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Services for Persons with
Disabilities and Elderly People

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Market Based On Disability

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This research, instigated by the General Directorate of Services for Disabled People and the Elderly of the Ministry of Family and Social Policies, was conducted by OLGU ARAŞTIRMA, the contractor, in 2011 to examine perspectives and expectations of the private sector employers on employment of the people with disabilities as well as to assess workforce market analyses. All texts and tables included hereby in this report are based on the findings of this research. Any written or visual material included in this report cannot be copied or used without being cited. The full name of the research should be cited if any part of it is used in any reports, publications or services.

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INTRODUCTION

It is a priority of our State to provide solutions to the problems of our disabled citizens, who are an integrated part of the society, and to ensure their flourishing. Our State is working on all means and opportunities to provide our disabled citizens to access freely and benefit all areas becomingly the 21st century.

As the restructured Ministry of Family and Social Policies, our aim is to carry all relevant actions too far, to overcome practical problems, and to expand our services through every corner of the country within the principle of *"Human, First"*. It is one of our biggest goals that disabled individuals should be able to use their natural rights on the basis of equal opportunities for people with disabilities in order to ensure their full participation into the social community within the scope of our disability policy resting upon human rights and fighting against discrimination.

Turkish Ministry of Family and Social Affairs attributes great importance to the employment of people with disabilities and their participation in social life. Within the framework of this policy, our main goal in 2012 is to increase the employment ratio of disabled people in public sector as civil servants. On the other hand, almost threefold increase in the employment of disabled people both in public and private sector since 2002 should be noted. While pursuing our activities to improve employment, as the State, we anticipate more efforts by the private sector. In this regard, it is crucial to obtain thoughts and contributions of the private sector as well as to determine their expectations.

Lack of data particularly on the expectations towards labour market in Turkey makes it difficult to conduct further studies for increasing the employment

rate of people with disabilities. It is important to have a robust research on this subject so as to obtain correct data on the determination of the shortage of labour.

This research project, *“An Analysis of the Labour Market in terms of Disability”*, realized by the General Directorate of Services for Persons with Disabilities and Elderly People in 2011, is the most comprehensive study held in Turkey on the employment of people with disabilities that includes attitudes and expectations of employers towards disabled people. It is crucially important to reveal biases and attitudes towards disabled people during the recruitment process, along with the data obtained from this study, in terms of determining the starting point for battle against discrimination. I sincerely believe that we will take bigger steps to increase the employment rate of disable people in Turkey in the future hand in hand with the private sector.

I frankly hope that this research project will provide prospects for improvement of awareness as well as solution seeking for all problems regarding the employment of people with disabilities, which is considered as one of the emergency cases of the society. Taking this opportunity, I would like to extend my greetings to our citizens with disabilities, their families and everyone who are involved in disability issues. I would also like to thank all academicians and everyone who contributed to this research and publication.

Fatma ŞAHİN
Minister of Family and Social Policies

FOREWORD

Adverse attitudes towards disabled people lead to exclusion of disabled persons from the society and create obstacles for them to benefit from many opportunities. One of the most important challenging areas caused by this negative perspective is employment. Our State rejects this outdated conception that marginalise disabled people, exclude them from society and imprison them at their homes, and guarantees the principle of equal opportunities for all measures to be taken for disabled people on the basis of the Constitution.

One problem preventing the employment of people with disabilities as well as the progress of relevant studies is the lack of data reflecting expectations and viewpoints of the labour market. Taking this as a starting point, the General Directorate of Services for Persons with Disabilities and Elderly People conducted a research project named "*An Analysis of the Labour Market in terms of Disability*" in 2011 on the basis of the "Diagnosis First, Treatment Later" principle. Perfectly capable of training and labour force planning for the employment of people with disabilities, this research study will remove the barriers that hinder collection of robust data on determination of the manpower deficit.

The research project titled "*An Analysis of the Labour Market in terms of Disability*" is the most comprehensive study held in Turkey on the employment of people with disabilities that includes attitudes and expectations of employers towards disabled people. Within the scope of this study, a total of 1,628 private sector officials having 50 or more employees were interviewed throughout Turkey.

Interviews included several questions asked to employers or employer representatives on various subjects ranging from status of employing disabled people, demand for new occupations required at workplaces, attitudes towards

employment of disabled persons in these occupations, reasons for employing and not employing disabled persons, preferences for disability types and groups in case of not employing disabled persons, perceived obstacles in employing disabled persons, and expectations from the state as well as from the disabled for increasing employment rate of people with disabilities. The study also has a separate section including questions on perspectives, attitudes and expectations of private sector employers towards employment of people with disabilities. This section provides information about the attitudes and behaviours of private sector employers towards disability types as well as employment of disabled persons, along with their acceptance level of disabled persons.

Data obtained from the findings of this study will form the basis on which areas should be included for vocational and technical training and rehabilitation of disabled people, and lead to determination of new policies for the employment of people with disabilities. This study will also serve as a resource for all relevant sectors on employment and vocational training and rehabilitation.

I sincerely hope that all parties will benefit from this study, which aims at diagnosing problems so as to find solutions thereof, and extend my sincere thanks to everyone who contributed to it.

Aylin ÇİFTÇİ, M.D.
General Director of Services for Persons with
Disabilities and Elderly People

TABLE OF CONTENTS

I.	INTRODUCTION	15
1.1.	Subject, Scope and Limitations of the Study	16
1.2.	Definitions	18
1.3.	Global Trends in the Employment of People with Disability	21
1.3.1.	Current Situation in Turkey on the Employment of People with Disabilities	26
1.3.2.	International Arrangements in Relation to the Employment of People with Disabilities	29
1.3.2.1.	International Labour Organisation	29
1.3.2.2.	United Nations	31
1.3.2.3.	Council of Europe	33
1.3.2.4.	European Union	33
1.3.3.	National Legislation	35
1.4.	The Concept of Attitude and Attitudes towards the Employment of People with Disabilities	39
1.4.1.	Attitude, Its Elements and Its Importance	39
1.4.2.	Relation between Attitude and Behaviour	40
1.4.3.	Theories and Remarks on Attitude Formation and Change	41
1.4.4.	Changing Attitudes, Prejudices	47
1.4.5.	Attitudes towards People with Disabilities	48
1.4.6.	Attitudes towards the Employment of People with Disabilities	53
1.5.	Methods for the Employment of People with Disabilities and International Practices	57
1.5.1.	Methods for the Employment of People with Disabilities	57
1.5.2.	International Practices as to the Employment of People with Disabilities	59
(a)	Germany	59
(b)	United Kingdom	62
(c)	France	63
(d)	United States of America	64
(e)	The Netherlands	65
II.	EMPLOYERS' OUTLOOK ON EMPLOYMENT OF DISABLED PEOPLE IN TURKEY	68
2.1.	Research Methodology	68
2.1.1.	Research Population and Sampling	68
2.1.2.	Data Collection Tools	69
2.1.3.	Attitude Scale towards the Employment of People with Disabilities	70

2.1.4.	Fieldwork	72
2.2.	A View of the Employment of People with Disabilities in Turkey	73
2.2.1.	Research Sample	73
2.2.2.	Patterns as to the Employment of Disabled People and Gender	78
2.2.3.	Reasons for Employing Disabled Persons	89
2.2.4.	Tendencies and Reasons for Not Employing People with Disabilities	91
2.2.5.	Legal - Physical Capacity of Enterprises for Employing Disabled Persons	95
2.2.6.	Jobs and Occupations of Employees with Disabilities	101
2.2.7.	Opportunities for Increasing Employment Rate of People with Disabilities	104
2.2.8.	Employment Opportunities as of Types of Disability	107
2.2.9.	Employers' Opinions for Increasing Employment Ratio for People with Disabilities	120
2.3.	Employers' Attitudes towards Employment of People with Disabilities: Studies for Development and Application of the Scale	122
2.3.1.	Factor Structure of the Attitude Scale towards Disabled Employees at the Workplace	123
2.3.2.	Discriminative Validity of the Attitude Scale towards Disabled Employees at the Workplace	129
2.3.3.	General Overview of Discriminative Validity Analyses	140
2.4.	Findings Obtained from the Attitude Scale towards Disabled Employees at the Workplace (ASDEW): Attitudes towards Disabled Employees	141
2.4.1.	Central Measures of Attitude Scores of the Sample	142
2.4.2.	Findings on Personal Characteristics of Employers / Employer Representatives	142
2.4.3.	Findings on Workplace Characteristics	145
2.4.4.	Attitudes as of Characteristics of Workplaces Having Disabled Employees	151
2.5.	Assessment of Findings on the Attitudes towards Disabled Employees	156
2.5.1.	Characteristics of Employers / Employer Representatives and Their Attitudes towards Disabled Employees	157
2.5.2.	Workplace Characteristics and Attitudes towards Disabled Employees	160
2.5.3.	Perceived Characteristics of Disabled Employees and Attitudes towards Disabled Employees	162

2.5.4.	Characteristics of Enterprises / Authorised Officials with Disabled Employees and Attitudes towards Disabled Employees	163
2.5.5.	Predictors of Attitudes towards Disabled Employees of the Employers or Employers' Representatives Having Disabled Employees	165
III.	CONCLUSION	169
3.1.	A Brief Evaluation of the Data Obtained from the Research Sample	169
3.2.	An Evaluation of the Data Obtained from Focus Group Studies	172
3.3.	Recommendations	175
	ANNEX: QUESTIONNAIRE	179
	REFERENCES	180

TABLES

Table 1 - <i>Employment Rates in Selected Countries</i>	22
Table 2 - <i>Employment Rates, Proportion of Gender, Persons with/without Disabilities</i>	24
Table 3 - <i>Sectoral Dissemination of Sample Enterprises</i>	74
Table 4 - <i>Total Number of Disabled and Non-Disabled Workers</i>	75
Table 5 - <i>Disabled Labour Force Employment as of Enterprise Size</i>	80
Table 6 - <i>A Profile of Employment in General and Employment of Disabled People in Enterprises as of Sectors</i>	83
Table 7 - <i>Gender-Based Dissemination of Total Workers and Disabled Workers as of Sectors</i>	84
Table 8 - <i>Educational Background of Disabled Employees as of Sector</i>	88
Table 9 - <i>Reasons for Employing Disabled Persons as of Enterprise Size</i>	90
Table 10 - <i>Reasons for Employing Disabled Persons as of Sectors</i>	91
Table 11 - <i>Employers' Reasons for Not Employing Disabled Persons</i>	93
Table 12 - <i>Levels of Knowledge on Legislation Regulating the Employment of Disabled Persons</i>	96
Table 13 - <i>Relationship between the Tendency to Make Workplace Arrangements and Suitability of Physical Conditions for Disabled Employees</i>	99
Table 14 - <i>Suitability of Physical Conditions at Workplaces for Disabled Employees (as of Sectors)</i>	100
Table 15 - <i>Multiple Response Analysis about the Means to Increase Performance of Disabled Employees and the Liabilities of Employers</i>	105
Table 16 - <i>Suggestions for Improving the Performance of Disabled Workers as of Enterprise Size</i>	106
Table 17 - <i>Preferred and Non-Preferred Types of Disabilities for Employment</i>	107
Table 18 - <i>Multiple Response Analysis of Preferred Disability Types as of Enterprise Size</i>	109
Table 19 - <i>Multiple Response Analysis for Non-Preferred Disability Types as of Enterprise Size</i>	110
Table 20 - <i>Multiple Response Analysis of the Reasons for Companies' Non-Preference for Employing Disabled Persons as of Sectors</i>	112
Table 21 - <i>General Performance and Efficiency of Disabled Employees as of Sectors</i>	115
Table 22 - <i>An Assessment of the Current Penalty System as of Enterprise Size</i>	118
Table 23 - <i>Responses to Question "What Should Be Done to Increase the Employment of People with Disabilities?"</i>	121

Table 24 - Results of the Factor Analysis of the Attitude Scale towards Disabled Employees at the Workplace	127
Table 25 - Relationship between Disabled Workers' Eagerness to Work and the Attitude Scale towards Disabled Employees at the Workplace	131
Table 26 - Relationship between Disabled Workers' Attendance and the Attitude Scale towards Disabled Employees at the Workplace	132
Table 27 - Relationship between Disabled Workers' Eagerness to Work and the Attitude Scale towards Disabled Employees at the Workplace	133
Table 28 - Relationship between Disabled Workers' Sense of Responsibility and the Attitude Scale towards Disabled Employees at the Workplace	134
Table 29 - Relationship between Disabled Workers' Fulfilling a Given Task and the Attitude Scale towards Disabled Employees at the Workplace	135
Table 30 - Relationship between Disabled Workers' Job Performance and the Attitude Scale towards Disabled Employees at the Workplace	136
Table 31 - Relationship between Disabled Workers' Failure to Adapt to the Environment and the Attitude Scale towards Disabled Employees at the Workplace	138
Table 32 - Relationship between Disabled Workers' Lack of Occupational Knowledge and the Attitude Scale towards Disabled Employees at the Workplace	139
Table 33 - Descriptive Statistics of Total Scores of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW)	142
Table 34 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Gender and Level of Education (t test results)	143
Table 35 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Authority for Recruitment and Knowledge of Legislation (t test results)	143
Table 36 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Kinship to the Disabled (t test results)	144
Table 37 - Relationship between the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores and the Number of Branches and Employees of Enterprises	145
Table 38 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of the Sector of the Enterprise (One-way ANOVA results)	146

Table 39 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Having Disabled Employees at the Workplace (t test results)</i>	147
Table 40 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Having Disabled Employees Previously (t test results)</i>	147
Table 41 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Workplace Arrangements Made for Disabled Workers (t test results)</i>	148
Table 42 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Measures to be taken to Improve Disabled Employees' Work Performance (t test results)</i>	149
Table 43 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Perceived Positive and Negative Characteristics of Disabled Workers (t test results)</i>	150
Table 44 - <i>Relationship between the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) and Details of the Workplace Having Disabled Employees</i>	151
Table 45 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Perceived Productivity of Disabled Employees (t test results)</i>	152
Table 46 - <i>Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Perceived Positive and Negative Impact of Disabled Employees at the Workplace</i>	153
Table 47 - <i>Predictors of Attitudes of Enterprises with Disabled Employees: Multiple Regression Analysis (stepwise)</i>	155

FIGURES

Graph 1 - <i>A Profile of Fieldwork Provinces</i>	75
Graph 2 - <i>Gender Based Dissemination of Disabled and Non-Disabled Workers</i>	76
Graph 3 - <i>Educational Background of Disabled Workers</i>	77
Graph 4 - <i>Recruitment Authority of the Respondents</i>	78
Graph 5 - <i>Employment of Disabled People as of Enterprise Size</i>	80
Graph 6 - <i>Employment Ratio of Disabled People in Enterprises as of Sectors</i>	82
Graph 7 - <i>Rate of Female Employees as of Sectors for Disabled and Non-Disabled Employees</i>	86
Graph 8 - <i>Male/Female Ratio in Disabled Employees as of Sectors</i>	87
Graph 9 - <i>Disabled Employees' Characteristics Deemed Sufficient and Insufficient</i>	94
Graph 10 - <i>Knowledge Level / Frequency of the Legislation Regulating the Employment of disabled Persons as of Enterprise Size</i>	95
Graph 11 - <i>Tendency to Make Physical Arrangements for Disabled Employees as of Enterprise Size</i>	97
Graph 12 - <i>To What Extent Are the Physical Conditions Suitable For Disabled Employees?</i>	98
Graph 13 - <i>Classification of Job and Occupations of Employees with Disabilities</i>	101
Graph 14 - <i>Classification of Job and Occupations of Employees with Disabilities</i>	102
Graph 15 - <i>Occupations in Demand Today and in 10 Years Time & Tendencies for Employing Disabled Persons</i>	103
Graph 16 - <i>What are the Positive Impacts of Disabled Employees at Workplace?</i>	113
Graph 17 - <i>What are the Negative Impacts of Disabled Employees at Workplace? (Multiple Response Analysis)</i>	114
Graph 18 - <i>Impact of Disabled Employees on the Performance of Their Colleagues</i>	116
Graph 19 - <i>Opinions of Private Sector Enterprises Regarding Quotas and Incentives</i>	117
Graph 20 - <i>Multiple Response Analysis of the Opinions Regarding Penalty System for Encouraging the Employment of Disabled People</i>	117
Graph 21 - <i>Reasons for Not Employing Disabled Workers (Multiple Response Analysis)</i>	119
Graph 22 - <i>Scree Plot Graphic of the Attitude Scale towards Disabled Employees at Workplace</i>	125

I. INTRODUCTION

For the purposes of this research, *disability is a situation caused by an interaction between the individual's functional limitation and the social environment* (Stapleton & Burkhauser 2003, p.7). As a concern of this approach, a person with disability should be perceived as a human being in interaction with his social environment. The traditional medical approach, which points that a disability is a deficiency within the individual, has been replaced by a widely accepted consensus at international level that such an old approach should be overcome today. Such a shift in disability approach is valid not only for researchers, but also for policy makers. The modern approach, which rejects the contrariness of employability and disability, embodies significant opportunities for policies to serve disabled people to realize and develop their own potential.

A study looking at that issue from Britain's perspective indicates some policy recommendations that are "generally easy on the ear in terms of improving employability of people with disabilities, yet impossible to fully implement with all components" (Roulstone & Barnes, 2005, p.2). According to this study, many "solution suggestions" generally formulated at macro level and literally "made a hit" have not been successfully implemented against micro level factors. Authors (Roulstone & Barnes, 2005, p.5) suggest that this situation, which is the result of a misperception of the "disability problem", has started to change over recently owing to new approaches. So indeed, public policies towards improving employment of people with disabilities have recently gained acceleration worldwide.

Disability is neither a deficiency within the individual nor can it be encoded as a work disability or incapacity categorically. It is necessary to decipher the factors limiting paid employment of people with disability within the interaction between the citizen with disability and his social environment. Similarly, any mechanism towards increasing already extremely limited employment opportunities also need

to be defined within the said interactive connection. In other cases, it may be inevitable to end up with asymmetrical impacts on the citizens with disability in most cases, and on the employers in some cases, of policy recommendations towards improving the employment of people with disabilities. The new point of view summarised here incorporates all cultural codes, symbols and values wrapping capacity and incapacity to work, and thus provides cultural as well as social and economic aspects to alternative policies towards improving employment of people with disabilities.

1.1. Subject, Scope and Limitations of the Study

This study conducts a 'needs analysis' of the labour force market, and investigates perception, attitude and expectations of private sector enterprises in Turkey employing more than 50 people as well as other demand for labour force in the private sector and occupations with employment deficit.

As of the date of this study was put down on paper, in Turkey, any employer with 50 or more employees within the same provincial borders is liable to employ people with disabilities. It is envisaged to overcome some limitations regarding the employment of people with disabilities and to expand the borders of the regulation through making an amendment to the relevant legislation as 'enterprises with 50 or more employees throughout Turkey'. Within this framework, the number of disabled people that an enterprise with several work places in different provinces is liable to employ is arranged on the basis of the total number of workers in these work places. Thus, it will be possible both to improve the liability and to enable the work places to fulfil their liabilities throughout the country. This study also examines the attitudes of employers' towards such a legislative change.

The backbone of this study is comprised of data collected through a comprehensive field study examining attitudes and behaviours of private sector

entrepreneurs towards the employment of people with disabilities. The data, collected via face-to-face interviews with employers or employer representative in 2,573 workplaces in 79 provinces, were analysed through descriptive statistical methodology.

Descriptive results in this report shall contribute to the determination of vocational and technical education as well as employment policies for the people with disabilities. This study, which is about the occupations required by employers in private sector enterprises having 50 or more employees throughout Turkey as well as opportunities for employment of people with disability in these occupations, shall also analyse employers' expectations from the state and the disabled people about increasing the employment of people with disabilities along with the attitudes and behaviours towards the disability categories.

Following a definition of basic concepts, the study will reveal the current situation in the employment of people with disabilities with reference to global trends. This will be followed by a discussion of the occupations needed today and tomorrow and the place of employment of people with disabilities in these occupations. The next section will examine reasons for employing or not employing people with disabilities and the impact of disability categories and types on the preferences and decisions of employers for employment of people with disabilities. This will be followed by a list of obstacles from the perspective of employers for the employment of people with disabilities, and an analysis of the expectations of the private sector entrepreneurs from the state and the disabled for increasing the employment of people with disabilities. Analysis based on the site data shall be ended with a questioning of employers' attitudes towards the employment of people with disabilities.

1.2. Definitions

In this section, basic concepts or terminology shall be defined with a reference to legal arrangements.

Disabled person: Disabled person is anyone who has difficulties in adapting to the social life and in meeting daily needs due to the loss of physical, mental, psychological, sensory and social capabilities at various levels by birth or by any reason thereafter, who therefore need protection, care, rehabilitation, consultancy and support services, and whose incapacity to work by 40% or less is certified by a medical board report.¹

Mentally Disabled: Mentally disabled is the person who has mental incapability at various levels. Persons with mental retardation, Down Syndrome or Phenylketonuria (if leads to mental retardation) are included in this group.²

Hearing Impaired: Hearing impaired is the person who has a loss of hearing in one or both ears. Persons who use hearing aid are also considered under this category.

Vision impaired: Vision impaired is the person who has a full or partial loss or defect of vision in one or both eyes. Persons with ocular prosthesis, colour blindness, moon blindness (night blindness) are also considered under this category.

Orthopedically Impaired: Orthopedically impaired is the person who has a loss of function, deficiency and incapacity in musculoskeletal system. Brachydactylic persons and persons with deficiency, excess, loss, incapacity to move or malformation in arms, legs, fingers or spine as well as with muscle weakness, bone

¹ Turkish Disability Act No. 5378, Article 3.

² See 2002 Turkey Disability Research of ÖZİ-DİE for definitions of Mentally disabled, Hearing Impaired, Vision impaired, Speech Impaired, Psychologically and Emotionally Ill, Chronic disease.

disease, paralysis, cerebral palsy, spasticity and spina bifida are also considered under this category.

Speech Impaired: Speech impaired is the person who cannot speak for some reason or experience a deficiency in the speed, fluency or expression of speech and who has voice disorder. Persons who cannot speak although can hear, who have had laryngectomy or who use instruments to speak, who have stuttering, aphasia or deficiency in the structure of tongue, lip, palate or chin are also considered under this category.

