interviewees who said they are not looking in the future to employ people with disabilities have no prior experience working or dealing with people with disabilities. It was observed that they tend to have prejudice against people with disabilities.

From the authors experience, the businesses interviewed that employ people with disabilities were not keen to give insight about employing people with disabilities. Cafe Puhuri and Cafe Ipi Kulmakuppila are two businesses which employ people with Intellectual disabilities. However, it was difficult to get an interview from these businesses as compared to the others. For instance, Cafe Ipi Kulmakuppila’s manager only gave us an interview after our third visit to the cafe. In the first visit he provided the authors with an email and phone number to contact for the interview but after contacting them, the authors got no replies. The authors were able to get an interview from them only after 3 weeks. And the authors encountered a similar situation with cafe Puhuri. To conclude on this observation, businesses like Cafe Ipi Kulmakuppila and Cafe Puhuri that employs people with disabilities should be more open to outsiders, so that others
interested can easily learn how they manage people with disabilities at work. As a result, many new businesses might get inspired to hire people with disabilities. Also, such businesses should understand that it is also a way of bringing out people with intellectual disabilities for the society to see that they can do things people without disabilities can do.

To look at the positive aspect, Cafe Ipi Kulmakuppila is the prime example of the statement made by the world report on disability (2011) that it is more beneficial to hire people with disabilities than discriminate against them. On the authors first visit Cafe Ipi Kulmakuppila, they were taken aback when they witnessed a queue outside the cafe before the opening time, also the cafe was lively and crowded with happy customers. The manager of the Cafe stated that one of the main reasons for having a high inflow of customer is mainly because they are a business that employs people with disabilities and promotes their inclusion in the society. We believe that customers would be willing to support any business that has good practices through patronage.

The author’s last observation was that many of our interviewees that do not employ people with disabilities are unaware of the benefits such as pay subsidies and job coaching (further description of these subsidies can be found in section 6.2). Therefore, more awareness of the benefits associated with employing people with disabilities is necessary.

4.3 Barriers

The authors identified barriers as one of the major factors attributed to the low inclusion of people with disabilities in the labor force. From the data gathered and analysis, the authors were able to allocate the barriers which are faced by people with disabilities. The two types of barriers are, namely; employment and workplace barriers.

In the Venn diagram below, the authors have shown the barriers faced by people with intellectual disabilities. These were extracted from the themes and codes that emerged from the template analysis:
Figure 8: The Venn Diagram of Employment barriers and Workplace barriers.

Note: The barriers, Prejudice and Attitudes towards people with disabilities would be explained in the section - Workplace barriers. Analysis showed that these two barriers are of the same level in both employment and workplace barriers.

4.3.1 Employment Barriers

Employment barriers can be explained to be the barriers faced by people with disabilities during the process of searching for the job. Under this theme, a few patterns emerged, and they would be discussed briefly below.

➢ Information dissemination:

Information about employing people with intellectual developmental disabilities are vital both for the employer and people with disabilities, hence should be well disseminated.
During the research, some of the interviewees showed a keen interest in employing people with disabilities but had no idea how the process works. During the process of research, the authors found that lots of research related to this topic has been carried out in the past and lots of information regarding employing people with disabilities exist, but some employers still don’t have knowledge about it.

The two businesses the authors interviewed that employ people with intellectual disabilities; Cafe Puhuri and Ipi Kulmakuppila managers hesitated to give interviews initially. Therefore, businesses who have knowledge about employing people with disabilities should not hesitate in spreading out information to students, employees and customers that show interest in knowing more about their business practices.

One of the interviewees, a supervisor at the Blue Peter Restaurant, Helsinki, showed keen interest in employing someone with intellectual developmental disabilities but said no one ever applied.

When the authors asked if she knew of any support the employer can get from the government when employing anyone with intellectual disabilities, she responded: “we do not look to make a profit from anyone’s situation”. With that said, the authors were able to identify two barrier factors from her response. Firstly, she had little, or no information related to the employment process of persons with disabilities because she never thought of or mentioned supports such as pay subsidies and job coaching. Secondly, her immediate response after hearing the word SUPPORT, clearly shows how society sees, labels and exclude people living with disabilities from the society.

Therefore, the government, NGOs and other organizations working with people with disabilities should do a better job in disseminating information about the idea that people with disabilities are willing to work and employable. Also preaching the moral responsibility to everyone living without disability, on their role and part to play in the inclusion of people living with disability into our society.

During the research, the authors found the following channels for the dissemination of information on employing people with disabilities in Finland. They are Kela, unemployment offices and NGO such as FAIDD and Lyhty Ry, other organizations and businesses promoting and working with people with disabilities.

➢ Expensive investment
From the research analysis, the authors can state clearly that employers assume that employing people with intellectual disabilities is an expensive investment. Simi - one of the interviewees from FAIDD, stated that “many employers do not know about pay subsidies and job coach, so we (FAIDD) have made a manual for the employer to know the benefit they are entitled to when employing people with disabilities”. They distribute the manual to businesses and at fairs.

More about pay subsidies and Job coach is being discussed in the section “Benefits of hiring people with intellectual disability”. Also, how a company can boost its image by employing people with disability and have an economic benefit, is being discussed in the same section.