Psychologically and/or Emotionally Ill: Psychologically and/or emotionally ill is the person who has difficulty in completing his daily activities and continuing his interpersonal relationships due to unusual patterns in emotions, thoughts and behaviours. Any illness such as depression or schizophrenia is included under this category.

Chronic Disease: Chronic disease is the disease that obstructs a person's capacity or functions to work, and which requires continuous treatment and care (e.g. blood diseases, cardiovascular diseases, respiratory system diseases, digestive system diseases, urogenital diseases, dermatological diseases, cancers, endocrine and metabolic diseases, neurological diseases, HIV).

Enterprise: Enterprise is a type of organisation that generates goods and services using principal decision making autonomy. An enterprise may operate one or more activities at one or more places. Relationship between an enterprise and a legal unit may be directly explained with the following definition: An enterprise correspondence either to a legal unit or a combination of legal units.³

³ Özi-DiE, 2002 Turkey Disability Research

Employer: For the purposes of this study, employer is the natural or legal person or institutions and organisations having no legal entity, which employ 50 or more workers in Turkey.

Employers Representative: Employers representative is the person who acts on behalf of the employer and who takes charge in the management of a business, a workplace and an enterprise. Employer is directly responsible for any action or liability of its representative to the workers under such title.⁴

Workplace: Workplace is the unit where workers are organised along with any material or non-materials elements by the employer in order to generate or produce goods or services.⁴

NACE: General Industrial Classification of Economic Activities within the European Communities (**N**omenclature générale des **A**ctivités économiques dans les **C**ommunautés **E**uropéennes) is a classification system developed for collection, classification and presentation of the majority of statistical information within the economic statistics (e.g. manufacturing, employment, national accounts) as well as other data in other statistical areas as of economic activities.⁵

ISCO-88: International Standard Classification of Occupations is an international system used for classification of occupational information from administrative registries, census and other statistical research studies.⁵

Sheltered Workshop: Sheltered workshop is the workplace with technical and financial support from the State, the working conditions of which is specially arranged by the State in order to create vocational rehabilitation and employment

⁴ Labour Act of Turkey No. 4857, Article 2

⁵ ÖZİ-DİE, 2002 Turkey Disability Research

for the disabled people who are difficult to be integrated to the normal labour market.⁶

1.3. Global Trends in the Employment of People with Disability

World Report on Disability, published in 2011 jointly by the World Health Organisation and the World Bank, shows that relative importance of the contact with disabled population shall also continue during this climate of economic crisis. The report, which approaches work and employment under a separate chapter, primarily reveals the big picture of labour force market in terms of employment of people with disabilities, then defines factors obstructing their participation into the labour force market, and finally focuses on tools to respond to overcome the obstacles.

Table 1 shows indicators of employment of people with disabilities in selected countries. Before making a comparative analysis with the data presented by Table 1, it should be noted that working age intervals have differed among countries. Besides, there are some general issues in the data set regarding the employment of people with disabilities. To begin with, many countries do not possess a data directory about the employment of people with disabilities. ILO's screening in 2003 reveals that 16 of 111 countries have no registered data in relation to the employment of people with disabilities (WHO-WB, 2011, p.237). It is a development indicator for a country to have a systematic and sustainable data directory on employment as to the disability. Yet, the availability of data remains to be quite limited in low and middle income countries. Having noted these methodological matters, the following table will show a ratio of employment of people with disabilities to general employment is 30% to 80% in various countries.

⁶ Turkish Disability Act No. 5378, Article 3

Table 1 - **Employment Rates in Selected Countries**

Country	Year	Employment Rate of People with Disabilities (%)	Employment Rate of Overall Population (%)	Employment Ratio
Switzerland	2003	62.2	76.6	0.81
Zambia	2005	45.5	56.5	0.81
Mexico	2003	47.2	60.1	0.79
Norway	2003	61.7	81.4	0.76
Canada	2003	56.3	74.9	0.75
Germany	2003	46.1	64.8	0.71
Austria	2003	43.4	68.1	0.64
Netherlands	2003	39.9	61.9	0.64
India	2002	37.6	62.5	0.61
Australia	2003	41.9	72.1	0.58
United Kingdom	2003	38.9	68.6	0.57
USA	2005	38.1	73.2	0.52
Spain	2003	22.1	50.5	0.44
*Turkey	2002	21.7	48.7	0.44
Japan	2003	22.7	59.4	0.38
Peru	2003	23.8	64.1	0.37
Poland	2003	20.8	63.9	0.33
South Africa	2006	12.4	41.1	0.30

NOTE*: See WHO (World Health Organisation) & WB (World Bank), 2011, p.238. Turkey data stated in the above table is related to participation of people with disabilities into the labour force, which is based on the outcomes of 2002 Turkey Disability Research.

The original of the table given above does not include data on Turkey; also, the data added into the table by the authors, which was based on 2002 Turkey

Disability Research, are not employment data, yet related to participation to labour market. Although it is possible to say that employment rate of people with disabilities may be 3 to 5 points lower than the figure aforementioned, 21.7%, it is not meaningful to mention any figure at this stage. Either way, Turkey (12%) is within the group of countries with lowest employment rate of people with disabilities along with South Africa and Poland (21%). Turkey has one of the lowest scores in terms of employment rate of overall population with 48%. Similarly, employment ratio of people with disabilities to employment of overall population is 44%.

This study of the World Health Organisation covering 51 countries clearly reveals that the employment of people with disabilities differ according to gender similar to the trends in overall employment. As can be seen under 'All Countries' column in Table 2, the employment rate of people with disabilities is 52.8% for males while it is below 20% for females (19.6%). In terms of overall population, the employment rate of males is 65% while it is around 30% for females. The data added to this report by the authors reveals a very challenging picture particularly in terms of employment of women with disabilities. Employment rate of women with disabilities in Turkey is three times behind the world average (6.7%). 'Disability types' come to the forefront among several factors having an impact on the employment rate of disabled people. As put forward by many international studies, people with mental disabilities are farther away from any employment opportunity compared to the people with physical disability. Types of employment show that labour market in many countries largely have an informal nature; in India, for example, 87% of people with disabilities who work are employed in the informal sector (WHO-WB, 2011, p.239).

Table 2 - **Employment Rates, Proportion of Gender, Persons with/without Disabilities**

	Low-income countries			High-income countries			All countries		
	Other %	Disabled		Other %	Disabled		Other %	Disabled	
Male	71.2	58.6	0.48	53.7	36.4	0.68	64.9	52.8	0.81
Female	31.5	20.1	0.64	28.4	19.6	0.69	29.9	19.6	0.65
Turkey*									
Male							70.7	32.2	0.45
Female							28.2	6.7	0.30

NOTE*: See WHO (World Health Organisation) & WB (World Bank), 2011, p.238. Turkey data stated in the above table is related to participation of the people with disabilities into the labour force, which is based on the outcomes of 2002 Turkey Disability Research.

This report jointly drawn up by the World Health Organisation and the World Bank restrainedly recommends flexible types of employment. According to the report, employees with disability may need some kind of flexibility in the scheduling and other aspects of their work, arrangement of working hours being in the first place. Therefore, contingent and part-time work arrangements, which often provide high flexibility, may be attractive to them. On the other hand, the report draws attention to lower pay, fewer benefits and negative health conditions of these contingent and part-time employment arrangements that provide high flexibility. It is a common concept that there are wide wage gaps between employees with disabilities and their counterparts without disabilities. Adding the gender variable, it is seen that women with disabilities earn the lowest wage. The World Health Organisation, criticising any approach that explains the difference in wages between disabled and non-disabled workers being attributable to differences in productivity, emphasises a clear discrimination against the disabled workers in this regard.

As seen, employment rates of people with disabilities are fairly low both in our country and in the world (EU Commission, 2010; Tufan & Arun, 2002). There are

many people who consider the current situation of the people with disabilities as 'a social disaster' (Tufan & Arun, 2002). It is reported that only 50% of the disabled people are currently employed in Europe, and most of them earn low wages and live in difficult economic conditions (EU Commission, 2010).

There are significant barriers to the inclusion of people with disabilities in the labour market. 2011 report of the World Health Organisation classifies such barriers under the title of 'Lack of Access'. Accordingly, disadvantages of the people with disabilities as to formal and vocational education as well as to certain financial resources are defined as 'environmental barriers' that make employment of the disabled people in the labour market (WHO-WB, 2011, p. 239). Another factor contributing to the lack of access is the existence of misconceptions and prejudices for the abilities of people with disabilities to perform jobs. Such misconceptions as people with disabilities being less productive than their non-disabled counterparts are often prevalent not only among non-disabled employers but also among family members of disabled people. This results in low self-expectations of some people with disabilities about their ability to be employed and to do a job. The report of the World Health Organisation defines this situation as 'the social isolation of people with disabilities', which restricts their access to social networks and exposes them to social isolation as many studies have pointed out. Gündüz (2007) explains social isolation as a process of not being able to fully access to or participate in the society due to being pushed out of the society or as a result of poverty, lack to access to skills or learning opportunities or discrimination.

Problems experienced by people with disabilities as a whole are dissimilar in relation to gender, having disabled women faced with more negative attitudes than disabled men. Such negative attitudes are also observed in the workplaces. As women have bigger risk for employment termination, the number of disabled female workers dismissed is more than the number of disabled male workers (Randolpha &

Andresenb, 2004). Disabled female workers have a double faceted disadvantage in work life: discrimination based on gender and discrimination based on disability (Fulton & Sabornie, 1994).

International research on employers' attitudes and behaviours towards the employment of people with disabilities set forth that this area is still problematic despite a relative improvement compared to the past (Jacoby, Gorry & Baker, 2005).

In conclusion, the big picture given in the 2011 World Report on Disability of the World Health Organisation and the World Bank coincide, to a great extent, with the findings from academic studies on the employment of people with disabilities. This coincidence is also valid for what may be policy tools and mechanisms for increasing the employment rate for people with disabilities. The report of the World Health Organisation and the World Bank (2011, p. 240) lists the policy tools and mechanisms used to address barriers to the disabled labour force in terms of employment as follows: laws and regulations, tailored interventions, vocational rehabilitation and training, self-employment and microfinance, social protection, and working to change attitudes. Not having absolutised the above listed policy mechanisms for improving the employment of people with disabilities, the World Health Organisation thinks that cost and benefits of these mechanisms may vary from one country to another. What is of utmost importance here is periodic data collection based on systematic researches.

1.3.1. Current Situation in Turkey on the Employment of People with Disabilities

Unemployment is one of the most important problems of our country. Employment participation rate throughout Turkey has been 48.8% in 2010, with a 0.9 increase from the previous year. Employment participation rate for men has been 70.8% with a 0.3 increase from the previous year, while it has been 27.6% with a 1.6 increase. Employment participation rate in urban areas has been 46.8% with one

point increase, whereas it has been 53.5% in rural areas with a 0.8 increase from the previous year.

The number of the unemployed in Turkey has decreased by 425 thousand from the previous year down to 3 million 46 thousand people in 2010. The unemployment rate has been 11.9% with a 2.1 decrease from the previous year. The unemployment rate in urban areas has been 14.2% with a 2.4 decrease and 7.3% in rural areas with a 1.6 decrease.

Non-agricultural employment rate in Turkey has been 14.8% with a 2.6 decrease from the previous year. This rate has been 13.2% for men by a 2.8 decrease from the same period in the previous year, and 20.2% for women by a 1.7 decrease.

Ratio of employees with no social security due to job performed has been 43.3% by a 0.5 decrease from the previous year. In 2010, ratio of people working the agricultural sector yet without any social security has decreased from 85.9% to 85.5%, and the same ratio has decreased from 30.1% to 29.1% for non-agricultural sector.

Turkey Disability Research (2002) indicates a labour force participation rate by people with disabilities as 21.7% for the orthopedically impaired, vision impaired, hearing impaired, speech impaired and mentally disabled people (25.6% in urban and 17.8% in rural), and 22.8% for people with chronic diseases (23% in urban and 22.5% in rural). Unemployment rate for the orthopedically impaired, vision impaired, hearing impaired, speech impaired and mentally disabled people has been 17.4% in urban and 12.6% in rural), whereas it has been 12.7% in urban and 7% in rural for chronic diseases. In a period marked by increased problems and difficulty for employment, we are face to face greater problems in relation to the participation into labour force by people with disabilities, women and the former convicted.

Further Analysis Report of the Disability Research (2002) states that mentally disabled people have taken the first place for “incapacity for work” (63.9%), followed by speech impaired people (45.9%). Nevertheless, only 15.4% of the vision impaired, 18.2% of the hearing impaired, and 27% of the physically disabled are considered for “incapacity for work”. Based on this data, it will not be wrong to say that people with disabilities have a lack of or limited access to work life; because although 15.4% of the vision impaired has been considered for “incapacity to work”, only 16.8% has had an opportunity for employment. In other words, although eight of each ten vision impaired persons have opportunity to work, their access to work life as a social environment is limited. A similar situation is valid for physically disabled and hearing impaired people. In short, access to public domain by the people with disabilities is limited by isolating them at homes.

In order to benefit particularly from health services, people with disabilities should have access to social security services. The research findings show that more than half of the people (65%), regardless of the disability type, are members of a social security institution and thus benefit from social security services.

Two per thousand of people with physical disabilities, who participated in vocational courses, and four per thousand of the vision impaired participated in the apprenticeship training courses, and were employed one week before the date of the research. There is no relationship between ‘participation and employment’ status in any of the public training courses, courses organised by the Turkish Employment Agency, courses organised by associations or foundations, municipality courses, courses organised by the Turkish Social Services and Child Protection Institution, and ‘other’ courses.

1.3.2. International Arrangements in Relation to the Employment of People with Disabilities

1.3.2.1. International Labour Organisation

International Labour Organisation (ILO), since its establishment in 1919, has targeted to make arrangements in relation to protection of the people with disabilities and discrimination against them in its fundamental law.

ILO has taken a series of Recommendation concerning Vocational Rehabilitation of the Disabled in 1955 (R099). For instance, the 3rd Recommendation (Articles 3 to 11) sets forth principles and methods of vocational training and placement of disabled persons. It states that 'disabled persons should receive training with and under the same conditions as non-disabled persons' wherever possible (Article 7), and 'special services should be set up or developed for training disabled persons who, particularly by reason of the nature or the severity of their disability, cannot be trained in company with non-disabled persons' (Article 8). This Recommendation also makes arrangement in relation to the sheltered employment.

The Recommendation states that relevant institutions should work for a continuous and co-ordinated process for vocational rehabilitation, vocational guidance, vocational training and selective placement as well as secure and suitable employment (Article 1/a). According to the Recommendation, 'vocational rehabilitation services should be made available to all disabled persons, whatever the origin and nature of their disability and whatever their age, provided they can be prepared for, and have reasonable prospects of securing and retaining, suitable employment' (Article 2).

ILO's *Convention concerning Vocational Rehabilitation and Employment (Disabled Persons)* dated 1 June 1983 (C159) sets forth principles for vocational rehabilitation and employment policies for the disabled as well as national

regulations and arrangements required for improving such services. Turkey accepted this Convention on 8 July 1999. Accordingly, the convention underlines the importance of adopting 'new international standards ... of the need to ensure equality of opportunity and treatment to all categories of disabled persons, in both rural and urban areas, for employment and integration into the community'. All members, thus, are expected to 'in accordance with national conditions, practice and possibilities, formulate, implement and periodically review a national policy on vocational rehabilitation and employment of disabled persons'. The said policy aims at promoting employment opportunities for disabled persons in the open labour market. Accordingly, the said policy shall provide for equal opportunity and treatment between disabled workers and workers as well as for disabled men and women workers. Article 4 of the Convention states that 'special positive measures aimed at effective equality of opportunity and treatment between disabled workers and other workers shall not be regarded as discriminating against other workers'. Besides, the said policy shall promote 'co-operation and co-ordination between the public and private bodies engaged in vocational rehabilitation activities'. For the implementation of the said policy, 'the representative organisations of employers and workers' as well as 'the representative organisations of and for disabled persons' shall be consulted.

The Convention enjoins each Member Country to 'take such steps as may be necessary to give effect to Articles 2, 3, 4 and 5 of this Convention' 'by laws or regulations or by any other method consistent with national conditions and practice'. Additionally, each Member Country is supposed to 'take measures with a view to providing and evaluating vocational guidance, vocational training, placement, employment and other related services to enable disabled persons to secure, retain and advance in employment'. ILO's Vocational Rehabilitation and Employment (Disabled Persons) Recommendation of 1983 (No 168), which is complimentary to

the Recommendation No 99 of 1955 and accompanies to the Convention No 159, provides for principles and issues regarding the vocational rehabilitation and employment opportunities, the contribution of employers' and workers' organisations as well as of disabled persons and their organisations to the development of vocational rehabilitation services, and vocational rehabilitation under social security schemes.

1.3.2.2. United Nations

Article 25/a of the Universal Declaration of Human Rights (UDHR), proclaimed by the United Nations General Assembly in Paris on 10 December 1948, reads as follows: "Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control". The Declaration was approved by Turkey on 6 April 1949.

The Declaration on the Rights of Disabled Persons was a declaration of the General Assembly of the United Nations, made on 9 December 1975 as the 3447th resolution made by the Assembly as an attachment to the Universal Declaration of Human Rights (UDHR). This Declaration with its 13 articles sets forth that disabled persons shall have the same living standards as other human beings, and shall be protected from exploitative, discriminative, defiling or insulting acts and behaviours.

The Standard Rules on the Equalization of Opportunities for Persons with Disabilities was adopted by the United Nations General Assembly as the resolution 48/96 dated 20 December 1993.⁷ Rule 7, here, states that laws and regulations in the employment field must not discriminate against persons with disabilities and

⁷ <http://www.un.org/esa/socdev/enable/dissre00.htm>

must not raise obstacles to their employment. States should support employment of people with disabilities in the public sector, make necessary legal arrangements to guide the private sector to develop training and employment programmes for disabled people. All measures should be taken to create training and employment opportunities, including flexible hours, part-time work, job-sharing or self-employment for persons with disabilities. The said rule also emphasises that the state should act in cooperation with workers' organisations, employers and organisations of people with disabilities concerning all these activities.

The Convention on the Rights of Persons with Disabilities was adopted on 13 December 2006 by the United Nations General Assembly's decision numbered 61/106. The Convention entered into force on 3 May 2008 following signatures of 82 countries. Turkey is one of the first countries to sign this Convention, which was opened for signature on 30 March 2007.

This Convention is the first and only legal means to offer a unified protection to the rights of the people with disabilities, and most important of all it is a legally binding decision.

Article 27 of the Convention reads as follows: 'States Parties recognize the right of persons with disabilities to work, on an equal basis with others'. This right 'includes the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities. States Parties shall safeguard and promote the realization of the right to work, including for those who acquire a disability during the course of employment, by taking appropriate steps, including through legislation'.

1.3.2.3. Council of Europe

The Council of Europe has addressed the vocational training and employment of persons with disabilities via European Social Charter entered into force in 1965. *Article 1 - The Right to Work* of the European Social Charter states that the Member States undertake 'to provide or promote appropriate vocational guidance, training and rehabilitation' (Part II, Article 1/4). In addition, *Article 9 - The Right to Vocational Guidance* accepts that the States shall 'undertake to provide or promote, as necessary, a service which will assist all persons, including the handicapped, to solve problems related to occupational choice and progress, with due regard to the individual's characteristics and their relation to occupational opportunity; this assistance should be available free of charge'. *Article 10 - The Right to Vocational Training*, on the other hand, the Member States are 'to provide or promote, as necessary, the technical and vocational training of all persons, including the handicapped ... and to grant facilities for access to higher technical and university education'.

The European Social Charter, entered into force on 26 February 1965, was signed by Turkey in 1989 with reservations to several articles. *Article 15 - The Right of Physically or Mentally Disabled Persons to Vocational Training, Rehabilitation and Social Resettlement* is one of these reservations. This article states that the Contracting States shall undertake 'to take adequate measures for the provision of training' to disabled persons, and 'for the placing of disabled persons in employment, such as specialised placing services, facilities for sheltered employment and measures to encourage employers to admit disabled persons to employment'.

1.3.2.4. European Union

Although the European Union does not have an act in terms of of a special directive for rehabilitation or employment of people with disabilities, there are action

programmes for social integration of disabled people with the society. Among them, the Charter of Fundamental Rights of the European Union foresees particularly protection of the rights of people with disabilities. For instance, HELIOS (Handicapped People in the European Community Living Independently in an Open Society) Programme aims at integration of disabled people with the society by way of removing the obstacles. Another example is the Social Charter of the European Union (the Community Charter of the Fundamental Social Rights of Workers), which states that persons with disabilities should gradually be removed from separate workplaces or private schools, and they should be integrated in the society by providing them guidance in standard schools and open employment.

Finally, Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation not only deals with employment and equal treatment at workplace but also emphasises the important role of social parts in battle for discrimination, and guarantees that the Member States take reasonable accommodation measures for ensuring equal treatment to disabled persons.

In addition to the above, a regulation was issued in 2003, named as the Disability Year, by the Ministers of Social Affairs and Employment. The main goal of the Regulation was to increase employability of the persons with disabilities, and to improve their integration with the social community. This Regulation asks the Contracting States to take continuous and effective measures to mitigate problems encountered in the labour market by the disabled persons. Following this year, the European Commission have issued a Disability Action Plan (2004-2010) to introduce disability and to determine the measures to be taken for integration of the persons with disabilities into the economy and the society.

1.3.3. National Legislation

Article 50 of the Constitution of the Republic of Turkey is related to the *Working Conditions and Right to Rest and Leisure*. The article reads as follows: 'No one shall be required to perform work unsuited to his age, sex, and capacity. Minors, women and persons with physical or mental disabilities, shall enjoy special protection with regard to working conditions. All workers have the right to rest and leisure.' Additionally, according to Article 61 of the Constitution under the title of *Persons Requiring Special Protection in the Field of Social Security* the State has the sole responsibility for the employment of people with disabilities: 'The state shall take measures to protect the disabled and secure their integration into community life.'