➢ Competition for the job

Competition for the job is one of the barriers interviewees mentioned during the interviews. For instance, Cafe Puhuri interviewee stated that “the problem is if the company has to choose between fit worker and people with disabilities then we know the answer”. That’s the problem”. In times like this, it is also a difficult situation for the employer. However, the employer should hire the candidates based on the skill without any discrimination.

One possible solution for this barrier could be that the government should make regulations that the big companies should hire some employees who are disabled if they are qualified or fit into the position. Therefore, it reduces the competition and doesn’t put the employer in a tight situation if they understand they are obliged to employ a person with a disability. This would help people living with disability that still fall in the workforce, by giving them more chances of getting hired.

4.3.2 Workplace barriers:

Workplace barriers explain the barriers encountered by people with disabilities after they have gained employment. Barriers identified in this category are language problem which falls under behavioral problem, busy work environment, complex task and difficult to learn to remember.

➢ Behavioral problem
The behavioral problem was seen by the employers engaged in the practice of employing people with disabilities. For instance, Vili from the Ipi Kulmakuppila café, stated that sometimes when people with intellectual disabilities are given a complex task “they can easily get stressed up and start acting rude”. This issue is quite a serious one because some employers after dealing with this kind of situation might never try to hire people with disabilities again. Behavioral problems are seen quite often with the children who have autism or down syndrome. However, with right measures, it can be under control, for instance, by contacting job coach for advice and solutions.

However, our interviewee from cafe Puhuri, that employs people with disabilities stated that “customers like them, because they are straight and innocent as a baby”. This will bring economic benefit to the cafe. During our visit to the cafe, we were also greeted with a huge smile and were provided with wonderful customer service by employees with disabilities.

➢ Learning to remember

The interviewee from Café Puhuri, Teuvo Merkkinemi, stated that one barrier is that people with intellectual disabilities have difficulty in “learning to remember”. He stated that they must learn the same thing a lot of times before they can perform the task on their own. Therefore, the slow learning process can easily irritate the employer. This issue “learning to remember” is not that much of a big issue because there are many measures to combat this with low cost. For instance, using colors for those who learn better that way, providing spoken direction for those who lack reading skills, using different visual aids like charts and graphs, pictures or giving instructions step by step letting them do the actual work, issuing calculators for those who have a problem with numbers. (Andrews 2005) With the help of the job coach, the person with disabilities would be able to learn repeatedly the task with the appropriate measure provided to combat the issue and be a master of the task.

➢ Complex task

People have the perception that people with disabilities are not capable of complex tasks. However, the studies have shown that they are indeed capable of complex tasks such as office work. The important point is that the experts should be involved and people with disabilities should be given the jobs that fit their skills. (Andrews 2005).

One of the interviewees, Teuvo Merkkinemi, stated that “sometimes when a customer asks special and unique things which are not in our menu or if they are given a different task from
what they are used to carrying out on a daily routine then that could be a problem”. To tackle this issue, it is very vital to contact job coaches or experts to help allocate the right job match for people with disabilities as per their skills. Per William Kieran, director of the Institute for Community Inclusion at the University of Massachusetts in Boston, “We’ve moved away from the concept that people with these disabilities are only suited to dishwashing, cleaning and that sort of thing. At our institute, we have a couple of folks with Intellectual disabilities who are doing data collection for us”. In another world, if the right people with intellectual disability are put in the right job or position, they can outperform normal people. (Decent work 2013).

4.3.3 Prejudice

Prejudice is a huge factor which affects people with disabilities in the working world. During our research, while discussing with the experts and interviewees, prejudice is one of the issues that people with disabilities are having to deal with. It is eminent in both employment and workplace barrier, and in comparison, would be hard to quantify in which category it is high or low.

Crandall and Eshleman (2004) defined prejudice as a “negative evaluation of a social group, or a negative evaluation of an individual that is significantly based on the individual's group membership”. And Merriam Webster defines prejudice as “an irrational attitude of hostility directed against an individual, a group, a race or their supposed characteristics”.

However, Finland is making good progress to tackle the problem of prejudice and discrimination. Infopankki, Finland (2018) states that Finland has a “law that a disabled person must not be discriminated against because of his or her disability. A person with disabilities has the right to live a normal life, for example, to study, work and start a family”.

Parents of people with disabilities also have a role to play to lessen the prejudice against them. The female interviewee from FAIDD mentioned that parents should send their kids with intellectual and physical developmental disabilities to a normal school instead of a special school so that they can learn to integrate and work along with the other kids. This will also be a learning process for children without disabilities because they get to learn to work along with children with disabilities. As a result, it helps to reduce prejudice in society.

During the research, the authors found that still, many employers have a perception that people with intellectual disabilities are employable only in the cleaning and customer service mainly. While conducting interviews, the authors asked the following question to every interviewee;
How would you describe the barriers in the following areas?
(a) Administration;
(b) Customer service
(c) Production
(d) Cleaning

And the responses of a few employers are:

<table>
<thead>
<tr>
<th>Businesses</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Ipi Kulmakupila’s manager</td>
<td>There is no barrier in the areas of customer service, production and cleaning. Employees with disabilities are not assigned the administrative task</td>
</tr>
<tr>
<td>2 Blue Peter Restaurant’s manager</td>
<td>The only area that might have a barrier is the administrative department.</td>
</tr>
<tr>
<td>3 Panda King Restaurant</td>
<td>It depends on what type of disabilities. If the person has physical disabilities and can perform the administrative task, he/she will be eligible to work. If the person has intellectual disabilities, he/she can perform an easier task such as cleaning and customer service</td>
</tr>
<tr>
<td>4 Katmando Bar’s owner</td>
<td>I don’t have experience working with people with intellectual disabilities, but I think it will be difficult for them to do office work.</td>
</tr>
<tr>
<td>5 Harju Baari Bar’s full-time worker</td>
<td>I think people with disability would not be qualified to work in a bar and deal with the people who are under the influence of alcohol. Maybe they could work in the cleaning and production sector.</td>
</tr>
</tbody>
</table>
I would say people with intellectual disabilities will find it challenging to work in the administrative department, but in the customer’s service, production and cleaning department might be easy. This is so because the task in the administrative department might vary and time demanding. In other departments, it is almost the same routine every other day.

Administration: They cannot perform an administrative task.

Also, in the customer service sector, they are faced with language problem which means when they do not understand the customer’s language they become frustrated. Sometimes if a customer asks special and unique thing which are not in our menu then that could be a problem.

Table 3: Responses from the employer.

According to UNICEF (2012) “Disability is not the impairment itself, but rather attitudes and environmental barriers that result in disability”. In other words, the prejudice that people with disabilities cannot be a productive member of the society is the real barrier that they are encountering. Therefore, the employer should be open-minded about employing people with disabilities in administrative work. For instance, William Kiernan, director of the Institute for community inclusion at the University of Massachusetts in Boston, “we have moved away from the concept that people with disabilities are only suited to dishwashing, cleaning and that sort of thing”. He further states that few people with intellectual disabilities collect data and do office task.

Partin Valinta music shop located in Kallio owned by the punk band Pertti Kurikan Nimipait is an example that people with disabilities are capable of great things. All four members of the band are people with intellectual disabilities. The band and the shop’s main aims and objectives are to tackle issues such as prejudice and to enlighten the public that people with disabilities are not a burden to society. According to UNICEF (2012) “Disability is not the impairment itself, but rather attitudes and environmental barriers that result in disability”. In other words, the
prejudice that people with disabilities cannot be a productive member of society is the real barrier that limits them from being a productive member of society.

This being the last pattern that emerged from the themes during the template analysis. The authors would be discussing the benefits that are associated with employing people with disabilities in the next sections.

4.4 The attitude towards people with disabilities in the future

The authors want to believe based on the results of this research, that the attitude towards hiring people with disabilities in the future is heading towards a promising and positive direction. One of the reasons is that CSR (Corporate Social Responsibility) is getting more popular every day amongst consumers. This at the same time is becoming a topic of importance in most businesses, if they want their business to have a reputable image and keep their market share. Most businesses already practicing CSR always tend to hire people with disabilities. However, companies are and will be more flexible to hire people with physical disabilities than people with mental disabilities. It is also the same case with attitude, that people who have contact with people with disabilities tend to be more positive than the others. (Luecking 2008, 5-7)

The Finnish Punk band, Pertti Kurikan Nimipaiva is an advocate for people with disabilities. They want to change the attitudes of people towards people with disabilities. In the article the Week Magazine (2015), the band stated that “We are changing attitudes somewhat, a lot of people are coming to our gigs and we have a lot of fans. We don’t want people to vote for us because they feel sorry for us, we are not that different from everybody else - just normal guys with a mental handicap.” This basically shows how people with disabilities want to be seen. They see themselves as no different from others and don’t want others to feel pity for them. This is so because they have grown used to their disability and are able to get around with their daily task, one way or the other no matter the pace.

During the research, the authors asked the interviewees an open-ended question “Do you think, the attitude towards hiring people with disabilities will change in the future?”

In the table below, you would find some of the opinions of the interviewees about the attitude towards people with disabilities in the future;
<table>
<thead>
<tr>
<th>Businesses</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ipi Kulmakuppila</td>
<td>Yes, a social change is coming, and people are becoming more aware that people with intellectual disabilities have the right and can do some work as well. Bringing them out for the whole society to see that they can do almost everything everyone else can do no matters their pace is paramount.</td>
</tr>
<tr>
<td>Harlekiini, cafe</td>
<td>I hope it will change positively because it is important to see different kinds of people and this might give inspiration</td>
</tr>
<tr>
<td>Avio café/Restaurant</td>
<td>not sure</td>
</tr>
<tr>
<td>Picnic</td>
<td>Yes, previously only the manager of the company would hire them but now we can hire as well. So, it is already a little bit different</td>
</tr>
<tr>
<td>Blute Peter, restaurant</td>
<td>I think the attitude of employing people with disabilities will change positively in the future</td>
</tr>
<tr>
<td>Panda King, Chinese restaurant</td>
<td>Yes, the narrative that people with disabilities cannot be employed is changing. Nowadays, people are more educated, open minded and have worldly knowledge therefore, I believe it will change in the future.</td>
</tr>
<tr>
<td>Haru Baari</td>
<td>Yes, they can and should be allowed to work in a less challenging environment. Working in a bar is quite challenging while dealing with drunk people.</td>
</tr>
<tr>
<td>Katmandu Bar, Helsinki</td>
<td>I think it will still take a lot of time to change the perspective that people with intellectual and developmental disabilities are able in the workforce. The NGO’s working with them should try to create awareness for the business owners about the situation</td>
</tr>
<tr>
<td>Subway</td>
<td>Oh yes, this situation will definitely change, it might be a matter of time, but for sure it would change</td>
</tr>
<tr>
<td>Cafe Puhuri</td>
<td>Yes positively. Today equality is important, so it will improve. However, the problem is if the company must choose between fit worker and people with disabilities then we know the answer. That’s the problem</td>
</tr>
<tr>
<td>Pertin Valinta</td>
<td>Well, still many things need to change to improve the situation of people with disabilities</td>
</tr>
</tbody>
</table>
Table 4: Responses from the interviewees in terms of attitude towards people with disabilities in the future.