Labour Act of Turkey No. 4857 is another regulation regarding the employment of people with disabilities. Article 30 of the Labour Act states that the establishments employing fifty or more employees shall employ disabled persons and ex-convicts. The total ratio of disabled employees to be employed within the scope shall be three per cent in the private establishments and four per cent in the public sector while the ratio for the ex-convicts shall be two per cent for the public sector. According to this article, the jobs assigned to the disabled employees should be consistent with their occupational skills and physical and mental capacities. For employers who have more than one establishment within the boundaries of a province, the number of disabled persons that the employer must employ shall be computed according to the total number of employees.

In determining the number of employees to be employed within the scope of this provision, employees with open-ended and fixed term contracts shall be considered together. Taking their working time into consideration, part-time employees shall be converted into full-time numbers. In the computation of the ratios, fractions up to one half are to be omitted; those above half shall be elevated

to one. Priority in hiring these categories must be given to those who have become disabled during their previous employment in the establishment. The employer must give priority to applicants who have left his establishment because of disablement but who have later recovered should they wish to resume their old jobs, either immediately if vacant positions are available, or if not, when vacancies occur in their previous jobs or in other corresponding jobs, subject to the prevailing conditions of employment. Should the employer fail to respect his obligation to conclude the said employment contract despite the existence of the above - mentioned requirements, he shall pay his ex-employee making the application a compensation equal to his six months' wages.

Employers shall recruit such employees through the Public Employment Organisation of Turkey. The nature of employees who shall be employed in the meaning of this provision, the types of jobs in which they may be engaged, the special conditions that will apply to them and their occupational orientation and how they shall be recruited professionally is to be indicated in a regulation which will be issued by the Ministry of Labour and Social Security.

No disabled person shall be employed in any underground and underwater work, and employees engaged in underground and underwater works shall not be taken into consideration in determining the number of employees according to the provisions mentioned above.

The Treasury shall pay the employer's full share of contributions concerning private sector employers who employ disabled persons within the scope of the Act No 506 on Social Insurance dated 17 July 1964, and disabled persons employed in sheltered workplaces as stated in Article 14 of the Act No 5378 dated 1 July 2005. Besides, concerning employers who employ disabled persons above the quotas although they are not obligated to do so, and for each disabled person thus employed; the employer shall pay only fifty per cent of the employer's share of

contributions according to Act No. 506 on Social Insurance, and the Treasury shall pay the remaining fifty per cent. In order to do so, the employer should submit monthly premium and service documentation to the Social Security Institution within the required legal period, as per Act No 506. Additionally, the employer should pay social security contribution for all insurants corresponding to the insurants' shares as well as the remaining the employer's share of contributions not covered by the Treasury. In case of delays in payment of premiums by the employer, late fee caused by delayed payment to the Social Security Institution by the Treasury shall be paid by the employer. Premiums paid by the Treasury shall not be considered as expenditure or cost for the income and corporate tax purposes.

In the event of violations of this clause the fines which will be collected according to Article 101 shall be appropriated as income, and it shall be spent for the vocational training and rehabilitation of the disabled and ex-convicts or for promoting self-employment businesses or similar projects for such people.

Aforementioned Article 101 of the Labour Act states that the employer or employer's representative who does not employ disabled persons and ex-convicts in contravention of the provisions of Article 30 of this Act shall be liable to a monthly fine for each disabled person and ex-convict for whom this obligation is not fulfilled. Public organisations shall by no means be exempt from this penalty.

In addition to the Labour Act, the Law No 5378 on Disabled People and on Making Amendments in Some Laws and Decree Laws puts forward specific rules and principles in relation to the employment of people with disabilities. *Article 14 - Employment* of this Law reads as follows: 'During the employment, no discriminative practices can be performed against disabled people in any of the stages from the job selection, to application forms, selection process, technical evaluation, suggested working periods and conditions. Working disabled people cannot be subjected to any different treatment than other persons with respect to

their disability in such a way that it causes a result which is unfavourable for disabled people. It is obligatory that measures in the employment processes in order to reduce or eliminate the obstacles and difficulties that may be faced by the disabled people who work or who apply for a job are taken and the physical arrangements are done by the establishments and organizations with the relevant duty, authority and responsibility and by the work places. The employment of the disabled people, who are difficult to be integrated to the labour market because of their conditions of disability, is provided by means of the sheltered workshops first.'

For the purposes of Article 3 of the Law No 5378 on Disabled People and on Making Amendments in Some Laws and Decree Laws, sheltered workshops are 'the workplaces with technical and financial support from the State and the working conditions of which is specially arranged by the State in order to create vocational rehabilitation and employment for the disabled people who are difficult to be integrated to the normal labour market.' Sheltered workshop status, on the other hand, 'is the condition of having a number of disabled employees at a ratio determined by the regulation or of possessing the requirements in order to be granted with the technical and financial assistance provided to the sheltered workshop.'

In addition to acts and other legal arrangements mentioned above in relation to the high-grade employment of people with disabilities, other national legislations are as follows: Regulation on Domestic Employment and Placement Services, the Prime Ministry's Circular No 2004/28 on 2005 the Year of Employment of Disabled People, the Prime Ministry's Circular No 2006/15 on the Employment of Disabled People, and Employment Action Plan for 2005-2010.

1.4. The Concept of Attitude and Attitudes towards the Employment of People with Disabilities

This study aims to reach an understanding of employment of disabled people in Turkey with all aspects, and this also includes examination of attitudes towards the employment of people with disabilities. Before summarising Turkish and international literature on the attitudes towards the employment of people with disabilities, the section below shall give general information about the term 'attitude' and 'attitudes towards the disabled'.

1.4.1. Attitude, Its Elements and Its Importance

The roots of the term 'attitude' goes back to 'aptus' in Latin, which means 'being available and ready for action' (Hogg & Vaughan, 2007). There are many definitions of attitude. One of the oldest definitions belongs to Allport:

An attitude is a mental and neural state of readiness, organized through experience, exerting a directive or dynamic influence upon the individual's response to all objects and situations with which it is related (Allport, 1935, p. 810, *quoted in* Hogg & Vaughan, 2007).

Another definition considers attitude as a tendency comprised of thoughts, emotions and behaviours in relation to a psychological object with reference to the individual (Smith, 1968 *quoted in* Kağıtçıbaşı, 1999).

Although these definitions are still valid, today it is also an accepted view that attitude is an assessment of the object of attitude (Manstead & Hewstone, 1996). There is tendency to consider such emotional assessments as like-dislike in relation to any object of attitude. The classical model, which explains attitude as having three elements (affective, cognitive and behavioural elements), not only talks about the affective element (assessment) but also about the cognitive element including beliefs and cognitive processes and behavioural element meaning

behavioural tendency towards the object of attitude. Since a person has attitudes for every individual, object and concept in his life, he has an attitude for people with disabilities as well; and a more specific part of these attitudes belongs to disabled workers. Value and importance of the attitudes towards disabled workers are mainly caused by their impact on decisions (and behaviours) of employers about employing people with disabilities.

1.4.2. Relation between Attitude and Behaviour

Attitudes have a mutual relationship with behaviours. They mutually affect and control each other (Taylor, Peplau, Sears, 2007). La Piere, who explains attitude - behaviour relationship with a systematic approach, points out that attitude and behaviour may not be consistent in certain situations. Although subsequent studies have not repeated these findings, there have been other findings that attitude - behaviour relationship seems to be less consistent than thought. Ajzen and Fishbein (1980, *quoted in Taylor, Peplau, Sears, 2007*), on the other hand, explains the inconsistency between attitude and behaviour via the Theory of Reasoned Action. This theory emphasises that attitude is not the only prerequisite to behaviour, yet merely one of the determinants of behaviour. Attitude determines the intention to certain behaviour via (1) subjective norms, (2) expectations of close relatives, and (3) person's perception of self-control over the behaviour. Based on this intention, the behaviour occurs in near future or not. The attitude - behaviour inconsistency, in this theory, is also explained dependent upon other prerequisites of intention than attitude.

Attitudes are not the only determinants of behaviours, yet their impact is important. Therefore, there have been many studies being implemented on attitude for years, both theoretically and practically. There have been many theories about attitude formation and change.

1.4.3. Theories and Remarks on Attitude Formation and Change

Several theories, approaches, and models have been developed in relation to attitude formation and change, and a comprehensive literature has been established. This report will include the relevant literature mainly based on social psychology books (Franzoi, 2003; Hogg & Vaughan, 2007; Kağıtçıbaşı, 1999; Taylor, Peplau, Sears, 2007), and make a limited assessment on the basis of specific sections to guide the study towards the employment of people with disabilities.

One of the theories that explain the occurrence of attitude is the theory of learning. According to the social learning theory, attitude is learned through experience, and awarded attitudes continue whereas punished attitudes stop. It is also possible that attitudes toward disabled people are learned. If a person has a family or group of friends with a positive attitude towards disabled people, he will improve a similar attitude by awarding and imitating it. *Classical conditioning*, as a type of learning, can also explain the occurrence of attitude. In learning through classical conditioning, automatically occurring natural response towards a natural stimulus are given to another stimulus administered along with the natural stimulus. Thus, the natural response once given to a natural stimulus becomes a conditioned response given to the other (conditioned) stimulus. As a result, the person develops a responsive behaviour, which originally not in his natural response repertoire, yet included in it through conditioning. This explanation may also be valid for some attitudes. For instance, it is possible to react against certain objects regarded as 'bad', 'filthy', 'sick', 'ugly' or 'disgusting' and generally faced with negative reactions through conditioning. Negative attitudes towards the employment of people with disabilities may be the result of talking about disabled people with negative adjectives, which, in turn, cause a non-preference of disabled people for employment.

There are theories based on cognitive processes regarding attitudes. Particularly the cognitive consistency theory puts forward important remarks on the

formation and change of attitudes. The cognitive consistency approach claims that human beings look for consistency or balance in between cognitions. The balance between our beliefs, knowledge, perceptions, thoughts and behaviours makes it easy for us to keep ourselves sane; otherwise our emotional and mental status will be threatened, and we will be motivated towards having a consistency to prevent from this threat. This can only happen through formation or change of attitudes.

One of the cognitive conditioning theories is an approach called Heider's Commonsense Psychology (1946). Here, it is possible to mention Heider's 'Person (P), Other Person (O) and Attitude Object (X)' model. An individual tries to have a cognitively consistent-balanced system perceived among 'person (himself), the other and the object'. The reason to prefer and sustain a balanced system is to guard the individual's mental and emotional state of mind. It is possible to speak of such a process for disabled people. For example, if a person himself or a relative is disabled, he may develop positive attitude towards disability and disabled people so as to have a cognitive balance among 'himself, his relative, and disability'. Having a disabled colleague / employee in the workplace may, as well, contribute to development of positive attitudes in the search for a cognitive consistency.

The most effective of the cognitive consistency theories has been developed by Festinger (1964). Festinger's Theory of Cognitive Dissonance argues that in case of a discrepancy between attitudes and behaviour, it is most likely that the attitude will change to accommodate the behaviour in order to avoid the tension of the discrepancy. For instance, the attitude of an employer may change positively once he starts to employ disabled people in the workplace. Similarly, it is expected that once having started working with a disabled colleague in team a person's attitude may change positively. Above mentioned examples may also be explained with other reasons, yet it is possible to mention the influence of motivation to overcome the cognitive dissonance.

Attitudes may also be formed according to our behaviours. Bem (1967, 1972) argues that attitudes are deduced by behaviours. An individual may set off his non-powerful attitude by observing his behaviours towards the object of the attitude. This theory claims that behaviours come prior to attitudes, not attitudes prior to behaviours. For instance, when an individual first have a contact and a satisfactory interaction with a disabled person, and wishes to see him again, he may deduce that he has a positive attitude towards persons with disabilities. This positive attitude will lead to a positive consideration of the issue of employment of people with disabilities.

Attitudes may also be determined according to facial expressions and posture. This facial feedback hypothesis states that facial movement can influence emotional experience, and emphasises that an individual's attitude towards an object may be reshaped in parallel to whether his facial expression or posture is positive or negative when he first contacts with this object. For instance, an individual who is in an uncomfortable posture in his first contact with disabled people (e.g. being in a jammed crowded bus) may label his sense perception in relation to this position as an uncomfortable emotion (a negative attitude) towards people with disabilities.

Schachter's Two-Factor Theory of Emotion (1964), which brings a cognitive approach, accepts that individuals considers physiological arousal (first factor) and give it a cognitive label as an emotion or attitude (second factor). When the individual experiences a group of physiological symptoms (e.g. heavy breathing, heart's pounding, gasping), he needs to name this arousal, and labels what he experiences as an emotion or attitude using contextual cues and personal experiences. For example, an individual witnessing a fight between two disabled persons may label this physiological arousal as a fear or negative attitude towards people with disabilities. Another aspect of the Two-Factor Theory of Emotion claims

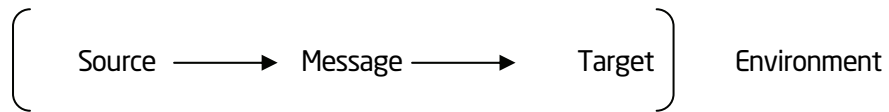
that attitudes may be developed in the form of arousal transfer. For example, after an intensive work-out, the individual may transfer the natural arousal he is experiencing to a disabled sportsman he encounters accidentally, and form an admiration or a positive attitude towards him and thus to people with disabilities in general. An employer, who is stressed trying to overcome a commercial difficulty, may stiffen his negative attitude by transferring his stress onto the day off request of a disabled employee.

Speaking of attitude formation, Petty and Cacioppo's Elaboration Likelihood Model (1986) should also be mentioned. This model deals with the process of assessment of the messages related to the object of attitude. It emphasises the message's effectiveness under which conditions and because of which features. If individuals have detailed information about the object of the attitude, and also have enough time and ability to examine this information in detail, they follow a central route to persuasion. For example if employer do have detailed, real information about the disabled employees and perceive the meaning of this information, they may form truer and more functional attitudes via following the central route. Otherwise, they may easily embrace negative attitudes and behaviours focusing on appearance of the disabled persons.

In our daily lives, we are often exposed to persuasive communication, or propaganda, conveyed consciously or unconsciously to form attitude for a new object or to change our attitudes towards an object. For example, a mother may use this method to have her child drink milk. Officials may try to change negative attitudes of drivers towards obeying traffic rules for security of life and property. Any efforts shown for formation of positive attitude by employers for employment of people with disabilities are also a part of the efforts for increasing the number of disabled employees.

Frequency of exposure to an object of attitude may have an impact on attitude formation. This argument, called 'exposure effect', emphasises that exposure to a stimulus within reason ensures positive attitude towards it. For example, if there are no disabled employees or customers at a workplace, there is a very weak chance to form attitude towards people with disabilities. However, if employers and employees are in frequent interaction with people with disabilities, even work together, it is highly possible that their attitudes shall be positive.

Yale Attitude Change Approach is considered one of the classical theories and research studies on attitude change first studied by a group of social psychologists at Yale (Hovland, Janis & Kelly, 1953). The Yale Group proposes a basic yet effective model that can be described as 'who said what to whom':



This model states that a message formed by a source (communicator person or institution) to change an attitude is transferred to a target (an individual or group to change his/their attitude), and this process is realised within an environment. There have been studies to determine the characteristics of the most appropriate source, message, target and environment that may be effective in ensuring a successful attitude change. This approach argues that the process for learning the new attitude happens in several steps. According to this approach, the target first distinguishes the incoming message, then understands the message, then accepts that he may change his attitude as a result of this message, and finally changes his attitude. It is also possible that this process may end at any of these steps, and attitude formation or attitude change may not happen at all. It is clear that this classical model should be taken into consideration in planning for positive attitude formation towards people with disabilities, and for increasing the employment ratio of disabled people.

Attitude change is said to be related to the extent of difference between the new proposed attitude and the current attitude. Attitude may not change at all if the proposed attitude is perceived to be quite similar or not very different from the current attitude. In order to accept an attitude change, an individual should deem this difference suitable and chance the required change. For example, an employer who has a negative attitude about employing disabled persons may be proposed an employment increase plan that he cannot reject or he can adopt easily in order to change his attitude in a positive manner.

Attitude change may also be possible by reducing prejudices and biases. Prejudices are negative attitudes towards a group of persons. One of the means for understanding, perceiving and adapting the world we live in is to perceive the objects by grouping them. We, as human beings, sort our social world and the people in it within groups along with their similar. For instance, we consider people on the basis of their ethnic origins, colour of their skin, their occupations, their gender, their abilities, their body properties, etc., and assume that other characteristics of them are similar as well. Then, we form prejudices or negative attitudes towards some of these groups. For example, it shall cause wrong and negative considerations to perceive and sort all individuals with defect in their physical integrity or in their physical / mental / emotional functions under a single group of disability and to define all with same characteristics.

There are suggested ways to mitigate, or even wipe away prejudices. The most known of these ways is the expectation that prejudices shall be reduced if groups establish social relationships with one another. This is called Intergroup Social Contact Theory. This hypothesis has been tested and proven in a series of classical studies (Şerif & Şerif, 1996). In order for the 'contact' to be successful, groups should frequently meet for a common goal, should be taken into an equal status relationship, and the contact should be supported by the authorities (Taylor, Peplau,

Sears, 2007). It is also mentioned that it is necessary to have objective information about the groups in order to minimise intergroup prejudices. Inclusion of disabled persons into the group of non-disabled employees, supported by employers in a proper manner, may contribute to the efforts to minimise prejudices.

Psychodynamic and sociocultural approaches as well as medical and social models are also mentioned to explain attitudes towards people with disabilities (*quoted in Aktaş, 2001*). For example, it is possible to explain negative attitudes of some employers in relation to the employment of disabled persons and their resistance to keep their discriminatory tendencies via psychodynamic approach. This approach can consider this resistance as a reflection of their inner conflicts and incapableness that they cannot confront.

1.4.4. Changing Attitudes, Prejudices

It is said that, today, attitudes and prejudices have been changing in appearance (Swim, Aikin, Hall & Hunter, 1995; Taylor, Peplau, Sears, 2007). It is not possible to explicitly exhibit negative attitudes, prejudices, biases and discrimination in the presence of the society anymore. The society's response to such behaviours is clearly negative. These prejudices are suppressed by certain reactions such as blame, condemnation, resentment or prohibition. Nevertheless, suppressing prejudices does not mean removing them completely. Negative attitudes remain to live in their new forms.

Continuation of negative attitudes in their new forms is also observed for attitudes towards people with disabilities. Prejudices, implicitly, find their expression through more indirect means, and continue to hurt disabled people. For instance, many acts such as prevention of disabled people's access to social life or of their employment and even being subject to violence like torture or killings are not accepted well by the society, and more importantly banned by the laws.

Nevertheless, prejudices against people with disabilities are here to remain yet expressed by different ways such as being scared of them, avoidance, not trusting to their capabilities, believing that they earned more rights than they deserve, and limiting their rights indirectly (Deal, 2007).

1.4.5. Attitudes towards People with Disabilities

The results of the Turkey Disability Research (2002) point out that 12.3% of Turkish population are people with disabilities. We live in the society as disabled and non-disabled people together. Therefore, everyone has an attitude towards people with disability strong or weak, positive or negative.

There are many researches conducted on attitudes towards people with disabilities. One of the most comprehensive studies conducted on attitudes towards disabled people has been done by the Administration for Disabled People affiliated with the Prime Ministry of the Republic of Turkey in 2008. This research reveals that attitude towards disabled people in Turkey can be considered positive in general. There are positive views about training of disabled people, their access to social life, their employment or their freedom to make decisions. It is also perceived that people with disabilities may be qualified and equipped people, and they may have personally and socially positive characteristics as non-disabled people. The research also states that people with disabilities are not considered as a burden in education, business life and family life. The research sets forth that young people, single people, well-educated people with higher income as well as people who have a disabled akin rather than a disabled family member, regardless of gender, have more positive attitude towards disability. According to the research, the most negative attitude is towards people with psychological problems and mentally disabled people. It is found out that this group of disabled people are not preferably accepted as spouses, friends or neighbours, and not considered appropriate for inclusive education.

There are other researches that examine attitudes toward people with disabilities. Although results of this study seem hopeful, other similar studies conducted in Turkey and in the world come up with different results. Dökmen's study (2000) reveals that attitudes towards people with disabilities are generally positive, but a comparison between physically disabled, visually impaired, mentally disabled and hearing disabled people shows that mentally disabled people are perceived more negatively than the others. Disability is generally perceived as physical and sensory - kinetical deficiencies (Popovich et al., 2003).

Yıldırım and Dökmen's study (2004) shows variables related to the attitudes towards people with disability. According to this research, women, people with higher income and people with close and frequent interaction with the disabled exhibit more positive attitudes towards disability. The study also shows that attitudes towards people with disabilities are closely related to such beliefs that some people are superior to others, the world is not fair, and people cannot control what happens to them (social superiority, unfair world, and external control belief).

Both national and international studies generally point out that the attitudes towards people with disabilities are not positive enough at anticipated level. A meta-analysis study (Nowicki and Sandieson, 2002) reveals that even little children have negative attitudes towards people with disabilities. Children prefer non-disabled persons to disabled ones, and similarly prefer physically disabled people to mentally disabled ones. Girls, particularly if the targeted disabled person is a girl, prefer her more. Children's attitudes towards disabled children differ according to the context. Children exhibit more positive attitudes in such cases that require academic performance, whereas they have more negative attitudes in other environments requiring motor control or power.

Interviews with pre-school children indicate that children at the pre-school age mention about more positive attitudes towards people with disabilities but they

seem to be friends with disabled children less (Dyson, 2005). Such negative attitudes continue also at higher education (Alghazo, Dodeen & Algaryouti, 2003).

Attitudes of certain occupational clusters towards people with disabilities are also negative, in general. It is reported that doctors have negative attitudes towards disabled people (Aulagnier et al., 2005) and physiotherapy students exhibit more negative attitudes compared to occupational therapy students (Stachura & Garven, 2007).

There are various results regarding the attitudes towards people with disabilities on the basis of gender. Some research studies do not speak of a gender difference (e.g. Parasuram, 2006; Administration for Disabled People, Prime Ministry of the Republic of Turkey, 2008) whereas some report that women tend to display more positive attitudes (e.g. Findler, Vilchinsky & Werner, 2007; Hergenrather & Rhodes, 2007; Hinkelman & Granello, 2003; Yıldırım & Dökmen, 2004). It is said that superiority orientation (Yıldırım & Dökmen, 2004) and powerful gender ideology (Hinkelman & Granello, 2003) play important role in the gender difference. This difference is observed starting from early ages in girls' favour (Nowicki & Sandieson, 2002).

It is relatively new to conduct research studies on the attitudes towards people with disabilities (Dunn, 2000). According to Dunn, attitudes towards disabled people are generally negative, and this prejudice is especially displayed in a contradictory manner. Dunn claims that the fair world belief (people deserve what happened to them) is also valid for people with disabilities. This belief is also reported in Yıldırım & Dökmen's study (2004). Dunn explains the perceptions of disabled and non-disabled people about disability with actor-observer difference. Perceptions of the disabled (actor) and the non-disabled (observer) differ due to their different stands and positions. Here, it is possible to talk about the basic attribution error. The non-disabled seem to attribute the behaviour of the disabled

to his personality rather than environmental and situational factors, and thus develop negative attitudes. A research study conducted in Canada has resulted in that the ratio of people claiming the existence of a negative discrimination against people with disabilities is 36% for non-disabled and 52% for disabled people (Environics Research Group Limited, 2004).

Cultural differences also diversify the attitudes towards people with disabilities. For instance, it is reported that English-speaking and French-speaking communities have such diversification in Canada (Environics Research Group Limited, 2004). It is found out that the Mexicans living in Mexico has a more positive attitude compared to the Mexicans living in the US, yet the former are less hopeful about their future (Graf, Blankenship, Sanchez & Carlson, 2007). Alghazo, Dodeen & Algaryouti (2003) have also found out that there is such diversification between the United Arab Emirates and Jordan, the latter having a more positive attitude. Attitudes towards disabled people differ depending on individualistic and communitarian cultures (Hampton & Xiao, 2007). It is known that in Turkey, considered as a communitarian country, attitudes towards people with disabilities are generally positive (Administration for Disabled People, Prime Ministry of the Republic of Turkey, 2008).

Attitude towards disability is also related to economic potential. Housework is considered appropriate for women, while paid jobs are for men. Housework is generally considered as not important since it does not have an economic return. In parallel, disability is defined for man and woman separately. Definition of disability is determined on the basis of medical, economic and gender-related belief systems of a society (Reisine & Fifield, 1988). This point may be used to explain that disability of men is less remembered compared to women (Administration of Disabled People of the Turkish Republic, 2008). Negative attitudes towards disabled women are observed in almost all cultures (Emmett & Alant, 2006).

People with disabilities are not represented properly in the mass media as a reflection of the attitude towards them. Media (television programmes) host merely a few number of disabled people, typically the physically disabled, mentally disabled, sight impaired, and young disabled people (Saito & Ishiyama, 2005). It is also widely observed that disabled people are generally depicted in negative roles in the mass media. They are presented along with such concepts as monstrosity, bad behaviour, humour, horrid, and depicted in negative, evil, defective figures (Henderson & Bryan, 1997).

Disabled people are a part of the society, and that is how they wish to be perceived. Conversely, they are regarded as minority, and expected to adapt to the majority of the society; and since this expectation is not fully responded, they are considered as anti-social and marginal people. Nevertheless, disabled people do not need to adapt to the society but to merge with it, and for this, attitudes towards people with disabilities should change (van de Ven, Post, de Witte & van den Heuvel, 2005). There are scientific studies that attitude change is possible.

It is possible to minimise negative attitudes towards disabled people even through reading and teaching friendship stories to children about disabled and non-disabled kids (Cameron and Rutland, 2006). Public information activities about the characteristics and rights of disabled people also have a positive impact on the adults' attitudes towards people with disabilities (Hall, 2008). Correction of misinformation about disabled people facilitates social contact with them, and leads to a change in attitudes in a positive way. It may even lead to improvement of occupational point of view of the people (Barr & Bracchitta, 2008).

It is seen that lectures and conferences about disability and disabled people during formal education increase students' knowledge about disabled people, and improve their attitudes in a positive manner (Altındağ, Yanık, Uçok, Alptekin & Özkan, 2006; Hunt & Hunt, 2004). In order to change the negative attitudes towards

disabled people, it is important to have all efforts together such as providing information, talking about patterns and judgment, having direct contact with them, and doing activities (Krahe & Altwasser, 2006). It is reported that awareness raising training activities have a permanent impact (Rillotta & Nettelbeck, 2007). A meta-analysis study has found out that direct interaction is more effective than simulation (in which non-disabled people act like the disabled, and try to understand what disabled people feel) in order to change negative attitudes towards people with disabilities (Flower, Burns & Bottsford-Miller, 2007).

1.4.6. Attitudes towards the Employment of People with Disabilities

As attitudes towards people with disabilities, attitudes towards the employment of people with disabilities are also positive in appearance; however, this positive attitude mostly does not reflect in practice. The most important indicator of this is the employment ratio of disabled persons.

Employment ratio for persons with disabilities is very low both in Turkey and in the world (EU Commission, 2010; Tufan & Arun, 2002). Social and economic status of the disabled can generally be considered as 'social disaster': Educational level of disabled persons is low, opportunities for getting a profession are limited, the number of labouring is very few, and poverty is common (Tufan & Arun, 2002). Disabled people are forced to take part in the social life, yet subjected to social exclusion (Gündüz, 2007). Gündüz explains that social exclusion is a process defined as not being able to fully take part in the society as a result of social exclusion, being excluded from the society, poverty, lack of skills and training opportunities or discrimination. Disabled persons cannot access opportunities for occupation, income, education and vocational training as well as decision-making organs, and thus, feeling powerless, they cannot control decisions affecting their lives.

It is reported that merely 50% of the disabled people are employed in Europe, and most of them earn low wages and live in difficult economic conditions (EU Commission, 2010). Analysis of Tufan & Arun (2002) shows that only a small group of disabled people has jobs, although they have capacity to work. For example, despite it is reported that 15.4% of disabled persons are considered as having 'incapacity to work' only 16.8% of the vision impaired have had the opportunity to work. A similar situation is also valid for the physically disabled and the hearing impaired. Insubstantial beliefs about people with disabilities (e.g. they have inadequate qualifications, they are not productive, they cannot adapt themselves to the workplace) make their employment more difficult (Baybora, 2006). Low employment ratio regarding the disabled people is most likely to be related to the negative attitudes of employers (Diksa & Rogers, 1996). A focus group interview held with the authorities has resulted in that employers look at the employment of disabled people from a trading perspective, and they believe that employing the best has the least risk and the highest benefit (Stensrud, 2007).

Aktaş et al (2004) has found that even sheltered employment possibility loses its functionality in due course. Sheltered employment provides for establishment of workplaces, mainly supported by the state, with special work environment for vocational courses and employment of disabled persons who are difficult to include into the labour market. Although positive discrimination is accepted as principle in paid employment of disabled people in Turkey, it is difficult to say that intended results have been received by this time (Kuzgun, 2009). This may be considered as a result of the negative attitudes regarding the employment of people with disabilities.

Disabled persons are faced with negative attitudes both before and after employment (Kayacı, 2007). Persons with disabilities are subjected to negative attitudes and discrimination such as lack of provision of sufficient training and

experience opportunities before employment and negative behaviours from employers and colleagues after employment. It is also possible to mention several negativities during the employment process. The disabled are generally put to works that are not suitable for their capacities, capabilities or education, and they are debarred from professional training; so they are generally employed in unqualified and low-status jobs (Yilmaz, 2007). Many disabled persons cannot find opportunity to work due to prejudices despite having strength and willingness to work and also being successful when in charge (Hendricks, 2010).

Disabled employees are subjected to discrimination, despite initiatives towards improvement, and this particularly affects women and people with severe disabilities (Kennedy and Olney, 2002). Similar situation is also valid for epileptic individuals. A research study conducted with the employers sets forth that although there is willingness for employment of epileptic persons; these persons' work-related problems seem to continue in general (Jacoby, Gorry & Baker, 2005). The situation is not very different for multiple sclerosis patients (Roessler, Neath, McMahon & Rumril, 2007). Beretz (2003) reports that there are prejudices and discrimination towards people with hidden diseases such as cancer, heart condition, AIDS, psychological disorder besides disabilities in visible functions such as hearing, seeing, speaking or movement. Beretz states that academicians suffering from these hidden diseases are perceived as lazy or drifter individuals with no self-control and low-productive. It may also be considered discrimination to request full health report before employment even if disability does not affect the work to be done (Demir, 2011).

It is necessary to understand how the current attitudes and obstacles are formed and reinforced in order to overcome the current inequality between disabled and non-disabled employees at workplaces, and to increase the hope for

employment for people with disabilities (Schur, Krusez & Blanck, 2005). Background information about attitude formation and reinforcement is given above.

A research study by Yıldırım & Dökmen (2004) has shown that attitudes towards disabled people are related to attitudes towards employment of disabled people. According to this research, individuals having positive attitudes towards disabled people are more willing to employ people with disabilities. Disability does not result in underperformance if the sufficient conditions are provided, yet negative attitudes towards disabled workers play an important role in the employment of disabled people. It is known that the disabled are similar to the non-disabled in many ways in reality, for instance in terms of loyalty to organisation and job satisfaction (Tokoğlu, Aydın, Polat & Burmaoğlu, 2011) or job-related problems at universities (Dökmen & Kışlak, 2004).

As mentioned before, attitudes towards disabled women are more negative than attitudes towards disabled men. These negative attitudes are carried to workplaces. As there is more risk for displacement of female employees compared to male employees, the disabled women are more likely to be dismissed compared to the disabled man (Randolph & Andresen, 2004). A disabled female worker has a two-way disadvantage in work life: they are subject to discrimination both as women and as persons with disabilities (Fulton & Sabornie, 1994).

Although employers have more positive viewpoints than they had in the past regarding the employment of people with disabilities, it is still not at an anticipated level (Jacoby, Gorry & Baker, 2005). The fact that attitudes of employers and managers are reported neutral towards the employment of disabled people means that their actual attitudes are not positive and being neutral is supposedly to cover up prejudices for social acceptance (Kleynhans & Kotze, 2010). Employers and managers do not show vulgarity and incivility as before, but since they are indifferent and insensible to disabled employees, it becomes clear that they are

prejudiced indeed towards people with disabilities, which in turn results in civil wrong and discrimination of disabled employees at workplaces. This shows that prejudices and discrimination against disabled people continue indirectly and secretly.

It is emphasised that arrangement of workplace conditions in view of the disabled employees is beneficial for the disabled; it is a financial burden for employers. Nevertheless, looking from the perspective of non-disabled employees, it is seen that such an arrangement of making a workplace more ergonomic and convenient for the disabled ranging from access ramps to furniture is also beneficial for them. Additionally, such arrangements for disabled employees lead to improved social contact with the non-disabled at the same workplace, and thus have a positive impact on the attitudes towards disabled people (Emens, 2008). It is also possible that awareness-raising and training activities at workplaces about disability and disabled people may make a significant difference in terms of workers' attitudes towards people with disabilities as well as other groups (Probst, 2003).

As seen, there are several variables in determination of attitudes towards employment of people with disabilities. This research study also examines the attitudes towards employment of disabled people at the scale of Turkey, and emphasises the relevant variables.

1.5. Methods for the Employment of People with Disabilities and International Practices

1.5.1. Methods for the Employment of People with Disabilities

Methods used for the employment of people with disabilities can be listed as the following: quota regime, legislative works against discrimination, selected jobs, vocational rehabilitation, sheltered workplaces and governmental incentives for employment of disabled people (subsidised employment) (Erdemir, 1990; Kayaci, 2007; Seyyar, 2001).

Quota regime or quota system imposes employers with a certain number of employees, defined by law, obligation with employing a certain number or ratio of disabled people defined by law (Erdemir, 1990; Uşan 2003). This method was first implemented in Germany in 1919, followed by Austria in 1920, by Italy and Poland in 1921, and by France in 1923. According to the quota system, employers are obliged to have a certain proportion of people with disabilities among their staff. The quota system may not only be implemented directly as in many countries such as Italy and Spain, but also may be implemented in such a way that employers pay a monthly fee instead of complying with the workforce quota as in Germany, France and Austria. Direct quota system, on the other hand, provides for penalty fine and/or penalty of imprisonment for employers who violate the quota by not employing disabled people as per the law. The other quota system allowing for payment instead of employment also provides for penalty in case of non-payment.

The second method used to increase the employment of people with disabilities is regulation of laws and relevant legislation targeting discrimination against disabled people.

Third is the 'selected job' method, which can be defined as specific jobs performed only by disabled employees. For instance, position of telephone or switchboard operators is reserved for persons with visual disabilities in Italy, Greece and Denmark. Even if not named, persons with visual disabilities in Turkey are also mostly employed as telephone or switchboard operators.

Sheltered workplace / employment, on the other hand, is a method to employ disabled people in specifically established and arranged workplaces, who cannot be employed in other workplaces due to their disabilities. This method, besides the quota system, is implemented by countries in favour of legislation for the prevention of discrimination against disabled people.

Finally, there is the incentive method where employers employing disabled persons at their enterprises are incited by the state through several tax deductions or project grants. The best practice of this method is in the Netherlands where the quota system is totally removed.

1.5.2. International Practices as to the Employment of People with Disabilities

(a) Germany

Employment of people with disabilities is regulated with Severely Disabled Persons Act (Schwerbehindertengesetz) in Germany. 'Law to Combat Unemployment among Severely Disabled People, (Gesetz zur Bekämpfung der Arbeitslosigkeit Schwerbehinderter-SchwBAG) entered into effect on 1 October 2000, made several amendments to the said Act. According to these amendments, the state has acknowledged to support through incentives for vocational rehabilitation of disabled persons by fee compensation method, and moderated employers' burden regarding the employment of people with disabilities.

Another practice regarding the employment of people with disabilities in Germany is Workshops for Disabled People (Werkstatt für behinderte Menschen - WfbM). This practice, which may also be called as vocational workshops, aims at improving work performances of disabled people in order to bring them in social and business life (Seyar 2001). WfbM's are in the position of sheltered workplaces/workshops for vocational rehabilitation, training and employment of disabled people outside the current labour market. WfbM's are gradually divided into three parts: improving proficiency, orientation to work, and working. Specialised personnel with pedagogical formation for disabled people are employed in all sections. All sections under the WfbM's are continuously supported in terms of vocational rehabilitation of disabled people as well as pedagogical, social, psychological, medical, therapeutical and physical support and care services.

Workshops were first built by civil organisations; following the Federal Social Assistance Act of 1961, the state started to provide financial support to all workshops, most of which were established by civil organisations. In 1974, the Federal Parliament issued a law regulating how to establish, run, finance and to manage workshops for disabled people. Today, WfbM's are extremely professional and multidimensional institutions in a high quantity moving forward in the employment of young people with disabilities. WfbM's are now expanded extensively, even to the remote rural areas, so as to include disabled persons in the production, who cannot be employed on the basis of labour conditions yet within the capacity to work. Ultimately, WfbM's operate at places close to disabled people's settlements.

WfbM's increase the capacity of disabled people, create a professional and physical working environment suitable for them, and also pay them. WfbM's employ minimum 120 disabled persons, and both the number of disabled persons to be employed and for what kind of occupation they are employed are known from the very beginning.

A disabled person should be able to work at minimum level in order to be employed in a WfbM; however, whether this ability has economic value or not is of circumstantial importance. Another point is that employment at WfbM's is voluntary. Occupational Counselling for Disable People Unit of the German Employment Agency guides and provides recommendations to disabled persons, who have completed their basic training, about their suitability to be employed in WfbM's. A panel of experts comprised of the employees of the German Employment Agency and Social Department offers different alternatives to disabled persons who are not approved for employment in WfbM.

Expenses of this comprehensive employment support for the disabled through WfbM's are paid by the German Employment Agency and the Social

Department. The German Employment Agency covers expenses for acceptance and orientation of disabled persons while a majority of the costs during the job performance process is paid by the Social Department.

Quota regime, defined as the obligation to employ disabled people, is the second method used in Germany for the employment of people with disabilities. Severely Handicapped Persons Act, within the framework of quota regime, has required employers with a minimum of 16 employees to employ disabled people at a ratio of 6% of total employees; yet amendments made through the 'Law to Combat Unemployment among Severely Disabled People' (Gesetz zur Bekämpfung der Arbeitslosigkeit Schwerbehinderter-SchwbBAG) have increased the number of employees to 20 and decreased the ratio for employment of disabled people down to 5%. The term severely disabled, which is within the scope of employment obligation of employers, means being minimum 50% disabled. The German law may consider some disability types as more than one person; for instance a vision impaired person is accepted two persons in employment, and the quota is calculated accordingly.

Any disabled person qualified as per law is given a 'disability certificate'. Getting a 'disability certificate' is voluntary; on the other hand, it is not possible to benefit from protective regulations within the country without a certificate. Quota system for the disabled is valid for both public and private sector.

There are special protective regulations for employment and dismissal of disabled people in Germany. Among them is the presence of a representative for severely disabled people where there are minimum five severely disabled employees, extra 5-day paid holiday for disabled persons in addition to all employees' right for paid holiday, or a disabled person's right to reject over work.

The German Law presents employers with a choice either to employ disabled people or to compensate it financially. A legislation issued in 2001 has gradually brought a financial burden for those employing disabled people under the required quota. Accordingly, employers having disabled employees under 3-5%, 2-3% and 2% pay gradually increasing amount of money to compensate for non-employment.

Another method applied in Germany for the employment of people with disabilities is in the direction of providing employers with significant financial support, who employ disabled people. For instance, it is possible to provide financial support for the projects of those employers who employ disabled persons above the quota.

(b) United Kingdom

The United Kingdom handles the issue of employment of disabled people in conjunction with the legislation for prevention of discrimination. The UK brought Disability Discrimination Act 1995 into force, which is based on a presupposition that a disabled person may be a good candidate for a job as long as a fair consideration is made. Thus, the Act does not exclude the principle of employment of the best person for the job. Starting from 1996, any employer with 20 or more employees is considered within the scope of this Act. For the purposes of this Act, discrimination takes place when an employer discriminates against a disabled person for a reason which relates to the disabled person's disability when 'he treats him less favourably than he treats or would treat others to whom that reason does not or would not apply'. The employer is responsible for his action if 'he cannot show that the treatment in question is justified'. According to the Act, an employer is liable to make necessary arrangements to remove disadvantaged situations faced by disabled people at workplaces. If the employer can prove that such arrangements are difficult, challenging or impossible to make, he can be exempt from that liability.

In UK, a disabled person exposed to a discriminatory behaviour at the workplace may apply to the Labour Court and follow up the proceedings, or apply to the Advisory, Conciliation and Arbitration Service (ACAS) for help. ACAS is expected to solve the problem without any trial, merely by receiving opinions of the relevant parties. If ACAS cannot solve the problem, application is made to the authorised labour court.

In addition to the aforementioned practices, as in Germany, the UK also provides employment services to disabled people or revenue assurance for a certain period of time during their vocational training or else practices incentives and sheltered employment.

(c) France

France applies quota system for the employment of people with disabilities as per the law dated 1987. Accordingly, employers are obliged to have 6% of people with disabilities among their staff if they have at least 20 employees both in public and private sector. As in Germany, France also calculates some disability types more than one person for the disability quota. A disabled person within the scope of quota is a person who has a limited chance to get employed under a normal employment process or to continue a business relationship due to deficiency or incapacity of his physical or mental abilities. Disability status of a person is certified by Vocational Guidance and Reorientation Technical Committee, which measures the disability for work, categorises disability depending on the type or severity as A, B or C, and registers the disabled person. This registry is important since no disabled person may benefit from employment rights unless he is registered. Then, the disabled person is provided with guidance or training by the committee, and then he is employed at a workplace or given sheltered employment.

French law imposes a deduction in the obligations of employers regarding the employment of people with disabilities if they provide the disabled with vocational training or open sheltered workplaces. On the other hand, any employer who violates the obligation of employment of disabled people is to make a payment of over 25% voluntary quota contribution for each quota.

France, in addition to the quota system, provides vocational training to disabled persons under the scope of apprenticeship training or within public or private institutions, provides support to trainees, and applies incentives for employers.

(d) United States of America

Americans with Disabilities Act of the United States of America was issued in 1990, and all public and private employers having fifteen or more employees were included in the scope of this act in 1994. The Act provides for equal treatment to disabled and non-disabled people as well as actions to overcome incapacity of the disabled. The US is very successful in implementation of such actions.

According to the Americans with Disabilities Act, which protects disabled people against discriminatory behaviours, the term 'disability' means, 'with respect to an individual, a physical or mental impairment that substantially limits one or more major life activities of such individual'. The term 'disabled' also covers individuals whose disability status is removed, yet who is still regarded as having such impairment due to attitudes and behaviours of others in the society.

Basic condition for employment of a person is that he is able to perform basic functions of the job. Nonetheless, if a person is discriminated, he has the right to benefit from that Act. The Act regulates discriminatory behaviours against disabled people in the area of employment. Accordingly, it prohibits any discriminatory treatment on the basis of disability to a disabled person, who is

qualified to perform the target job, during such processes of selection-placement, promotion, vocational training, wages, dismissal, etc.

In case of a discriminatory behaviour against a disabled person during job application or after employment, the said person may apply to the Equal Employment Opportunity Commission as per the Civil Rights Act of 1964. Unless the Commission reconciles the matter, the application is forwarded to the authorised courts. Once the court decides in favour of the disabled person, the employer is obliged to employ the disabled person for that position or to employ him at the same workplace by improving the conditions. Thus, employers are responsible for making necessary arrangements at the workplace for employees with disabilities.

Employers are encouraged to make arrangements at the workplaces by the state or by other institutions authorised by law through tax deduction or financial and technical support. If a disabled candidate is able to perform the job after some arrangements made at the workplace, then it is discrimination to reject this candidate by making excuses as to the job. Nevertheless, as in the UK, employers are free from this liability if the arrangements are extremely expensive.