From the above table, we can state that most of our interviewees answered that, the attitude towards people with disabilities will improve positively in the future. For instance, Teuvo Merkkinen from Lyhty ry mentioned “Yes positively. Today equality is important, so it will improve”. However, few of our interviewees thought that more work is needed in this sector to change the attitude of the people, for instance, Elina mentioned that “well, still many things need to change, in order to improve the situation of people with disabilities”. The authors believe that it is vital to have a positive attitude towards people with disabilities not only for social benefits but also for economic benefits in the long run.

4.5 Benefits of hiring people with disabilities

This research revealed that many employers have the notion that employing people with disabilities is an expensive investment and in most cases are unaware that there is some sort of governmental support, such as pay subsidy and job coach.

Analysis of our raw data showed that a few of the interviewees believe that hiring people with disabilities has benefits such as tax benefit, government benefit, benefit from the bank as well as boosting the company’s image. Whereas result of this research shows that the major benefits employers can get includes good company image, high production turn out, loyal workers etc. not excluding governmental supports such as pay (salary/wages) subsidy, work time arrangement payment, work tool purchase subsidy and job coach payment.
4.5.1 Corporate social responsibility (CSR):

The University of Edinburgh states that “CSR aims to ensure that companies conduct their business in a way that is ethical.” This means taking account of their social, economic and environmental impact, and consideration of human rights. Customer prefers to be part of a socially responsible brand because it will give them fulfilment. Employers employing people with disabilities is a great way to show the customer that the company is socially responsible, and in return, the customers will show their support through the form of patronage, i.e. by them being a loyal returning customer.

Socially responsible businesses in most cases can build a buffer against scandals and other reputation busters. However, we should have it understood that every individual who works in an organization has ethics and a sense of responsibility which we can term to be consumer social responsibility. The consumer social responsibility reflects in the organization. Consumer social responsibility can be described as the attitude consumers are supposed to put up or portray. Example of this can be how consumers reduce their carbon footprint or their support to business providing services based on core values of corporate social responsibilities.

International Labor organizations conducted research in 2014 with 40 selected companies on the topic of disability and corporate social responsibility (CSR) reporting. CSR reporting is a sustainability report where it reflects CSR activities, vision, values and personality of the
company. CSR reporting is one of the main requirements for a company that claims that they take CSR seriously. The research found that companies are still using the old template of reporting which include voluntarism. The human rights topic including people with disabilities were not seen in the reporting. Therefore, one can conclude that those companies are not employing people with disabilities and are not considering employing them in the future. (Cordero, Ortiz and Rueda 2014, 45-49)

Besides justifying that a company is corporate socially responsible in the areas of society and the environment, it also enhances competitive advantages. It can do that by reducing business costs through recycling, attracting customers and employees through low cost or zero advertising. This distinguishes the businesses from its competitors giving it a competitive advantage. (Brunsael 2009, 80-85)

4.5.2 Company image

According to the Cambridge Dictionary, “company image can be described as the way in which a company is seen and understood by their customers, shareholders, the financial community and the general public”. A company with a good company image can attract more customers and have a financial gain. One of the possible ways of doing this is by employing people with disabilities. This would help to establish a good company image. Studies have proven that hiring them could be beneficial for the business. (Markell 2013)

The authors observed in the process of gathering primary data that customers hold businesses employing people with disabilities with higher esteem than their competitors not indulging in the same practice. 40 % of the employers interviewed stated that company image is one of the benefits for them as employers.

The authors visited Ipi Kulmakuppila Cafe/restaurant that employs people with intellectual disabilities. The representative of the business interviewed mentioned that the inflow of customer is good because they have a good company image as an employer that employs people with intellectual disabilities.

Teuvo Merkliniemi who have been working in Lyhty RY believes that company image is important for business and stated that “in the sports, the player represents the brand by wearing their clothes. Likewise, the worker with disabilities can represent the company in the community”. 
4.5.3 Government benefits:

Many of our interviewees were unaware of the governmental benefits such as job coach, tools purchasing subsidies and pay subsidies. This results in them assuming that employing people with disabilities would be an expensive investment. Only 13% of the interviewee suggested that there is a government benefit that comes with employing people disabilities, but they were not sure of the exact benefits available.

Therefore, the authors strongly believe that the Finnish government, NGOs and other organizations working with people with disabilities need to do more when it comes to the employer awareness of the benefits available for them to know that it is not an expensive venture when it comes to employing people living with disabilities.

Job coach - FAIDD who is the pioneer in this field has created a manual to educate employers about the benefits and how to deal with people with disabilities at the work. The manual “A small guide to the employer” by Ikonen & Päiväpuro (2017) discusses the benefits such as job coach and pay subsidies. Job coach for people with intellectual and developmental disabilities is sponsored from TE; Kela and social service providers. Job coaches are responsible to help people with disabilities in general with career development, professional goals and long-term workplace success strategies. Job coaches at the same time can help to search for jobs and answers to any questions from the employer during the phase of training a person with a disability on his/her job to the phase of mastering the job and keeping his/her job place. Some of the main tasks of the job coach are:

- To help prepare and guide during new job ethics and routine
- It also includes going to the job location and checking through the job assignments or other work-related issues.

Pay subsidies - Employers employing people with disabilities are entitled to this benefit. They can apply for pay subsidies with the help of the Job coach to the Employment and Economic Development Office. This benefit can cover up to 50% of the wages or salary of employed people living with disabilities. The companies are suggested to contact their regional employment attorney or municipal employment unit if they intend applying for this benefit without the help of the job coach. Employment subsidies vary by municipality and only a few of the interviewees knew of this government support. (Ikonen & Päiväpuro 2017)
4.5.4 Tax benefit:

Thirteen percentage (13%) of our interviewees assumed that there is some sort of tax benefit from the government for any business engaged in the practice of employing people with disabilities. However, the actual situation is the opposite. Further phone interviews with Simi, the researcher from FAIDD, reveals that agencies/organizations working with people with disabilities are researching into this in anticipation of agitating motions to affect such a law in the future. He said “this will help improve the situation by igniting interest and eagerness for employers to employ people with disabilities, just because they wish to cut down their tax.

4.5.5 Benefit from the bank

Seven percentage (7%) of the interviewees assumed that there is some benefit from the bank. Due to this emerging pattern, the authors had to do further research into this. They conducted a phone interview with Nordea Bank, and it was confirmed that there is no form of benefit from the bank for any employer who employs people with disabilities. The interviewee further went ahead to inform that nothing of such exists at any bank in Finland or the Nordic countries.

This, however, proves that more employer counselling and awareness of benefit that they can get from employing people with disabilities is vital.

5 Possible solutions and Recommendations

In the research, the authors discovered many issues, and, in this section, the authors discuss possible solutions and recommendations to the issues that were identified.

- The authors recommend that the government and NGOs should invest more in information dissemination. Informing not just employers but also the public, of the various government benefits available for employers that are employing people with disabilities. The reason why the public should be included in this is that there are still lots of leaders and business owners in the making. For this reason, it would be wiser and beneficial not to limit this information only to the existing businesses.

- Most employed people living with disabilities in Finland are full-time employees. However, they are in most cases only paid partially. For this reason, the government
should enact regulations so that people with disabilities working get paid fully. So also, policymakers should set a time frame for how long people with disabilities should be employed without pay (community employment). This time frame should be set as part of their training period, and the government should be pacesetters by paying fully for every job done during this time frame.

- The authors recommend that information should not be made available only in Finnish. Since Finland is a multicultural country, information should be published in few other languages commonly spoken in the country apart from the second and third official language.

- Another recommendation is that children with disabilities, if possible, should be sent to a normal school rather than a special school designated for children with disabilities. This will help them integrate with other kids, hence making it easier for them later in the future. This will be beneficial as well for kids without disabilities, as they get to see their mates with disabilities often, their performances, integrate with them and grow up knowing they are a normal integral part of the society.

- It is of the authors recommendation that the government should try to promote and encourage the profession of a job coach, to attract more people to it. If there are not enough job coaches to work with people with disabilities, then it would be a difficult thing the tackle the issue of workplace inclusion.

- The authors recommend that the business management should arrange frequent in-house training on how to deal with co-workers with disabilities. This would make the working environment effective, friendlier and a more enjoyable place to work for everyone. Thereby solving the workplace barrier.

- The authors recommend more investment in the publication of success stories of people living with disabilities as many are available. This would send a strong message to society at large that they can contribute positively to the growth of a society. For instance, the successful punk band in Finland who competed in the Eurovision song contest 2015.

- Lastly, the authors recommend that further studies should be conducted in the future, on how results and findings from related research can be disseminated effectively well to society at large.
6 Implications

This thesis provides insights into the current situation of persons with disabilities in the labor force. It is important to recognize the current factors that are related to the low inclusion of persons with disabilities in Finland and around the world. This knowledge is vital for organizations and individuals working with persons with disabilities, their families, policymakers and the society at large. Identification of the factors determining the low workplace inclusion of persons with disabilities helps in formulating suitable strategies in solving the problem.

In addition to this, the findings from this research increases the authors understanding of the contemporary situation of the inclusion of persons with disabilities and they believe it can also guide partners working with them in formulating strategies to address the situation more effectively and efficiently.