(e) The Netherlands

Employment of People with Disabilities Act on 1986 obliges employers and unions to contact with and ensure integration of disabled people in the Netherlands. Basic perspective here is to create equal opportunities for all employees. The Act puts employers under obligation to improve conditions of disabled persons at workplaces, and to arrange workplaces and work structure in line with the needs of disabled workers. These obligations are balanced by the incentives provided to employers.

Implementation of a quota system for the employment of people with disabilities was ceased in the Netherlands due to difficulties in practice, and replaced

by the incentive system that has led to more successful results. Accordingly, the state provides financial support to sheltered workplaces, with special care not to damage conditions for free competition.

Incentives provided to disabled workers in the Netherlands are:

- 1) Transportation to and from workplace
- 2) Translator for the hearing impaired and audio playback equipment for the vision impaired
- 3) All kinds of materials a person needs to have to perform his job due to his disability
- 4) Customised arrangement incentives at workplaces
- 5) Assigning 'work coaches' to disabled persons to guide and motivate them about their jobs and work ethics
- 6) Financial incentives in the form of wage supports (Normal salary / wage of a disabled person is given by his employer in parallel to his productivity, whereas Worker Assistance Planning Institution (Uitvoeringsinstituut Werknemers Verzekeringen - UWV) complements it to a full salary.

Incentives provided to employers in the Netherlands are:

- 1) A disabled person's trial period salary for three months is paid by UWV.
- 2) When a non-disabled worker falls ill, his employer should pay his wages for two years. If the worker is disabled, this payment is made by UWV for five years.
- 3) UWV pays lifetime salary to persons, who have fallen ill during employment and become disabled before 18 years of age.

4) Employers receive a tax deduction of EUR 2,000.- per year for the disabled worker they have employed for three years. If an employer has a worker who has become disabled before 18 years of age, this tax deduction is EUR 3,360.-

5) Costs of physical arrangements made at workplaces for employment of people with disabilities are covered by UWV.

6) If the cost of measures specifically taken for a disabled worker, besides measures taken at a workplace for all employees, exceeds EUR 150.- remainder of the money is paid by UWV. This does not cover general requirements such as lavatory for disabled people.

II. EMPLOYERS' OUTLOOK ON EMPLOYMENT OF DISABLED PEOPLE IN TURKEY

This section will examine attitudes and behaviours of employers towards the employment of people with disabilities on the basis of survey method as well as findings of an all-Turkey study. The nature of this study is its quantitative research pattern. The study is designed to comply with descriptive research so as to describe attitudes and behaviours of private sector employers with 50 or more employees towards the employment of people with disabilities. Main motive of this descriptive study is, of course, the development of public policy clusters for increasing the employment rate of people with disabilities. Thus, it has been possible to develop policy recommendations on the basis of a detailed description on the employment of people with disabilities. Survey method is used in the fieldwork, and data is obtained through face-to-face questionnaire administration, and analysed through generic statistical tests.

I.1. Research Methodology

I.1.1. Research Population and Sampling

The population of this research study is private sector enterprises operating in Turkey and having 50 or more employees. Both the number of enterprises within the population and enterprise information within the pilot study as well as enterprise contact information within the sample is obtained from the Turkish Statistical Institute (TurkStat). TurkStat uses Statistical Classification of Economic Activities in European Community. Six (6) out of 21 sections under the NACE Rev.2 are not included in this study since they are not compliant with the employment of people with disabilities. These six areas are:

A- Agriculture, Forestry and Fishery

B- Mining and Quarrying

E- Water Supply, Sewerage System, Waste Management and Rehabilitation Activities

O- Public Administration and Defence; Compulsory Social Insurance

T- Household Activities as Employers; Goods and Services Production by Households not Separated for Domestic Use

U- Activities of International Organisations and Representation Offices

The pilot study was conducted with 118 private sector enterprises in Ankara. TurkStat provided contact information of 2,573 companies to represent Turkey in general for private sector enterprises having 50 or more employees. The sample size, representative of the research population, was calculated with a +/- 3% error margin in sampling. Contact information of 2,573 companies disseminated throughout 79 provinces was checked up during the fieldwork held on October-November 2011. In the fieldwork, questionnaires were administered to employers or managers authorised to recruit personnel for the company. As a result of the fieldwork, of 2,573 enterprises, 16% could not be located, 3% did not have an official authorised to respond to the questionnaire, and 7% rejected to respond. Excluding 16% that could not be located, the number of respondents has become 1,628 with a response rate of approximately 75% based on the TurkStat list.

For the purposes of this study, classification of the enterprises as of sectors is based on the Statistical Classification of Economic Activities in European Community NACE Rev.2.

I.1.2. Data Collection Tools

The questionnaire used in this study is comprised of three sections. First section of the questionnaire includes questions for demographic information about the enterprise and the respondent, along with variables covering disabled employees. Number of disabled workers, their gender, dissemination as of disability

groups, preferred disability groups for employment, and recruitment methods are questioned within this scope. Second section of the questionnaire questions employers' opinions on recommendations for facilitating the employment of people with disabilities, and includes a five point likert scale comprised of total 21 provisions. Third section of the questionnaire examines employers' or enterprise managers' attitudes towards the employment of people with disabilities.

I.1.3. Attitude Scale towards the Employment of People with Disabilities

This study makes use of "Attitudes towards Disabled Employees Scale" towards examining attitudes of the employers about the employment of people with disabilities. The scale includes 47 attitude provisions, 31 of which are negative provisions analysed by reverse coding. The scale is comprised of three sub-factors: "*general approach to the employment of people with disabilities*" (20 items), "*perception about adjustment of disabled people to the job and working environment*" (15 items) and "*perceived quality of the disabled worker and job performed*" (12 items). Accordingly, items numbered 1, 2, 3, 4, 7, 9, 14, 16, 22, 23, 24, 28, 33, 35, 37, 39, 40, 43, 44, and 46 are included under the general approach to the employment of people with disabilities; items numbered 5, 6, 8, 11, 13, 15, 17, 18, 19, 20, 21, 25, 34, 36, 38 are under the perception about adjustment of disabled people to the job and working environment; and items numbered 10, 12, 26, 27, 29, 30, 31, 32, 41, 42, 45, 47 are under the perceived quality of the disabled worker and job performed. Items numbered 1, 2, 3, 4, 7, 9, 10, 12, 14, 16, 22, 23, 24, 26, 27, 28, 29, 30, 32, 33, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47 are reverse coded.

The first factor that examines employers' general approach to the employment of people with disabilities includes such provisions as "Disabled persons are better be employed in a separate place", "Obligation to employ disabled persons

leads to injustice at the workplace”, “Employment of disabled people is just a formality”, and “Disabled persons should merely be employed at home”. The lowest and highest possible scores an employer or respondent can receive from the first factor changes from 20 to 100. Respondents received more than 60 from this factor can be said to have a positive approach to the employment of people with disabilities in general.

The second factor is the perception about adjustment of disabled people to the job and working environment, and there are such provisions under this factor as “Disabled persons easily adjust to the changes or innovations at their workplaces”, “Disabled persons can easily adapt to their workplaces”, “Disabled persons comply with productive work pace of a workplace”, and “Disabled persons are conformists”. The lowest and highest possible scores an employer or respondent can receive from the first factor changes from 15 to 75. Respondents received more than 45 from this factor can be said to positively perceive adjustment of disabled people to their jobs and workplaces.

The third factor on the perceived quality of the disabled worker and job performed includes provisions such as “Disabled employees are less qualified than most of the employees”, “Disabled people can only be employed in unqualified positions”, and “A disabled person can perform my job as good as I can”. The lowest and highest possible scores an employer or respondent can receive from the first factor changes from 12 to 70. Respondents received more than 36 from this factor can be said to perceive a disabled person as qualified and the job performed by a disabled person as good as by other workers.

An evaluation based on the overall scale score will show that the lowest and highest possible scores an employer or respondent can receive from the first factor will change from 47 to 235, and respondents received 141 and more will be said to have a “positive attitude”.

I.1.4. Fieldwork

Within the scope of this study, which aims at examining employers' attitudes towards the employment of people with disabilities from different aspects, the aforementioned questionnaire was developed firstly. For this purpose, the research team invited representatives of the non-governmental organisations and professional organisations representing employers and workers for a focus group study through a letter of intent submitted to them through visits. The focus group study was held in two groups with the participation of 27 people. Two academicians of the research team involved in these focus group studies as facilitators where the group representatives for disabled persons and employers were asked about potential problems awaiting for the disabled at workplaces along with their expectations for the employment of disabled persons, and they were asked to provide opinions and suggestions about the issue. Data obtained from focus group meetings were, then, used to develop "*List of Suggestions to Increase Employment of People with Disabilities*" and "*Attitudes towards Disabled Employees Scale*". The research team then met to prepare the first section of the questionnaire: "*General Information on Employer and Employee Profile*". The "*List of Suggestions to Increase Employment of People with Disabilities*" was also reviewed in this meeting ready for use.

In the light of preliminary pilot study held with the participation of 118 employers operating in Ankara province based on the information about which was taken from the TurkStat, the three-part questionnaire was developed, and interviewers' training was held as stated before. Appointments were made with 2,573 enterprises in 79 provinces, as obtained from TurkStat, the enterprises were contact personally, and the questionnaires were administered with the presence of interviewers. As pointed out above, the actual number of enterprises contacted

during the fieldwork differed from the original list, and questionnaire data for 1,628 enterprises was become ready for analysis representing Turkey.

I.2. A View of the Employment of People with Disabilities in Turkey

I.2.1. Research Sample

This section of the report reveals descriptive statistical findings of the above-mentioned survey. At first, descriptive data will be presented about employers or authorised managers interviewed in 1,628 enterprises.

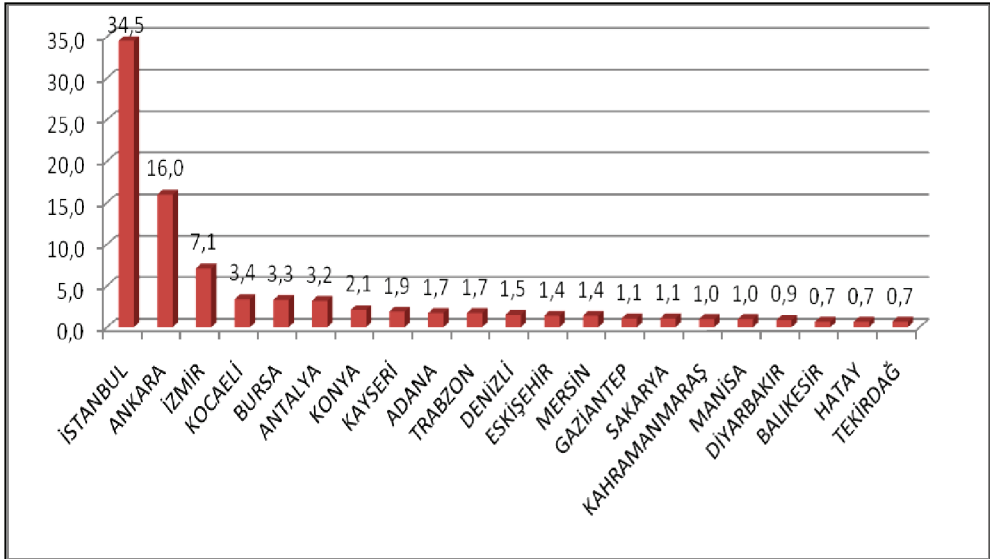
The backbone of private sector companies in the sample is comprised of medium-sized enterprises employing 50 to 199 workers. These enterprises form 46% of the sample, while ratio of large-scale enterprises with more than 200 employees is 27.2%. Enterprises with less than 50 employees constitute 26.5% of the sample. Here, there is a question to be answered. How come almost $\frac{1}{4}$ of the sample consists of enterprises with less than 50 employees while the fieldwork is based on the TurkStat list of enterprises having 50 or more employees? It does so, since some of these companies have become smaller recently and some others grow bigger or smaller depending on the season. In both cases, company profile has included the concept of employment of disabled people. That is why the research team has allowed for inclusion of enterprises with less than 50 employees within the sample. Hence, 20% of the enterprises with less than 50 employees currently employ disabled workers, while 25% of them did so in the past.

Table 3 - **Sectoral Dissemination of Sample Enterprises**

	#	%
C- MANUFACTURING	404	24.8
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	171	10.5
F- CONSTRUCTION	158	9.7
N- ADMINISTRATIVE AND SUPPORT SERVICES	108	6.6
H- TRANSPORTATION AND STORAGE	97	6.0
I- HOSPITALITY AND CATERING SERVICES	87	5.3
P- TRAINING	87	5.3
O- HUMAN HEALTH AND SOCIAL SERVICES	87	5.3
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	77	4.7
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	72	4.4
J- INFORMATION AND COMMUNICATION	70	4.3
S- OTHER SERVICES	69	4.2
K- FINANCE AND INSURANCE SERVICES	60	3.7
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	45	2.8
L- REAL ESTATE SERVICES	35	2.1
Total	1627	99.9
No Response	1	0.1
Grand Total	1628	100

The table above shows sectoral dissemination of the enterprises. Ratio of sectors mainly employing “blue collar” labour force, like manufacturing and construction, is 35%. Only 6% of the sample enterprises are members of employers’ unions. Unionisation, considered as an indicator of institutionalisation of companies, owes its limited existence mainly to large scale enterprises with 200 and more employees. Similarly, the number of companies with workers who are members of trade unions is also quite limited (8%), and in only half of these companies workers are partially organised.

Graph 1 - **A Profile of Fieldwork Provinces**



More than half of the 1,628 enterprises dispersed throughout the country are located in İstanbul (34.5%), Ankara (16%), and İzmir (7.1%). Graph 1 shows the first 20 provinces embracing 86% of the research sample.

Table 4 - **Total Number of Disabled and Non-Disabled Workers**

	Total Number of Workers	Number of Female Workers	Number of Male Workers	Number of Disabled Workers	Number of Disabled Female Workers	Number of Disabled Male Workers
Number of Workers	430796	131555	299241	8977	1894	7083
Number of Respondent Workplaces	1603	1573	1596	1087	610	1024

Note: Difference between total numbers and gender-based numbers is shown on the last row, which is caused by the difference within the number of workplaces that responded to each variable.

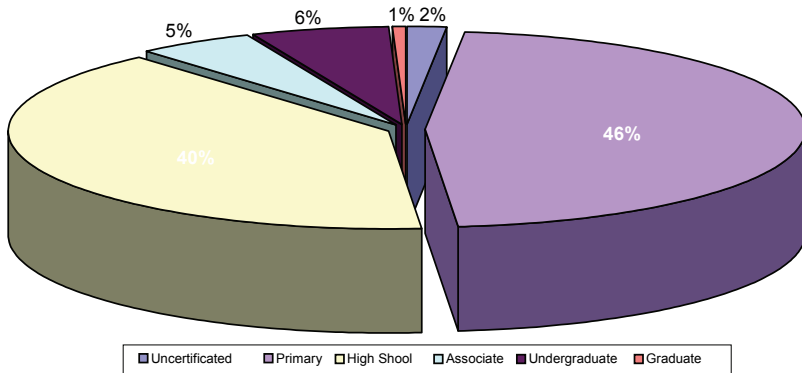
Graph 2 - **Gender Based Dissemination of Disabled and Non-Disabled Workers**



Table 4, on the other hand, gives certain characteristics of total employees in 1,603 enterprises that responded to the relevant question. Accordingly, more than 430 thousand workers are currently employed in 1,603 enterprises, 30.5% of whom are female. Given the Turkey average is 28%, it can be stated that the gender variable of this study is a representative of the general average in terms of volume. Ratio of disabled employees, total number of whom is almost nine thousand and who are employed in the private sector, to other employees (430,796 people) is 2.1% (Tablo-4). Educational background of disabled employees covered by this sampling is given in Graph 3. As can be seen from the Graph below, approximately half of the disabled workers are primary school graduates, followed by high school

graduates with 40%. Only 6% of the disabled workers have undergraduate degree that is supposed to use technology to create added value.

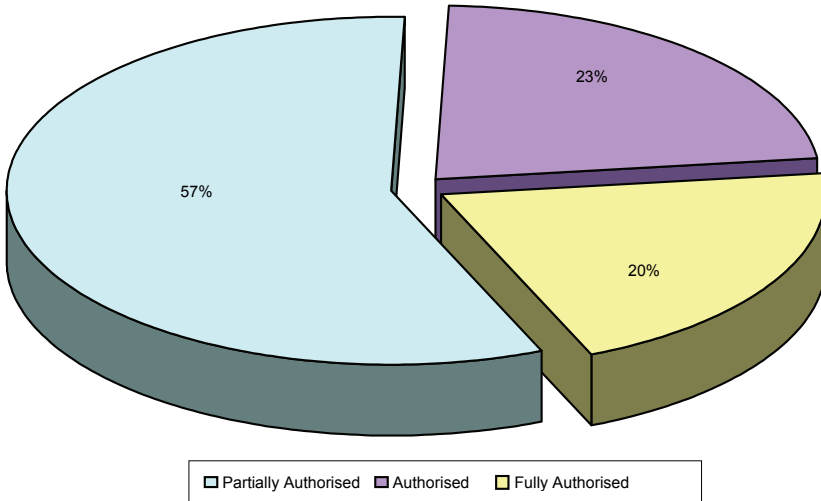
Graph 3 - **Educational Background of Disabled Workers**



Originally, it was said that owners of the enterprises were going to serve as observation unit for this study on the employment of disabled people in the private sector. And yet, this ideal situation was reformulated during the fieldwork as “owner or manager authorised for personnel recruitment”. Graph 4 shows the dissemination of respondents’ authorities for personnel recruitment. Almost half of the respondents (43%) have stated that they have authority for recruitment; it can be said that this group of respondents are employers or at an employer-like status. 57% of the respondents have stated that they have partial authority for recruitment. On the basis of gender, male respondents are clearly dominant: 65.8% of the respondents are male, and 34.2% are female. Among the respondents fully authorised for personnel recruitment, as expected, ratio of women decreases down to 24% while it is 76% for men. 75% of the respondents have completed tertiary level of education: 13% hold two year vocational school (associate) diploma, 55% have an undergraduate degree, and 7% hold a graduate degree. Ratio of female

respondents with an undergraduate or graduate degree is higher than male respondents by 5-6 points (78%).

Graph 4 - **Recruitment Authority of the Respondents**



In summary, it can be said that the enterprises covered by the fieldwork have been selected through a method making a statistical generalisation available, and also the number of questionnaires included in the analysis indicates a significant sample size. Similarly, sectoral composition and dissemination of the sample is also convenient for a labour market analysis in terms of employment of disabled people. Finally, it can be stated that work positions of respondents are also convenient for a better understanding of the private sector's attitudes and behaviours on this issue.

1.2.2. Patterns as to the Employment of Disabled People and Gender

In this section, the enterprises will be analysed based on their sizes in terms of employment of disabled people and their characteristics as of the sectors they are operating. Gender compositions of not only employment but also employment of disabled people are also examined within this section.

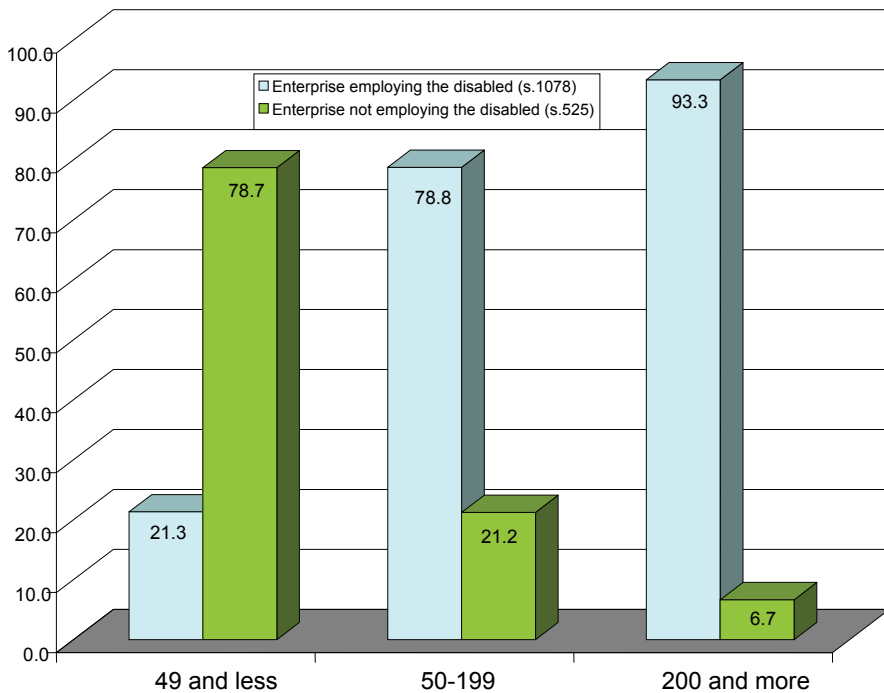
There is a linear relationship between the enterprise size and tendency to employ disabled people as seen in Table 5, also as a result of legal arrangements. Almost all of large scale companies with 200 or more employees (93.3%) employ disabled people; this ratio is just below 80% for medium size enterprises and sharply decreases to 20% for small companies with 50 or less employees. In other words, the smaller the enterprise size, as expected, the smaller the number of enterprises employing disabled people. It is understood that the average number of disabled employees per enterprise is eight. This figure goes down to two or three for small and medium size enterprises, while it goes up to 17 workers in large scale enterprises. Data given in the last column of Table 5 shows that the large scale enterprises have a critical role not only in terms of general employment capacity but also in terms of employment of people with disabilities. Large scale enterprises, constituting only 27% of 1,603 companies in the table, employ almost 80% of 8,830 disabled workers covered by this study. 20% of the disabled workers are employed in medium sized enterprises whereas employment ratio of disabled people in small size enterprises is at a neglectable level (2%). Graph 5 gives a graphical picture of this situation.

It is necessary to detail enterprises' capacity for employment of disabled people as of sectors they are operating in terms of deepening in the labour market analysis. Extremely detailed data was collected at the fieldwork about these active sectors, and Statistical Classification of Economic Activities in European Community NACE Rev.2 was taken into consideration for classification of the sectors. Detailed sectoral definition was deduced down to 15 titles during the statistical analysis.