For those employers willing to employ persons with disabilities and individuals interested in battling the issue of low inclusion of persons with disabilities, this study highlights the importance and benefits of employing people with disabilities. This research discusses benefits such as Corporate Social Responsibilities (CSR), company image, the support provided by the government and the economic benefit for a nation.

The findings of this study have an impact on organizations working with people with disabilities, employers and society when it comes to the workplace inclusion of persons with disabilities. Results imply that more awareness on the benefits of employing people with disabilities is necessary, more job coaches should be trained and employed, and incentive traps of disability pension and earned income should be removed by the government. However, more multidisciplinary research and follow-up by other EU countries are further recommended.

7 Conclusions

This research helped answer many questions regarding the work inclusion of people with disabilities. The authors used research methodology such as observations, interviews and template analysis to understand the barriers and benefits of people with disabilities and in what way they affect the economy.

Two barriers were established; employment and workplace barriers from the primary data. Employment barriers includes; information dissemination, expensive investment and
competition for the job. While workplace barriers includes; busy work environment, difficult to perform a complex task and learning to remember. Prejudice falls in both workplace and employment barriers. Thus, this research reveals that prejudice towards people with disabilities still exists in our society. For the people living with disabilities, the prejudice towards them can be the main disability they are facing and not the medical condition that they might have. As a result, skilled and talented people with disabilities who can contribute to society are more likely to become unemployed.

There are many benefits to employing people with disabilities. If the business employs people with disabilities, it will have a good company image which will increase the revenue of the company. In recent days, customers tend to champion the business which is socially responsible. Therefore, employing people with disabilities will attract more customers. Moreover, in the case of Finland, there are governmental benefits for employing people with disabilities. The governmental benefits are tools subsidies, pay subsidies and job coach. During the research, the authors found that many business employers are unaware of these governmental benefits.

The studies have shown that it is more expensive to exclude people with disabilities (Buckup 2009). For instance, when people with disabilities are excluded from the working world, they tend to become idle, as a result, they are more likely to face health problems such as obesity. Obesity is an expensive health problem. In the USA obese people with disabilities spend three times more on prescription drugs than the general population and 37% of people with disabilities were obese (Buckup 2009).

To improve the situation of people with disabilities, the authors suggested many solutions in the research. To mention the few, firstly, the government should promote more about the benefits that they are providing to businesses that employ people with disabilities. During the research, the authors found that many employers are unaware of the benefits. Secondly, many people with disabilities are doing jobs that pay partially or not all. The authors suggest that the government should amend a law to make the employer pay fully to the people with disabilities for their work. Lastly, one of the researchers of FAIDD (Finnish association of Intellectual and developmental disabilities) stated that children with disabilities should be sent to a normal school. As a result, it will be easier to integrate them into the working culture when they are grown up.
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Printed sources


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https://www.kehitysvammaliitto.fi/in-english/


file:///C:/Users/sherpalh/Downloads/Companies%20learn%20advantages%20of%20hiring%20people.pdf


https://plato.stanford.edu/entries/disability/#ModDis


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Appendices
Interview Questions

1. Name of cafe/restaurant & number of employees?
2. When was it established?
3. What is the turnover of the company annually?
4. How long have you been working in this company?
5. Does your company have disabled employees?
6. If Yes, what do you consider to be the main barriers faced by people with disability in your organisation?
7. Does your company have a coordinator for the disabled employees(s)?
8. How would you describe the barriers in the following areas?
   (a) Administration;
   (b) Customer service
   (c) Production
   (d) Cleaning
9. If No. Does the structure of the facilities hinder hiring people with disabilities?
10. Why do you think this company does not hire people with disabilities?
11. Will the company consider hiring people with disabilities soon?
12. Have you or anyone else in your company participated in an accessibility training or workshop over the last 5 years? If yes, what was the topic & how was your experience?
13. What kinds of benefit do you think you can get from hiring people with disabilities?
14. How do you think or how has the company handled a situation where a previously able employee becomes disabled?
15. Do you think, the attitude towards hiring people with disabilities change in the future?
16. Have you ever been to restaurant or cafe where people with disabilities worked? How was your experience, if yes? What was the name of the cafe if you remember. Should come last and be targeted from a customer’s point of view.