Table 5 - **Disabled Labour Force Employment as of Enterprise Size**

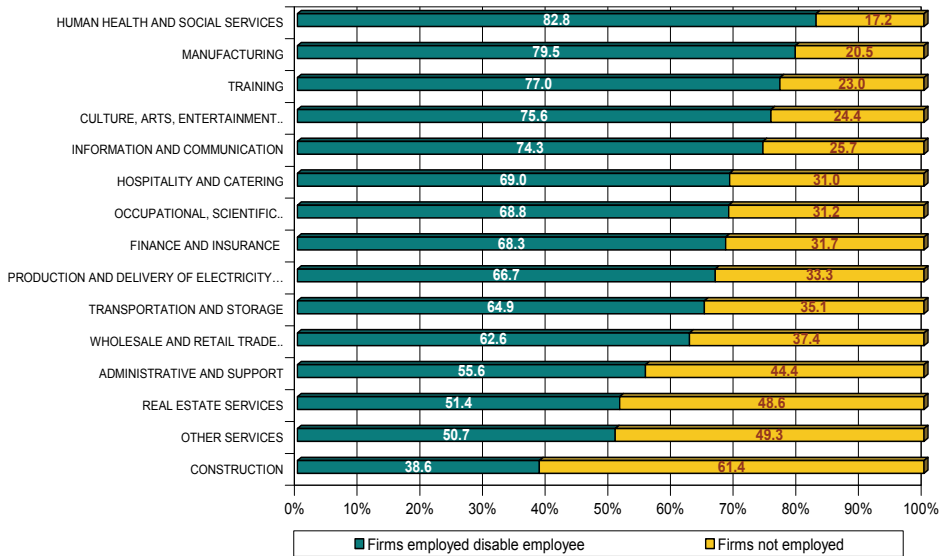
# of Enterprises %	Employment of Disabled Labour Force				
	Yes	No	Total #	Average	Total # and %
Small Size (49 and less employees)	92	340	432	1,86	169 (%2)
	21.3%	78.7%	100.0%		
Medium Size (50-199 employees)	579	156	735	2,87	1657 (%19)
	78.8%	21.2%	100.0%		
Large Size (200 and more employees)	407	29	436	17,29	7004 (%79)
	93.3%	6.7%	100.0%		
Total	1078	525	1603	8,23	8830
	67.2%	32.8%	100.0%		

Graph 5 - **Employment of Disabled People as of Enterprise Size**



Graph 6 shows the aforementioned sectors and the employment ratio of disabled persons in enterprises operating in each sector. Below Graph does not show sectoral dissemination of the employment of disabled persons, yet indicates the ratio of employing disabled persons of the enterprises in the relevant sectors. In other words, Graph 6 reveals the extent to which the companies are open for employing disabled persons as of sectors. As can be seen in the graphic, companies employing disabled persons with 75% and more are operating in the following five sectors: "human health and social services" (83%), "manufacturing" (79.5%), "training" (77%), "culture, arts, entertainment,..." (75.6%) "information and communication" (74%). Similarly, it is possible to identify those sectors relatively closed to employment of disabled people based on the dissemination of enterprises employing disabled persons below the average (67%): "transportation and storage" (65%), "wholesale and retail trade" (62.6%), "administrative and support services" (55.6%), "real estate activities" (51%), "other services" (51%) and finally "construction" sector with 38.5%.

Graph 6 - **Employment Ratio of Disabled People in Enterprises as of Sectors**



Having examined the extent of employment of people with disabilities by employers as of sectors, it will be complementary for the analysis to study the dissemination of disabled and non-disabled labour force as of sectors. As indicated before, there are more than 430 thousand paid employees in 1,628 enterprises within the research sample. Table 6 lists the number and rate of the employment of disabled and non-disabled persons in a descending order as of sectors. The employment rate is calculated by dividing the number of disabled employees by the number of total employees. This rate along with the sectors' share of employment of disabled persons in general employment is given in the last two columns of the table. First five sectors in the following table covers 60% of the total 430 thousand employees and 9,000 disabled employees.

Table 6 - A Profile of Employment in General and Employment of Disabled People in Enterprises as of Sectors

SECTORS	Employment					
	Number (A)	Sector Share (B)	# of Disabled People (C)	Sector Share for Disability (D)	Disability Ratio (C/A*100)	Disability Difference (D-B)
C- MANUFACTURING	83583	% 19.4	2027	% 22.6	% 2.4	3.2
K- FINANCE AND INSURANCE SERVICES	54184	% 12.6	893	% 10.0	% 1.6	-2.6
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	43812	% 10.2	790	% 8.8	% 1.8	-1.4
J- INFORMATION AND COMMUNICATION	38032	% 8.8	951	% 10.6	% 2.5	1.8
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	37657	% 8.7	989	% 11.0	% 2.6	2.3
H- TRANSPORTATION AND STORAGE	37307	% 8.7	721	% 8.0	% 1.9	-0.6
N- ADMINISTRATIVE AND SUPPORT SERVICES	32136	% 7.5	586	% 6.5	% 1.8	-0.9
I- HOSPITALITY AND CATERING SERVICES	21514	% 5.0	480	% 5.4	% 2.2	0.4
F- CONSTRUCTION	20374	% 4.7	265	% 3.0	% 1.3	-1.8
P- TRAINING	15365	% 3.6	300	% 3.3	% 2.0	-0.2
O- HUMAN HEALTH AND SOCIAL SERVICES	14067	% 3.3	340	% 3.8	% 2.4	0.5
S- OTHER SERVICES	11993	% 2.8	140	% 1.6	% 1.2	-1.2
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	11565	% 2.7	269	% 3.0	% 2.3	0.3
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	5867	% 1.4	162	% 1.8	% 2.8	0.4
L- REAL ESTATE SERVICES	2910	% 0.7	50	% 0.6	% 1.7	-0.1
TOTAL	430366	% 100.0	8963	% 100.0	% 2.1	0.0

Table 7 - **Gender-Based Dissemination of Total Workers and Disabled Workers as of Sectors**

SECTORS	Employment					
	Number of Female Workers	Number of Disabled Female Workers	Disability Ration for Female Workers in the Sector	Number of Male Workers	Number of Disabled Male Workers	Disability Ration for Male Workers in the Sector
C- MANUFACTURING	22579	321	% 1.4	59877	1696	% 2.8
J- INFORMATION AND COMMUNICATION	14526	299	% 2.1	23799	513	% 2.2
K- FINANCE AND INSURANCE SERVICES	17319	235	% 1.4	21737	533	% 2.5
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	3848	141	% 3.7	24687	831	% 3.4
O- HUMAN HEALTH AND SOCIAL SERVICES	8345	130	% 1.6	5584	214	% 3.8
N- ADMINISTRATIVE AND SUPPORT SERVICES	9187	125	% 1.4	22239	459	% 2.1
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	13535	119	% 0.9	29941	662	% 2.2
P- TRAINING	6145	75	% 1.2	8081	225	% 2.8
I- HOSPITALITY AND CATERING SERVICES	6116	66	% 1.1	15543	412	% 2.7
H- TRANSPORTATION AND STORAGE	7097	52	% 0.7	19504	236	% 1.2
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	3487	49	% 1.4	7973	211	% 2.6
F- CONSTRUCTION	1789	42	% 2.3	18048	218	% 1.2
S- OTHER SERVICES	3201	40	% 1.2	8792	115	% 1.3
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	1614	34	% 2.1	3693	124	% 3.4
L- REAL ESTATE SERVICES	712	7	% 1.0	2057	44	% 2.1
TOTAL	119500	1735	% 1.5	271555	6493	% 2.4

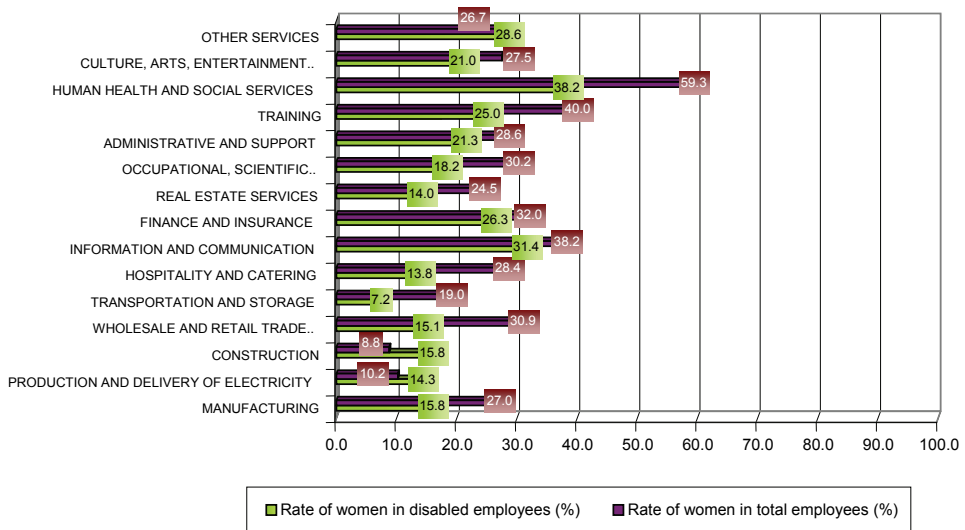
As seen in Table 7, although the burden of the employment of disabled people is shouldered by these five sectors, it can easily be said that manufacturing sector has a distinctive place in this list. Almost one of every four disabled workers is employed in the manufacturing sector. This ratio is one to five for non-disabled employees. Thus, the manufacturing sector employs disabled persons at a rate over its share among the non-disabled persons, in contrast to the general trend. Yet, although Finance and Insurance Services, Wholesale and Retail Trade, etc. placed on the second and third steps of the list employ disabled persons at relatively higher rates, like 10%, this rate is lower than the sectoral share among general employees. It seems that the construction sector is mostly similar to these two sectors. Minus values in the last column of Table 6 indicate that sectoral share among the disabled employees falls behind the share among the general employment by how many points; and thus, it is possible define those sectors relatively closed for employment of disabled persons.

Sector-based labour force analysis can be deepened by adding the gender variable. Data from such examination is given in Table 7. As pointed out previously, rate of disabled workers among all workers is 2.1% (Table 4). In other words, 2 of each 100 employees are disabled. In terms of disabled women, merely 1.5 of each 100 female employees is disabled. In terms of disabled men, 2.5 of each 100 female employees are disabled. It can easily be said that women are more disadvantageous in the employment of people with disabilities, as in general employment. Looking from a sector-base perspective, the first three sectors (“manufacturing”, “information and communication” and “finance and insurance services”) shouldering 45% of female employment have also shouldered almost half of the employment of disabled women. “Information and communication” among these three sectors seem to exhibit a more open approach to the employment of disabled women. An adverse situation is valid for “wholesale and retail trade” with a relatively higher share in

female employment (11%). Only 0.9% of the female employees in the sector are disabled. Adding “human health and social services” and administrative and support services” to this sector, we will get another three of a kind shouldering a significant portion of the female employment (26%). Only, share of the said sectors remains at 20% among disabled female workers.

It will be complementary to emphasise the following points in the light of the data in Graph 7 as a result of the sector-based analysis of the employment of disabled women:

Graph 7 -**Rate of Female Employees as of Sectors for Disabled and Non-Disabled Employees**

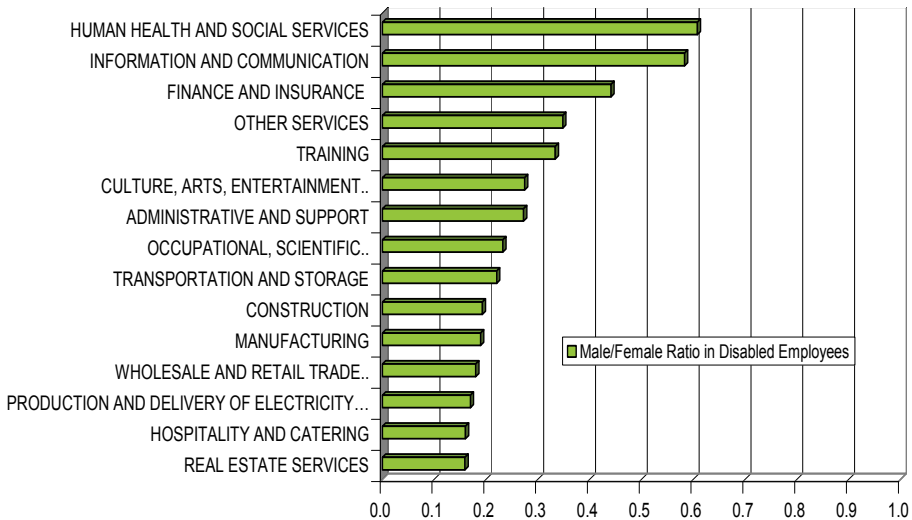


(i) First of all, in construction (9%) and electricity-gas (10%) sectors where the ratio of female employees is significantly low, the rate of women within the disabled employees is relatively higher: 16% of the disabled employees in construction and 14% of the disabled employees in electricity-gas are women. (ii) Another group is formed by those sectors where the rate of women in disabled employees is close to the general ratio; including “other services”, “culture, arts” and

“administrative and support services”. (iii) The third group includes sectors with lowest ratio of disabled female employees. Similarly, the rate of female employees in the training sector is 40%, while the rate of women among disabled employees is 25%.

In brief, it is seen that gender balance in employment is broken against women. This break is deeper with regard to disabled women. In order to clarify this issue, male/female ratio was calculated for each sector. Graph 8 gives the results of this calculation. The highest value in the Graph, that is 1, shows the sector where disabled male and female employees are equal. As the number decreases down to 0, the balance is broken against disabled female employee. “Human health and social services” is the only sector where disabled female employees are closest to disabled male employees by 0.6 point, which is followed by “information and communication” (0.56) and “finance and insurance” (0.43). The first three sectors where male/female ratio in the employment of disabled people is relatively balanced are the sectors with relatively higher level of education, knowledge and qualification.

Graph 8 - **Male/Female Ratio in Disabled Employees as of Sectors**



The sectors listed on the other side of the graphic are those sectors with one female of every 5 to 7 disabled employees. These sectors, where male/female ratio is 0.17 to 0.20, are construction, manufacturing, wholesale and retail trade, electricity-gas-steam, hospitality-catering, and real estate.

Table 8 - **Educational Background of Disabled Employees as of Sector**

SECTORS	Primary Education Graduates (n.3640)	High School and 2-Year Vocational School Graduates (n.3468)	Undergraduate and Graduate Degree (n.505)
	%	%	%
C- MANUFACTURING	33.2	22.0	10.7
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	6.6	19.9	16.0
F- CONSTRUCTION	4.5	2.6	0.4
G- WHOLESALE AND RETAIL TRADE	8.0	5.3	1.2
H- TRANSPORTATION AND STORAGE	4.1	3.1	2.6
I- HOSPITALITY AND CATERING SERVICES	5.7	1.0	1.0
J- INFORMATION AND COMMUNICATION	6.2	13.4	22.0
K- FINANCE AND INSURANCE SERVICES	4.4	15.7	29.3
L- REAL ESTATE SERVICES	0.6	0.8	0.4
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	3.5	2	3.8
N- ADMINISTRATIVE AND SUPPORT SERVICES	10.0	3.2	0.2
P- TRAINING	5.0	2.8	4.2
O- HUMAN HEALTH AND SOCIAL SERVICES	3.6	4.9	4.0
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	2.1	2.0	3.4
S- OTHER SERVICES	2.6	1.2	0.8
TOTAL	100.0	100.0	100.0

Determinative role of education in employment is well known. Although there is a title "legal obligation" in the employment of people with disabilities, one cannot say that disabled labour force is an exception in terms of this determinative role of education. Of almost 8,000 disabled labour force covered by this study, 48% holds a primary education diploma, 45% holds a secondary education diploma, and 7% holds an undergraduate and graduate diploma. As can be seen in Table 8, dissemination of the primary education graduates (3,640 persons) as of sectors shows an accumulation in the manufacturing sector with 33% which is followed by administrative and support services with 10% and wholesale and retail trade with a similar rate. When the level of education goes up to high school and two-year vocational schools, the accumulation is moved to those sectors shouldering the disabled employees: "manufacturing", "electricity-gas-steam", "finance and insurance" and "information and communication". This trend is more significant and stronger in the upper levels of education. Disabled employees holding an undergraduate or graduate degree are accumulated in, respectively, "finance and insurance" (29%), "information and communication" (22%), "electricity-gas-steam" (16%) and finally "manufacturing" (11%).

1.2.3. Reasons for Employing Disabled Persons

Employers are posed an open-ended question "*Why do you employ disabled persons?*". Responses to this question, housing more than one reason, were grouped under three main indicators: "*legal obligation*", "*social responsibility*", and "*deemed suitable for the job*". Table 9 reveals reasons for employing disabled persons as of enterprise size. Evaluating enterprise scales together, principal reason for employing disabled persons is "legal obligation" with 71%, which is followed by "social responsibility" with 22% and "deemed suitable for the job" with only 7%. Having questioned the relationship between enterprise size and reason for employing disabled people, it has been seen that "legal obligation"

reason is dominant for medium scale (50-199 employees) and large scale (200 and more employees) enterprises, while “social responsibility and “deemed suitable for the job” reasons are preferred by small scale (49 and less employees) enterprises 8-10 points above the average.

Table 9 - **Reasons for Employing Disabled Persons as of Enterprise Size**

Enterprise Size	Legal Obligation		Social Responsibility		Deemed Suitable for Job		Total	
	#	%	#	%	#	%	#	%
Small scale (49 and less workers)	56	53.8	30	28.8	18	17.3	104	7.9
Medium scale (50-199 workers)	512	74.3	137	19.9	40	5.8	689	52.6
Large scale (200 and more workers)	363	70.1	120	23.2	35	6.8	518	39.5
Total	931	71.0	287	21.9	93	7.1	1311	100.0

Table 10 - **Reasons for Employing Disabled Persons as of Sectors**

SECTORS	Legal Obligation		Social Responsibility		Deemed Suitable for Job		Total
	#	%	#	%	#	%	#
C- MANUFACTURING	275	70.7	83	21.3	31	8.0	389
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	41	77.4	7	13.2	5	9.4	53
F- CONSTRUCTION	54	69.2	18	23.1	6	7.7	78
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	87	64.9	36	26.9	11	8.2	134
H- TRANSPORTATION AND STORAGE	56	73.7	16	21.1	4	5.3	76
I- HOSPITALITY AND CATERING SERVICES	50	73.5	15	22.1	3	4.4	68
J- INFORMATION AND COMMUNICATION	43	63.2	16	23.5	9	13.2	68
K- FINANCE AND INSURANCE SERVICES	36	69.2	12	23.1	4	7.7	52
L- REAL ESTATE SERVICES	17	85.0	3	15.0	0	0.0	20
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	50	75.8	12	18.2	4	6.1	66
N- ADMINISTRATIVE AND SUPPORT SERVICES	54	77.1	13	18.6	3	4.3	70
P- TRAINING	62	72.9	19	22.4	4	4.7	85
O- HUMAN HEALTH AND SOCIAL SERVICES	63	72.4	18	20.7	6	6.9	87
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	28	71.8	10	25.6	1	2.6	39
S- OTHER SERVICES	29	69.0	10	23.8	3	7.1	42
TOTAL	945	71.2	288	21.7	94	7.1	1327

Tendencies and Reasons for Not Employing People with Considering these trends in terms of sectors, as in Table 10, will strengthen the analysis. In this regard, for example, it will be important to question the dissemination of the “deemed suitable by job” criterion (with a general average of 7%) through the sectors with shouldering the employment of disabled people. As may be remembered, pioneering sectors in the employment of people with disabilities are, respectively, “manufacturing”, “information-communication”, “finance-insurance”, “electricity-gas” and “human health”. Among them, except for “human health” sector, “deemed suitable for the job” reason has received a value above general average. Among these values observed in Table 10, significant rates are 13.2% for

“information-communication”, 9.4% for “electricity-gas”, and 8% for “manufacturing”. On the other hand, “legal obligation” reason is preferred over general average in those sectors relatively closed to employment of disabled persons. “Real estate activities” is an example with its 85% value being 15 points over the general average.

I.2.4. Disabilities

This study covers not only reasons for employing disabled persons but also reasons for not employing them. As emphasised before, there are 535 enterprises that do not employ people with disabilities (32.8%), 185 of which (35%) are enterprises with 50 or more employees. Thirteen of these enterprises, having responded to this question, have stated that they have not received any “*job application by a disabled person*”, nine have claimed that they have “*employees under quota*”, and three have emphasised that the sector is not suitable for disability. Approximately 340 of the enterprises having employed no disabled person are workplaces with less than 50 employees. The enterprises that have explained reasons for not employing disabled persons are minority. That is, out of 340 enterprises, only 43 have stated that they have “*employees under quota*”, three complained about “*lack of job applications*” and eight have emphasised that the sector is not suitable for disability.

It will be more meaningful to examine “*reasons for not employing people with disabilities*”, which is a very important title for the purposes of this study, using qualitative expressions rather than discussing it with limited quantitative data. Table 11 reveals reasons directly expressed by the respondents and their dissemination. As can be seen, the most dominant reason serving as a basis for private enterprises’ negative attitude towards employment of disabled persons is “being suitable for the job” (approx. 60%). This criterion emphasises various variables

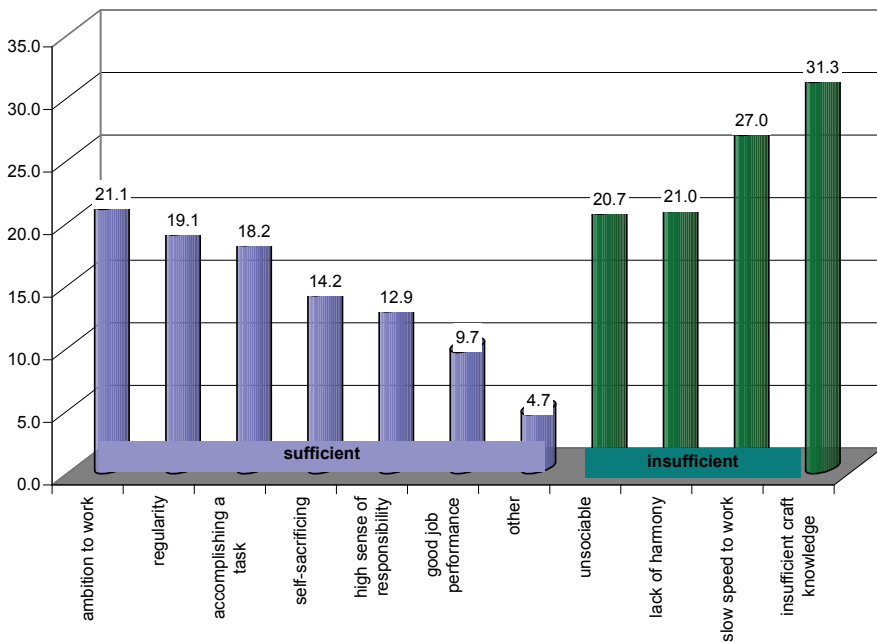
such as suitable qualifications, skills, training, etc. Second tendency of the enterprises is externalisation of the reason. Here, Turkish Employment Organisation and regulatory legislation along with disability vision come to the foreground as two significant external reasons. Legal and institutional reasons in the following table have 15% weight. The most surprising of all reasons for not employing disabled people is the ones attributed to the disabled: unwilling to work, inconsistent, picky, maladaptive, delicate, aggressive, inefficient, and slow. This vision of disabled people, decorated with prejudices and biases has 20% weight, a figure not to be underestimated. The remaining reasons mostly emphasise the characteristics of physical facilities.