<p>| 1. IPI KULMAKUPPIALA, cafe/restaurent | 2. HARLEKIINI, cafe | 3. AVIO, café, bar, restaurant | 4. PICNIC | 5. BLUE PETER, restaururent |</p>
<table>
<thead>
<tr>
<th></th>
<th>Lyhty, 7 permanent workers + extras</th>
<th>4 workers</th>
<th>50 workers</th>
<th>Opened 15 years ago</th>
<th>Opened 45 years ago(1973)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>The café was opened in 2015 under a NGO that was estd in 1993</td>
<td>Estd 2000</td>
<td>1942</td>
<td>-</td>
<td>estd 1973</td>
</tr>
<tr>
<td>3</td>
<td>No idea of the income because they are NGO</td>
<td>Does not want to mention about the income</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td>4 years, Vili, Café worker for more than 6 months now but I have grown to know the business</td>
<td>Café worker for more than 6 months now but I have grown to know the business</td>
<td>8 years, Silva, 35 years in restaurant business, manager</td>
<td>7 years, tatoo, supervisor</td>
<td>6 months</td>
</tr>
<tr>
<td>5</td>
<td>Yes, 1 employee with intellectual disability on payroll and others not</td>
<td>They do not have disabled workers</td>
<td>No</td>
<td>3000 people with disabilities working for picnic</td>
<td>No</td>
</tr>
<tr>
<td>6</td>
<td>No barriers but employees can easily get stressed up and start acting rude</td>
<td>The structure will be a barrier for such employees but not what hinders hiring employees with disabilities</td>
<td>No barriers but feels like it is too busy environment for people with disabilities to work</td>
<td>I just thinking, not sure, I do not know</td>
<td>-</td>
</tr>
<tr>
<td>7</td>
<td>There is no assigned coordinator for them, all workers are there to assist and guide</td>
<td>They do not have any provision for workers with disabilities</td>
<td>No</td>
<td>Yes coordinator, we have the coffee shop manager and shift manager</td>
<td>No</td>
</tr>
<tr>
<td>8</td>
<td>There is no barrier in areas of customer service, production and cleaning, employees with disabilities are not assigned administrative task</td>
<td>The structure will be a barrier for such employees but not what hinders hiring employees with disabilities</td>
<td>-</td>
<td>They just doing all of those things, the customer service and cleaning</td>
<td>Only area that might have barrier is the administrative department</td>
</tr>
<tr>
<td>9</td>
<td>The structure does not hinder hiring people with disabilities</td>
<td>Just probably because the management thinks that people will not like things different from the ordinary</td>
<td>The structure is accessible for people with disabilities in terms of customer</td>
<td>-</td>
<td>structure of facility does not hinder employing people with disabilities</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>0</td>
<td>Prejudice against them, believing they are no good to the society</td>
<td>I hope it will</td>
<td>Too busy environment to work in</td>
<td>Yeah it is like a company image. When coffee shop manager hires people, they think that different people working together is nice. We hire by phone call, F2F</td>
<td>Our company does not employ because no one with this status has tried applying</td>
</tr>
<tr>
<td>1</td>
<td>Looking to increase number of disabled employees from 1 to more</td>
<td>No and company does not train staff in this aspect</td>
<td>No future employment</td>
<td>Yes, Yes we have different team and manager try to put the people with disabilities in the right group</td>
<td>Yes we will be willing to hire in the future if we have suitable applicants</td>
</tr>
<tr>
<td>2</td>
<td>Yes, have participated in training programs with the org and during civil service</td>
<td>Benefit can include good company image and some other government support not known off</td>
<td>No</td>
<td>Yes</td>
<td>None of our workers has taken such trainings</td>
</tr>
<tr>
<td>3</td>
<td>Company image</td>
<td>It has never happened and not sure how the management will handle the situation off course it also depends on the level of disability and employee in question wise.</td>
<td>Some sort</td>
<td>Yes, benefit from the bank</td>
<td>we have never looked into this because our business does not look into benefiting from people's situation, we only look into employing people with positive attitude</td>
</tr>
<tr>
<td>4</td>
<td>Never happened but if it does very sure the company will handle well</td>
<td>-</td>
<td>Never happened</td>
<td>No</td>
<td>no</td>
</tr>
<tr>
<td>5</td>
<td>Yes, a social change is coming, and people are becoming more aware that people with intellectual disabilities have the right and can actually do some work as well. Bringing them out for the whole society to see that they can actually do almost everything everyone else can do no matter their pace</td>
<td>I hope it will change positively because it is important to see different kinds of people and which might give inspiration</td>
<td>Not sure</td>
<td>Yes, previously only the manager of the company would hire them but now we can hire as well. So, it is already a little bit different</td>
<td>I think the attitude of employing people with disabilities will change positively in the future</td>
</tr>
</tbody>
</table>
Yes, at a restaurant and gas station in Hamina, Russian border

I have only seen on social media where employer uploads video of disabled employee and how people reacted positively to it. I think it is good thing for the society and lives of disabled people

No

Yes

yes, even though it was a long time ago, it was somewhere i formerly worked. The experience was awesome and the name of the cafe is Suomenlinna Panimo.

| Observation | - Very good environment: spacious, and some people come with laptops to work - Accessible for the customer and employees with the disabilities - There was a queue before the opening time - Good customer service - It offers buffet brunch on Saturday from 11-15. We were there on one Saturday and the cafe was actually full of customer | - Interviewee was quite openminded and thinks that people with intellectual and developmental disabilities should be given equal opportunity - This employing people with disabilities concept was new to her - Toilet was not accessible for customer and worker with disabilities?? | -very big space -The interviewee thinks that people with disabilities would not be able to be effective workers | All workers are paid fully | She was willing to grant the interview and had a positive attitude towards the topic but she had limited time to do that because she had other commitments and we did not book an appointment prior to the interview. |