Table 11 - **Employers' Reasons for Not Employing Disabled Persons**

<i>Problem Areas / Provisions of Respondents</i>	#	%
We cannot find disabled people suitable for the job/sector	175	31.6
We cannot find qualified disabled people with vocational training.	106	19.2
Turkish Employment Organisation does not send suitable candidates with disabilities for the job.	61	11.0
They are unwilling to work / inconsistent / irregular.	41	7.4
We cannot find disabled employee.	30	5.4
They do choose tasks.	24	4.3
There are adjustment / communication problems.	20	3.6
They are delicate / capricious / aggressive.	19	3.4
They are not productive.	11	2.0
There are problems about wages.	7	1.3
We cannot find disabled employees at the building site in rural areas.	5	0.9
There are transportation problems.	5	0.9
There are ups and downs for quota.	5	0.9
We cannot get support from Turkish Employment Organisation.	4	0.7
They slow down the work.	4	0.7
Their physical features are unsuitable.	4	0.7
They are subject to social biases.	4	0.7
We cannot have the severely disabled work.	4	0.7
There are problems caused by legislation.	4	0.7
There are problems regarding work safety.	3	0.5

It is possible to have a closer look to employers' assessment about disabled employees in order to strengthen the above analysis. Employers' assessment about disabled employees are sought by open-ended questions in this study, the responses are classified and digitalised, and subjected to multiple-response analysis. There are two interesting issues in Graph 9: First of all, positive characteristics that are considered "sufficient" are about disabled employees' individual work behaviours, while characteristics considered "insufficient" are about maladjustment to collective work life. Secondly, positive characteristics list includes features attributed to the *personality* of the disabled employee such as perseverance, insistence, obligation, self-sacrifice whereas insufficiency about knowledge, speed or adjustment emphasises the *capacity* of the disabled employee.

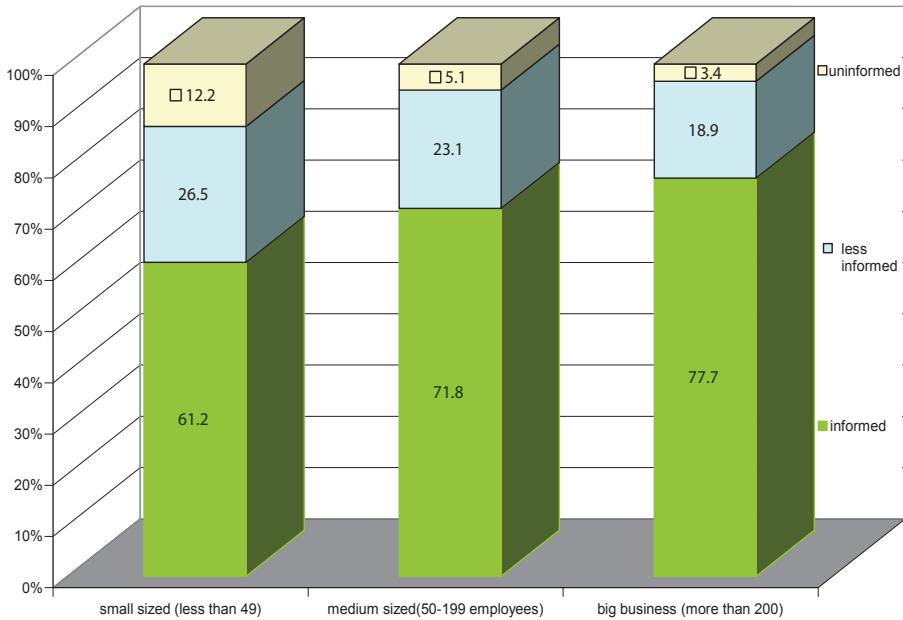
Graph 9 - **Disabled Employees' Characteristics Deemed Sufficient and Insufficient**



I.2.5. Legal - Physical Capacity of Enterprises for Employing Disabled Persons

Graph 10 reveals employers' knowledge about legislation regulating the employment of people with disabilities. Almost 72.6% of the enterprises have stated that they know the legislation, while 22% partially know the legislation and 5% do not know about the legislation. Knowledge of legislation in medium and large scale enterprises is similar.

Graph 10 - **Knowledge Level / Frequency of the Legislation Regulating the Employment of disabled Persons as of Enterprise Size**



As included in Table 12, enterprises with a level of knowledge of legislation lower than the general average (72.5%) range from "construction" (71%) to "culture, arts, entertainment" (62.2%). As seen in the table, sectors with relatively low level

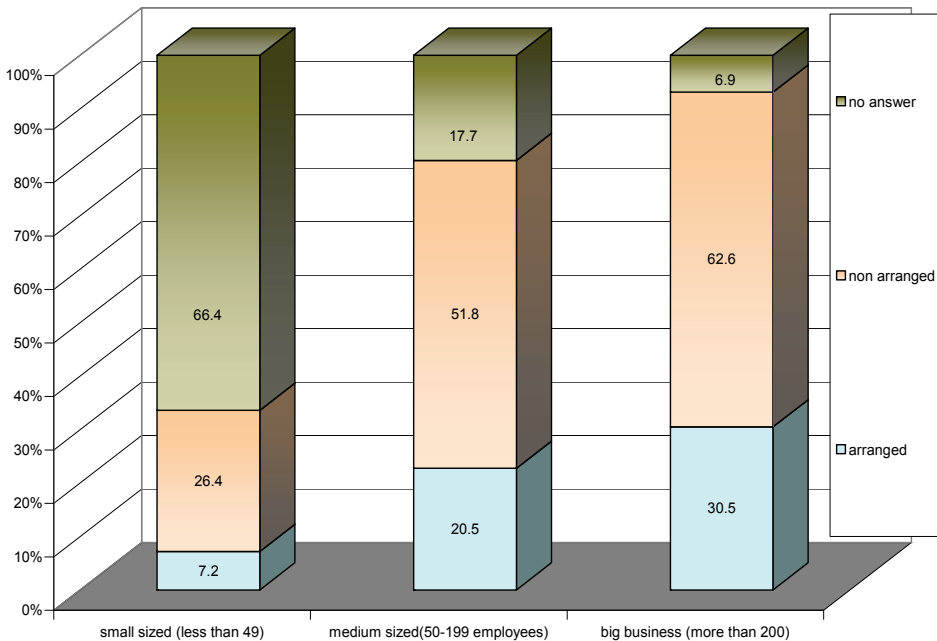
of legislation knowledge are either those with difficult conditions of work or those open to consumer interaction.

Table 12 - **Levels of Knowledge on Legislation Regulating the Employment of Disabled Persons**

	Do they know about the legislation for the employment of people with disabilities?			Total
	Yes %	Little bit %	No %	#
K- FINANCE AND INSURANCE SERVICES	85.7	14.3	-	42
L- REAL ESTATE SERVICES	85.0	15.0	-	20
J- INFORMATION AND COMMUNICATION	81.8	7.3	10.9	55
O- HUMAN HEALTH AND SOCIAL SERVICES	80.0	16.0	4.0	75
I- HOSPITALITY AND CATERING SERVICES	75.0	20.6	4.4	68
S- OTHER SERVICES	73.8	23.8	2.4	42
C- MANUFACTURING	73.4	22.8	3.8	338
F- CONSTRUCTION	71.1	22.9	6.0	83
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	70.7	20.7	8.6	58
N- ADMINISTRATIVE AND SUPPORT SERVICES	68.7	20.9	10.4	67
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	68.7	24.3	7.0	115
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	68.6	27.5	3.9	51
H- TRANSPORTATION AND STORAGE	67.2	26.9	6.0	67
P- TRAINING	65.2	27.5	7.2	69
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	62.2	29.7	8.1	37
TOTAL	72.5	22.0	5.5	1187

It is well known that employment of disabled people generally necessitates arrangement of physical facilities at workplaces. However, only 20% of the respondents responded positively to this question "Have you made physical arrangements for disabled employees at your workplace?" 28% of the respondents left this question unanswered. More than half of the enterprises (52.5%) stated that they did not make any physical arrangement for disabled employees. This issue has been recalculated in Graph 11 below on the basis of different enterprise sizes. It is understood that leaving the question unanswered is a typical attitude of small size enterprises.

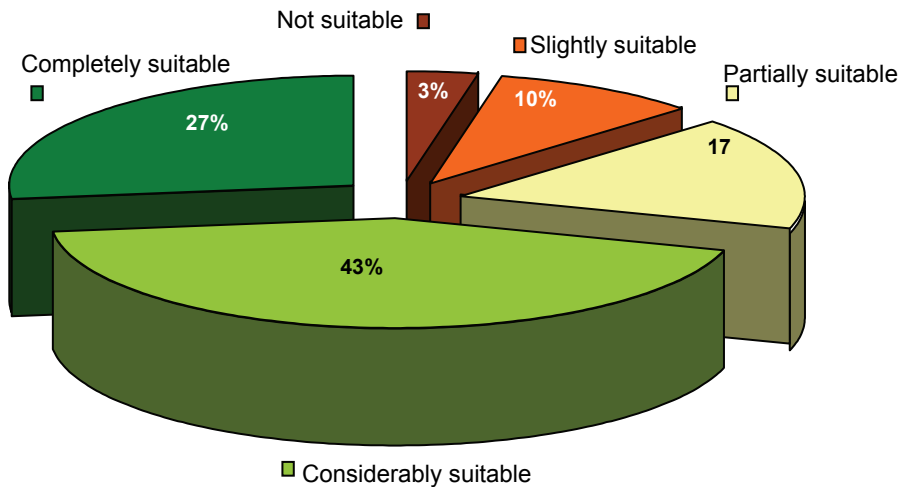
Graph 11- **Tendency to Make Physical Arrangements for Disabled Employees as of Enterprise Size**



This pessimistic picture about physical arrangements at workplaces has lightened up with the data revealing how compliant the current workplace conditions are for disabled employees. The data in Graph 12 put forward the extent

the employers believe their workplaces are suitable for disabled employees in terms of physical conditions. Accordingly, 27% of the respondents think that the current physical conditions at the workplace are completely suitable for disabled employees. Majority of the respondents (43%) preferred 'considerable suitable' option for this question. Enterprises stating that their physical conditions are "not suitable" or "partially suitable" may be considered as enterprises that are in need of physical arrangement (30%).

Graph 12 **To What Extent Are the Physical Conditions Suitable For Disabled Employees?**



It is also useful to check the relationship between the tendency to make physical arrangements at workplace for disabled employees and suitability of physical facilities for disabled employees. Almost 70% of the employers, who stated that no physical arrangements have been made at the workplace, said that physical conditions were completely or considerably suitable for disabled employees. Ratio of enterprises that neither have done physical arrangement nor had suitable working

conditions is 15%. This rate, as seen in Table 13, goes up to 27% for those enterprises that have left the question about workplace arrangement unanswered.

Table 13- Relationship between the Tendency to Make Workplace Arrangements and Suitability of Physical Conditions for Disabled Employees

Are Physical Conditions at the Workplace Suitable for Disabled Employees?		Have You Done Any Arrangements for Disabled Employees?			Total %
		Yes %	No %	Unanswered %	
	Not Suitable	1.6	3.8	6.7	3.2
	Slightly Suitable	8.7	10.1	20.0	9.9
	Partially Suitable	13.7	17.8	13.3	16.6
	Considerably Suitable	37.3	45.7	46.7	43.4
	Completely Suitable	38.8	22.6	13.3	26.9
Total		100.0	100.0	100.0	100.0

Table 14- Suitability of Physical Conditions at Workplaces for Disabled Employees (as of Sectors)

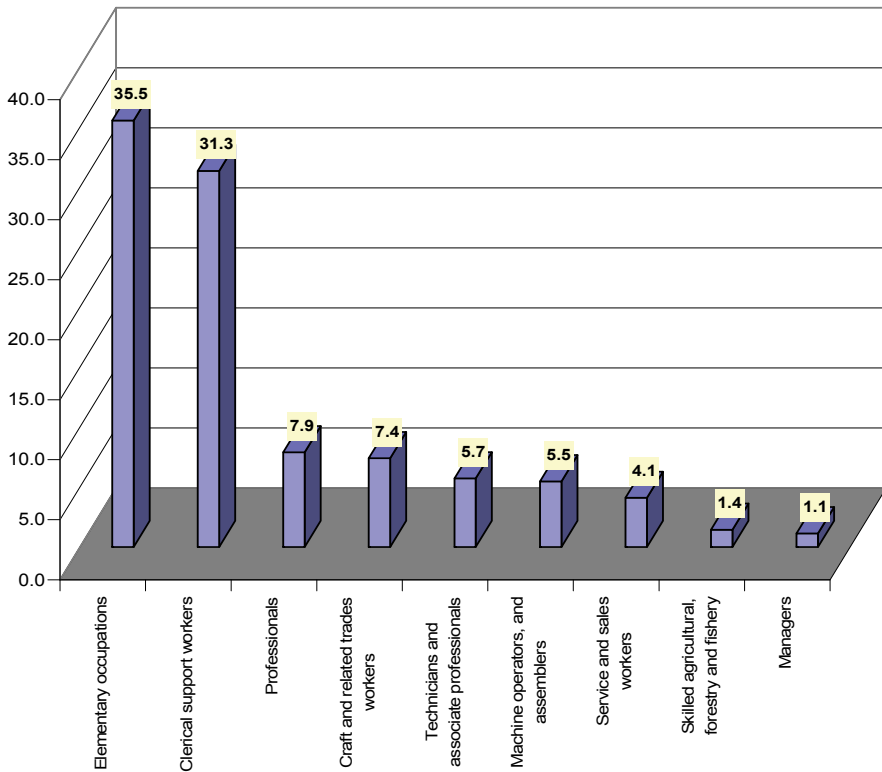
	Are Physical Conditions at the Workplace Suitable for Disabled Employees?				
	Completely	Considerably	Partially	Slightly	None
O- HUMAN HEALTH AND SOCIAL SERVICES	44.0	38.7	13.3	2.7	1.3
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	40.5	29.7	16.2	8.1	5.4
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	34.5	34.5	24.1	1.7	5.2
F- CONSTRUCTION	30.1	33.7	15.7	14.5	6.0
L- REAL ESTATE SERVICES	30.0	55.0	5.0	10.0	0.0
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	27.5	39.2	21.6	7.8	3.9
S- OTHER SERVICES	26.2	45.2	9.5	11.9	7.1
WHOLESALE & RETAIL TRADE	26.1	47.0	16.5	8.7	1.7
N- ADMINISTRATIVE AND SUPPORT SERVICES	25.4	46.3	13.4	14.9	0.0
I- HOSPITALITY AND CATERING SERVICES	25.0	42.6	13.2	14.7	4.4
P- TRAINING	24.6	50.7	13.0	10.1	1.4
J- INFORMATION AND COMMUNICATION	24.1	48.1	22.2	3.7	1.9
C- MANUFACTURING	23.4	43.0	18.4	11.6	3.6
K- FINANCE AND INSURANCE SERVICES	21.4	52.4	14.3	11.9	0.0
H- TRANSPORTATION AND STORAGE	19.4	50.7	17.9	7.5	4.5
TOTAL	26.9	43.4	16.6	9.9	3.2

Looking at the suitability of physical conditions at the workplaces for disabled employees as of sectors, it is possible to achieve significant results. Table 14 lists enterprises considering the suitability of their physical conditions for disabled employees 'completely suitable' in a descending order. It should be noted that, excluding the first-ranked "human health and social services" sector, the following four are all sectors considered 'relatively closed' for the employment of disabled people. On the other hand, the table shows that these four sectors, namely "culture-arts", "vocational-scientific", "construction" and "real estate", have higher rates for 'partially suitable', 'slightly suitable' and 'not suitable' option.

I.2.6. Jobs and Occupations of Employees with Disabilities

The survey has clearly covered the jobs performed by disabled employees in detail, and responses to the open-ended question have been standardised and coded accordingly. It is also possible to say that this study, using ISCO-88 (International Standard Classification of Occupations) has led to development of a data set that can serve as a reference to comparative research studies.

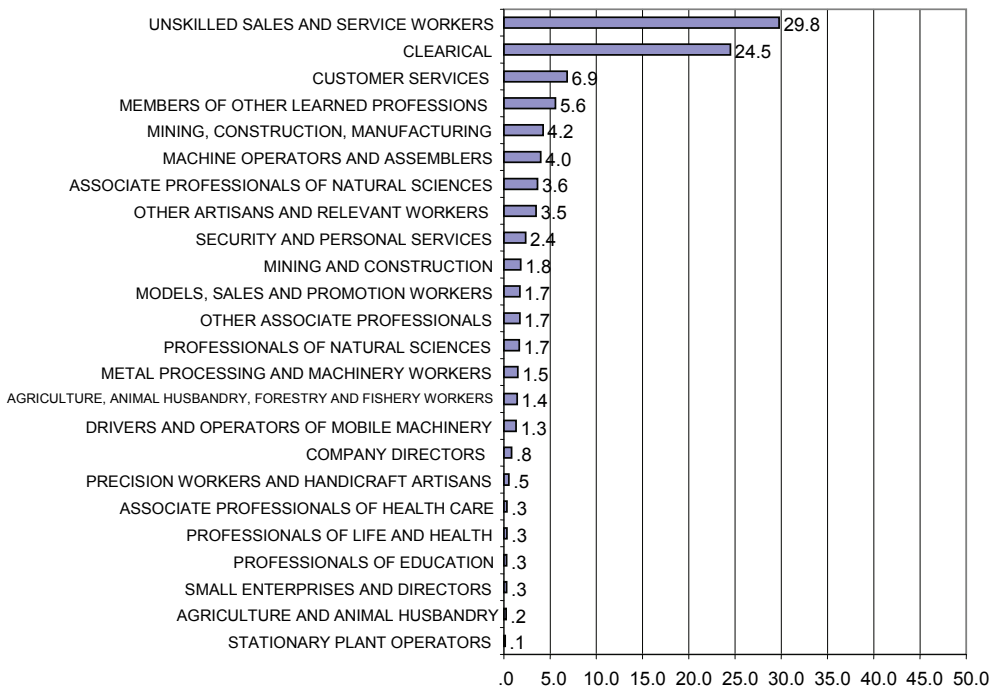
Graph 13- **Classification of Job and Occupations of Employees with Disabilities**



A review of Graph 13 shows that such business segments as 'unskilled jobs' and 'office and customer services' have a larger share in the current

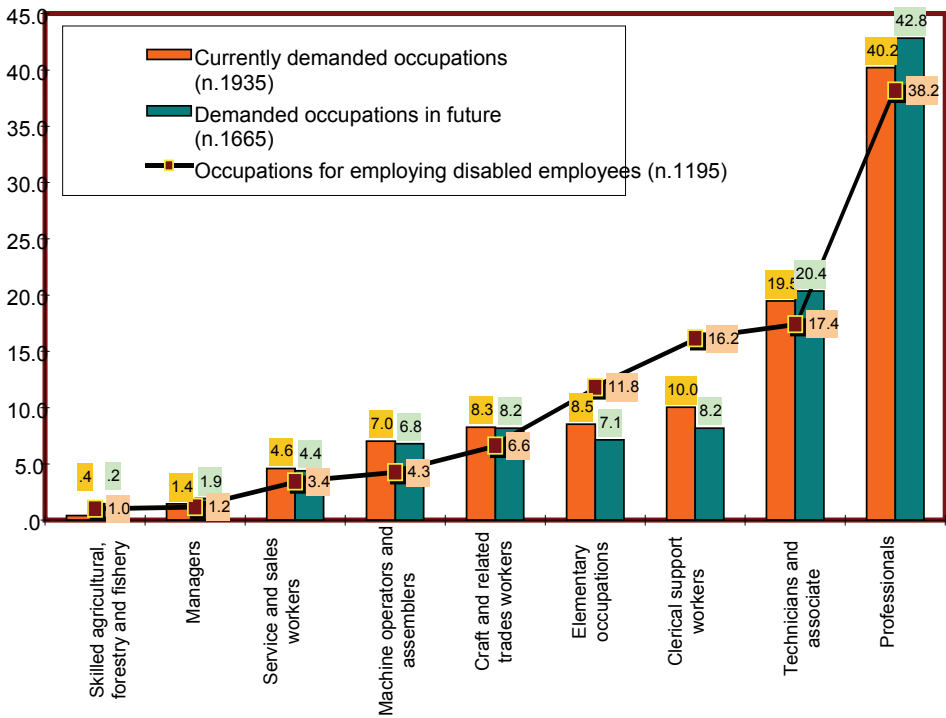
employment of disabled labour force. There are four more business segments following these two shouldering 67% of the employment of disabled people with an interval of 5-8%. These occupations, which require a certain qualification and skill, are “*professional occupations*”, “*artisans and relevant occupations*”, “*auxiliary professional occupation groups*” and “*plant and machinery operator*”. These segments and occupational groups are the results of classifications developed on the basis of 10 main groups at level 1 of ISCO-88. It may be more useful to present the same data using a classification based on 20 occupations at level 2 of ISCO for clarifying areas of employment of disabled workers. Graph 14 is prepared to respond to this need.