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</thead>
<tbody>
<tr>
<td>1</td>
<td>6 employees</td>
<td>5 employees</td>
<td>4 employees</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td>CHIMI, 3 months</td>
<td>Aabesh Chauwan, 3 YEARS</td>
<td>Udeep, Owner</td>
<td>Jenni - 1.5 years</td>
</tr>
<tr>
<td>No.</td>
<td>Merkinniemi</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>5</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
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<td>6</td>
<td>No</td>
<td>No</td>
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<td>Yes</td>
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<td>Different individuality</td>
<td>Learning to remember customer likes them because they are straight and innocent as a baby.</td>
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<td>contentance</td>
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<td>No, every helps in coordinating their activities</td>
<td>yes</td>
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<td>8</td>
<td>It depends what types of disabilities. If the person has physical disabilities and can perform administrative task he/she will be eligible to work. If the person has intellectual disabilities he/she can perform easier task such as cleaning and customer service</td>
<td>I think people with disability would not be qualified to work in a bar and deal with the people who are under the influence of alcohol. Maybe they could work in the cleaning and production sector.</td>
<td>They might be able to help in the customer service &amp; cleaning areas.</td>
<td>I would say people with intellectual disabilities will find it challenging to work in the administrative department, but in the customers service, production and cleaning department might be easy. This is so because the task in the administrative department might vary and time demanding. In other departments, it is almost the same routine every other day and they can easily get to master this.</td>
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<td>Administration: No Customer service: Language problem which means when they do not understand the customer’s language they become frustrated. Sometimes if customer ask special and unique thing which are not in our menu then that could be a problem.</td>
<td>Administration: No Customer service: Language problem which means when they do not understand the customer’s language they become frustrated. Sometimes if customer ask special and unique thing which are not in our menu then that could be a problem.</td>
<td>Production: I found that they are not so reliable when it comes to work related to putting in a lot of thinking. So most of the time, they are not involved in the production.</td>
<td>Cleaning: in the cleaning no barriers because our workers do not have physical disabilities only intellectual and developmental disabilities.</td>
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<td>Yes, structure hinders.</td>
<td>The structure does</td>
<td>Yes, the structure</td>
<td>We have modern</td>
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<tr>
<td></td>
<td>The structure does</td>
<td>Yes, the structure</td>
<td>We have modern</td>
<td>NO</td>
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<td>No accessible workplace and bathroom fr PD. But people with intellectual and developmental disabilities would be suitable to work in the cleaning &amp; customer service department.</td>
<td>not hinder hiring people with intellectual and developmental disabilities but hinder hiring people with physical disabilities. The toilet and workplace is not accessible</td>
<td>hinders the hiring physical disabilities employees because we are in the second floors and as you can see their is not elevator. But If i could the people with intellectual disabilities qualified to work then i am open to it.</td>
<td>structures that is accessible by people with all kinds of disabilities.</td>
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<td>I guess it is the cultural difference. Employing people with disabilities is kind of new concept and it not implemented widely. Especially, in Asian people with disabilities are not considered to be working.</td>
<td>I think it is because it might cost more to employ them and also we have not had that situation yet where people with disabilities comes to bar to look for a job</td>
<td>Because, it is a small business. and i have no training how to work with them. also there are many qualified people who are not disabled who needs job.</td>
<td>I think in most cases companies are always focused on a whole lot of different issues, for instance customer satisfaction, smooth operation e.t.c</td>
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<td>1 1</td>
<td>Maybe not</td>
<td>Maybe not</td>
<td>Not sure</td>
<td>We do now and will continually do YES</td>
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<td>1 2</td>
<td>No</td>
<td>no</td>
<td>No</td>
<td>YES &amp; we also conduct seminar to teach people how to hire and deal with the worker with disabilities.</td>
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<td>Company image &amp; governmental benefit &amp; CSR.</td>
<td>Tax benefit &amp; company image &amp; CSR.</td>
<td>company image for sure. But I am not sure whether our customer would appreciate disabled employees if we employ one. and CSR as well.</td>
<td>There are a few, the major ones I know of is the pay subsidy and also subsidy to purchase working tools to make their job easier and also some compensation payment for any supervisor attached to them.</td>
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<td>Tax benefit -The whole atmosphere, the normal worker they get a lot of power and good feeling if you mix the both types of workers. -company image is more and more important. for instance, in the sport the player represent brand by wearing their clothes likewise, the worker</td>
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<td>with disabilities can represent the company in the community</td>
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<td>This is something I think is handled through the insurance company, because every worker is covered by the insurance company</td>
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<td>Yes, the narrative that people with disabilities can not be employed is changing. Nowadays, people are more educated, open minded and have worldly knowledge therefore, I believe it will change in the future.</td>
<td>Yes, they can and should be allowed to work in a less challenging environment. Working in a bar is quite challenging while dealing with the drunk people</td>
<td>I think it will still take lot of time to change the perspective that intellectual and developmental disabilities people are able in the workforce. The NGO’s working with them should try to aware the business owners about the situation.</td>
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<td>Yes. I have been to many recently. But the first i have visited one of those was in 2015 in Nepal. It happened accidentally, I was just going to get something to eat and happen to be in the restaurant where all the employees were disabled . the customer service and food was awesome.</td>
<td>No</td>
<td>Not yet</td>
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<td>OBS</td>
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<td>His schedule is quite busy therefore, we had a phone</td>
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</table>
interview. He has been working in this field for 22 years.

-very knowledgeable & informative

-very open minded.
but it took us like at least 2-3 weeks to get this interviews.