Graph 14- ***Classification of Job and Occupations of Employees with Disabilities***



A public's will aiming at improving the employment of disabled persons both quantitatively and qualitatively has to have a good understanding of daily decisions made at the management level of enterprises as well as opinions of actors affecting the demand for labour about occupations in demand today and in 10 years from now. An analysis of the share of disabled labour force in the future vision of occupations shall be complementary in this aspect.

Graph 15- **Occupations in Demand Today and in 10 Years Time & Tendencies for Employing Disabled Persons**



Graph 15 shows the opinions of employers or other respondents at managerial level about the occupations in demand today and in the next 10 years as well as potential areas of work they allocate for disabled workers. It can be seen from the graphic that, in terms of those shaping the labour force in the private

sector, all of these specific occupations in demand today and in the future are open for the employment of disabled people as well. Such that, according to the employers or other respondents at managerial level, professional occupations shall be most in demand in the future, as in today, which will be followed by auxiliary occupations working for these professional occupations. Hence, 40% of the “occupations in demand today” are defined in this area, and 19.5% are in the area of ‘auxiliary professional’ occupations. According to the respondents, professional occupations and auxiliary jobs have a determining place for the “occupations to be in demand in the future” with 43% and 20% respectively. From the perspective of private sector representatives, professional occupations and auxiliary professional jobs are both open for the employment of disabled people. The respondents have stated that they consider employing disabled people 38% in professional occupations and 17% in auxiliary professional jobs. There are two occupational groups where the point for occupation in demand is lower than the tendency for employing disabled people: ‘office and customer services’ and ‘unskilled jobs’. The ‘office and customer services’ foresees 16% employment ratio for disabled people while it is stated that demand ratio for these occupations shall be 10% in the future.

1.2.7. Opportunities for Increasing Employment Rate of People with Disabilities

This section analyses opinions and suggestions of the employers and managers for increasing the employment rate of people with disabilities. Table 15 presents data on the employers’ suggestions as well as which ones they are going to undertake among these suggestions.

Table 15-*Multiple Response Analysis about the Means to Increase Performance of Disabled Employees and the Liabilities of Employers*

	How to improve performance of disabled employees?		Which one do the employers undertake?	
	#	%	#	%
Vocational training courses	634	15.9	303	10.6
In-service / on-the-job training and meetings	579	14.5	471	16.5
Personal development courses	511	12.8	250	8.7
Social events for motivation	458	11.5	331	11.6
Personal training	456	11.4	349	12.2
Correct job description	455	11.4	358	12.5
Transportation	336	8.4	323	11.3
Arrangement of physical conditions at workplace	295	7.4	220	7.7
Teamwork	266	6.7	257	9.0
Total	3990	100.0	2862	100.0

Vocational courses and in-service or on-the-job training activities are stated to be the primary means for increasing the employment of people with disabilities since 30% of the responses may be grouped under this title. 27% of the enterprises have also stated that they can provide this service. Among the suggestion to improve the performance, second most preferred group of suggestions targets the personal development of the disabled. Almost 24% have proposed such suggestions as 'personal training' or 'personal development'. 21% of the employers have suggested that they can provide these services as well. Third group of suggestions is about suggestions for business management. Almost 30% of the employers have suggested 'social events for motivation', 'correct job description' and 'teamwork', and 33% have stated that they can undertake these suggestions. Last group of suggestions for improving the motivation of disabled workers is related to working conditions. Almost 16% of the employers have put forward transportation and physical conditions, while 19% of them have stated that they can undertake these suggestions.

Suggestions to improve performance of the disabled employees are associated with the enterprise size, and given in Table 16 below. There is no significant difference among responses received from small, medium and large scale enterprises for each group of suggestions. Suggestions regarding service and vocational training have been supported by all three sizes at similar rates. Small scale enterprises take the lead by 5-6 points ahead medium and large scale enterprises for the suggestions regarding personal development (27%). Another area with partial difference is related to business management. This time, small scale enterprises follow the others for the suggestions regarding business management such as 'social events for motivation', 'correct job description' and 'teamwork'.

Table 16- **Suggestions for Improving the Performance of Disabled Workers as of Enterprise Size**

Number %	In-service Training	Vocational Training	Personal Development	Motivating Events	Personal Training	Physical Condition	Correct Job Description	Transportation	Teamwork	Total
Small Scale (49 and less employees)	75	69	59	43	71	37	53	40	34	142
	15.6	14.3	12.3	8.9	14.8	7.7	11.0	8.3	7.1	100
Medium Scale (50-199 employees)	294	330	259	243	231	147	231	160	130	585
	14.5	16.3	12.8	12.0	11.4	7.3	11.4	7.9	6.4	100
Large Scale (200 and more employees)	202	224	185	167	150	109	167	130	98	399
	14.1	15.6	12.9	11.7	10.5	7.6	11.7	9.1	6.8	100
Total	571	623	503	453	452	293	451	330	262	1126

1.2.8. Employment Opportunities as of Types of Disability

Table 17 shows that orthopaedic disability has a distinctive place in the employment of disabled people. For other types of disabilities, preference rate is always behind the non-preference rate. It seem like mental and emotional types of disability are the most disadvantaged types where non-preference for mental disability is up to 73% followed by psychological and emotional illnesses with 61%. Third place for non-preferred types of disability by far is sight impairment with 55%. The ratio of companies preferring sight impaired people is 24%. A similar situation against the disabled labour force is also valid for people with multiple disabilities. Only 12.5% has stated to prefer people with multiple disabilities for employment whereas 43% has stated not to.

Table 17- ***Preferred and Non-Preferred Types of Disabilities for Employment***

Type of Disability	Preferred			Non-Preferred		
	Responses		Respondent %	Responses		Respondent %
	Number	%		Number	%	
Orthopaedic	949	40.9	81.7	120	3.4	11.0
Hearing + Speech Impairment	434	18.7	37.3	435	12.2	39.8
Chronic disease	302	13.0	26.0	395	11.1	36.2
Sight Impairment	278	12.0	23.9	606	17.0	55.5
Multiple Disabilities	145	6.2	12.5	467	13.1	42.8
Mental Disabilities	93	4.0	8.0	802	22.5	73.4
Psychological & Emotional Illnesses	88	3.8	7.6	671	18.9	61.4
Not Categorised	34	1.5	2.9	63	1.8	5.8
Total	2323	100.0	199.9	3559	100.0	325.9

It may be meaningful to deepen the employment opportunities as of disability types through enterprise sizes and sector-based analyses. As seen in Table 18, different enterprises do not cause a significant difference in terms of preference, and similar tendencies are observed for all enterprise sizes. For instance, small scale companies mainly prefer orthopaedic disabilities by 44%. This type of disability is also mainly preferred by medium scale enterprises with 43.7% while it is 36% for large scale enterprises. The second preferred disability type, for all three enterprise sizes, is hearing-speech impairment with 20%. The third preferred type is sight impairment with 10%; for this type of disability, small scale companies have had a preference rate of around 9.6% whereas it is 13.6% for large scale companies. There are similarities among the enterprises regarding the least preferred types of disability. Excluding the non-categorised type, the least preferred type of disability is mental disability and psychological and emotional illness as expected. At this point, it may be more meaningful to shift the analyses to non-preferred types of disabilities from employers' perspective.

Table 18- **Multiple Response Analysis of Preferred Disability Types as of Enterprise Size**

Say/ Column %	Enterprise Size			Total
	Small Scale (49 and less)	Medium Scale (50-199)	Large Scale (200 and more)	
Multiple Disabilities	19	64	61	144
	7.9	5.6	6.7	
Orthopaedic	105	496	334	935
	43.9	43.7	36.5	
Sight Impairment	23	125	124	272
	9.6	11.0	13.6	
Hearing + Speech	48	207	176	431
	20.1	18.2	19.3	
Mental	8	42	41	91
	3.3	3.7	4.5	
Psychological & Emotional	11	37	37	85
	4.6	3.3	4.1	
Chronic disease	24	148	126	298
	10.0	13.0	13.8	
Non-Categorised	1	17	15	33
	0.4	1.5	1.6	
Total	239	1136	914	2289

Table 19 gives a dissemination of non-preferred disability types as of sectors. For all business segments, the main non-preferred disability type is mental disability with approximately 20%; this rate goes up to 26% for “information-communication”, “occupational-scientific” and “culture-arts-entertainment” sectors. Although general tendencies are mainly revealed about preferred and non-preferred types of disability, it will be complementary to look at the figures for “manufacturing”, “information-communication”, “finance”, “electricity-gas” and “human health-social policy” sectors where the employment of disabled people is mostly seen.

Table 19- **Multiple Response Analysis for Non-Preferred Disability Types as of Enterprise Size**

SECTORS	Non-Preferred Disability Types for Employment (%)							
	Multiple Disabilities	Orthopaedic	Sight Impairment	Hearing + Speech Impairment	Mental Disability	Psychological and Emotional Illness	Chronic Illness	Non-Categorised
C- MANUFACTURING	13.4	3.5	19.5	9.5	22.4	17.5	11.6	2.5
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	13.5	6.5	14.8	12.9	22.6	19.4	9.0	1.3
F- CONSTRUCTION	12.6	1.7	19.2	14.0	20.6	17.1	12.2	2.4
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	14.7	3.5	14.4	11.7	22.0	19.6	12.5	1.6
H- TRANSPORTATION AND STORAGE	13.7	3.7	16.8	15.8	22.6	17.4	8.4	1.6
I- HOSPITALITY AND CATERING SERVICES	14.1	1.9	17.5	12.1	23.3	18.0	12.6	0.5
J- INFORMATION AND COMMUNICATION	11.6	1.8	15.9	15.9	26.2	21.3	6.7	0.6
K- FINANCE AND INSURANCE SERVICES	9.6	0.8	14.4	16.8	24.0	23.2	10.4	0.8
L- REAL ESTATE SERVICES	12.1	1.5	12.1	9.1	24.2	22.7	13.6	4.5
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	10.9	2.9	17.2	13.8	26.4	19.5	9.2	0.0
N- ADMINISTRATIVE AND SUPPORT SERVICES	15.7	4.6	17.5	9.2	21.2	18.4	12.0	1.4
P- TRAINING	10.1	3.7	15.9	12.7	22.2	23.8	11.1	0.5
O- HUMAN HEALTH AND SOCIAL SERVICES	12.5	4.3	16.1	15.7	21.2	18.4	9.0	2.7
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	13.5	6.8	9.5	12.2	25.7	20.3	10.8	1.4
S- OTHER SERVICES	14.9	3.7	16.4	11.2	19.4	17.2	14.9	2.2

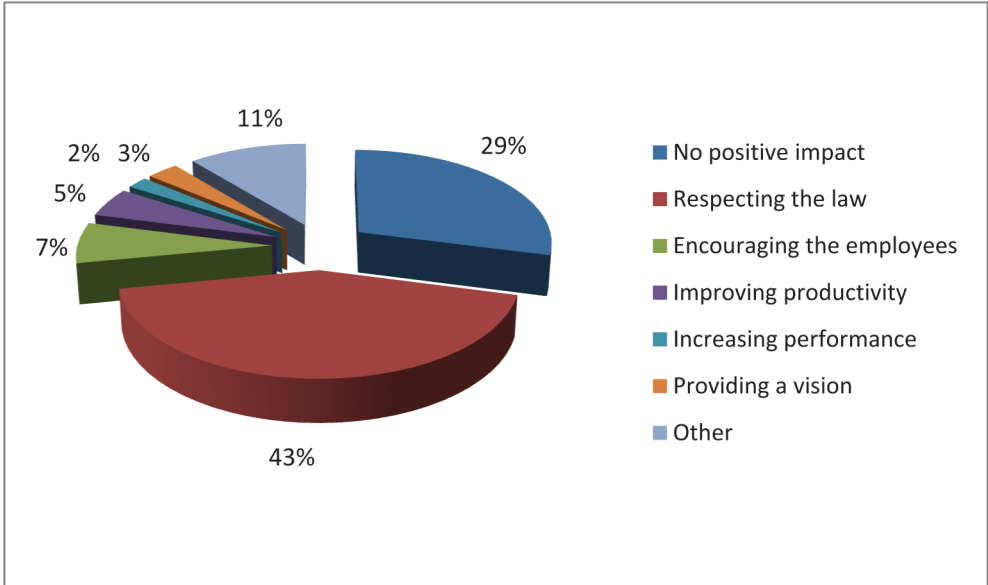
The preferred and non-preferred types of disabilities in the first five sectors, in which the employment of disabled people is mainly concentrated, is both in compliance with general preferences and there is also a very similar pattern within

themselves. Looking at the figures respectively, the first three types of disabilities that are not preferred by the companies in the manufacturing sector are mental disability, sight impairment, and psychological/emotional illnesses. The first three types of disabilities that are not preferred by the companies in the information-communication sector are mental disability, psychological/emotional illnesses, and sight and/or hearing-speech impairment. This sequence is mental disability, psychological/emotional illnesses, and hearing-speech impairment for the finance sector; mental disability, psychological/emotional illnesses, and sight impairment for the electricity-gas sector; finally mental disability, psychological/emotional illnesses, and sight impairment for the human health and social policy sector. The enterprises have also been asked about reasons for their preference or non-preference for employing disabled people. Main reason for unwillingness to employed disabled people has been stated as 'unsuitable sector' (46%), which is followed by 'unsuitable working conditions' (28%), 'unsuitable physical conditions at the workplace' (15%) and 'non-productive disabled labour' (11%). Table 20 list the enterprises' reasons for non-preference as of sectors, which reveals a compliant dissemination with the general picture.

Table 20- **Multiple Response Analysis of the Reasons for Companies' Non-Preference for Employing Disabled Persons as of Sectors**

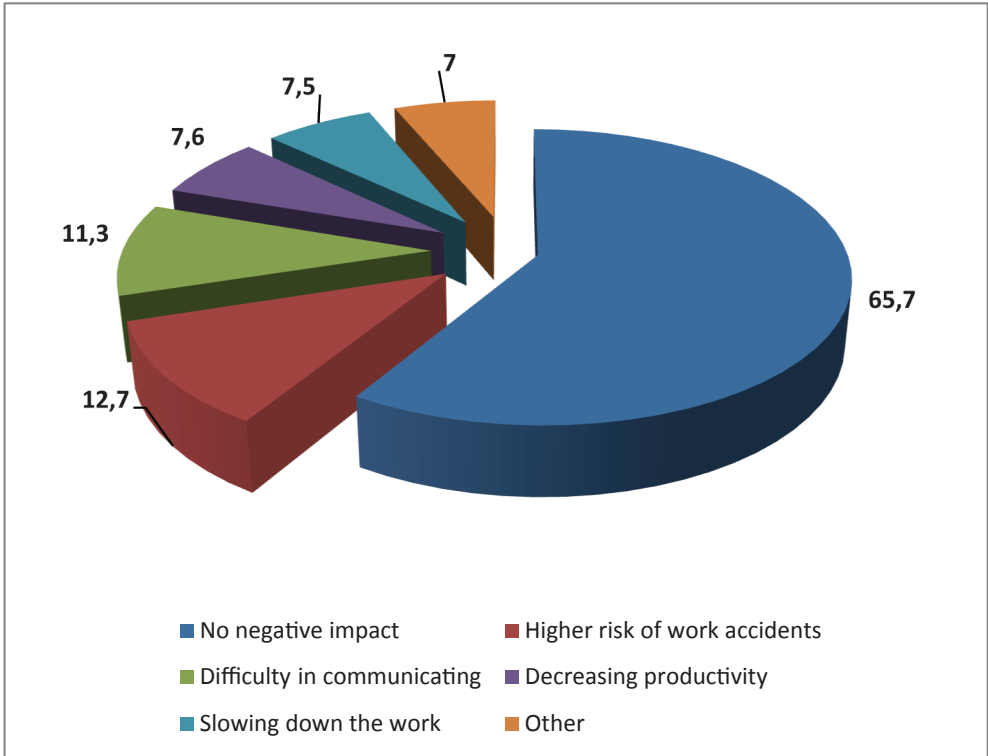
SECTORS	Reasons for Non-Preference (%)			
	Sector Not Suitable	Working Conditions Not Suitable	Physical Conditions of the Workplace Not Suitable	Non-Productive Labour
C- MANUFACTURING	46.0	28.1	16.5	9.4
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	40.3	25.4	14.9	19.4
F- CONSTRUCTION	48.4	28.1	12.5	10.9
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	45.4	30.1	15.3	9.2
H- TRANSPORTATION AND STORAGE	45.8	31.3	14.5	8.4
I- HOSPITALITY AND CATERING SERVICES	47.0	25.0	16.0	12.0
J- INFORMATION AND COMMUNICATION	45.0	27.5	15.0	12.5
K- FINANCE AND INSURANCE SERVICES	50.8	23.7	15.3	10.2
L- REAL ESTATE SERVICES	50.0	26.9	23.1	0.0
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	37.6	31.8	16.5	14.1
N- ADMINISTRATIVE AND SUPPORT SERVICES	43.3	28.9	15.6	12.2
P- TRAINING	48.9	29.5	11.4	10.2
O- HUMAN HEALTH AND SOCIAL SERVICES	45.1	29.4	13.7	11.8
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	46.3	19.5	14.6	19.5
S- OTHER SERVICES	45.8	27.1	18.6	8.5
TOTAL	754	464	254	179

Graph 16- **What are the Positive Impacts of Disabled Employees at Workplace?**



The study also questions positive and negative impacts of disabled employees at workplaces. As seen in Graph 16, almost half of the employers (43%) have considered the most positive impact of disabled employees as 'respecting the law'. The second major portion has been 'no positive impact' with 29%. Besides these two largest portions, there is a said impact for 'motivating other employees' with a small rate of 7%. Other portions showing positive impacts are not statistically significant apart from these three portions. In summary, 'respecting laws or rules' is said to have an important place among potential positive impact of disabled employees at the workplaces, 'efficiency' or 'performance' has lower rates. Data on the negative impact of disabled employees at the workplace is given in Graph 17.

Graph 17- **What are the Negative Impacts of Disabled Employees at Workplace? (Multiple Response Analysis)**



As seen in the graphic, more than half of the respondents (65.7%) have stated that disabled employees have no negative impact at the workplaces. Even though in lower rates, it is interesting to see there are in fact some negative impact that the disabled employees are supposed to have at the workplace mostly directly related to the production process. Among them, 'higher risk for occupational accident' and 'difficulty in communication' has been stated by more than 10% of the respondents.

Table 21 gives employers' opinions about performance and efficiency of disabled employees.

Table 21- **General Performance and Efficiency of Disabled Employees as of Sectors**

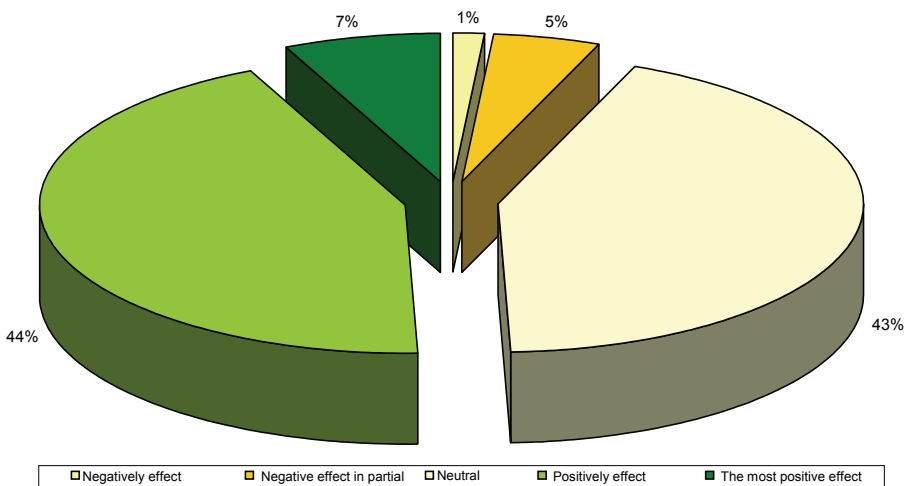
	Very Inefficient	Inefficient	Neutral	Efficient	Very Efficient
C- MANUFACTURING	1.5	1.8	27.6	61.1	8.0
D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	2.0	2.0	22.0	66.0	8.0
F- CONSTRUCTION	1.2	7.3	37.8	45.1	8.5
G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	-	4.4	26.3	62.3	7.0
H- TRANSPORTATION AND STORAGE	-	4.5	25.4	65.7	4.5
I- HOSPITALITY AND CATERING SERVICES	-	7.4	36.8	54.4	1.5
J- INFORMATION AND COMMUNICATION	-	1.8	16.4	76.4	5.5
K- FINANCE AND INSURANCE SERVICES	-	4.8	23.8	64.3	7.1
L- REAL ESTATE SERVICES	-	-	10.0	75.0	15.0
M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	1.7	6.9	25.9	50.0	15.5
N- ADMINISTRATIVE AND SUPPORT SERVICES	-	4.5	28.4	61.2	6.0
P- TRAINING	1.4	5.8	18.8	69.6	4.3
O- HUMAN HEALTH AND SOCIAL SERVICES	-	2.7	17.6	62.2	17.6
R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	-	5.4	21.6	56.8	16.2
S- OTHER SERVICES	2.4	7.1	26.2	52.4	11.9
TOTAL	0.8	4.0	26.0	60.8	8.4

It should be noted that approximately 30% of total sample have not responded to this question. Almost 70% of those who responded this question have emphasised the efficiency of the disabled employees at the workplace. It may be stated that this emphasis has been done by a certain experience since the employers or employer representatives (5%) that have revealed negative opinion about the efficiency of disabled workers currently employ only 2.4% of total number of disabled employees counting up to 9,000. The employers considering disabled employees 'very efficient' and 'efficient' are currently employing almost 70% of all

disabled workers. On the other hand, the number of medium scale enterprises with more than 50 employees and large scale enterprises with more than 200 employees that consider disabled labour as 'inefficient' are statistically insignificant while almost 9% of the small scale enterprises consider disabled employees as 'inefficient'.

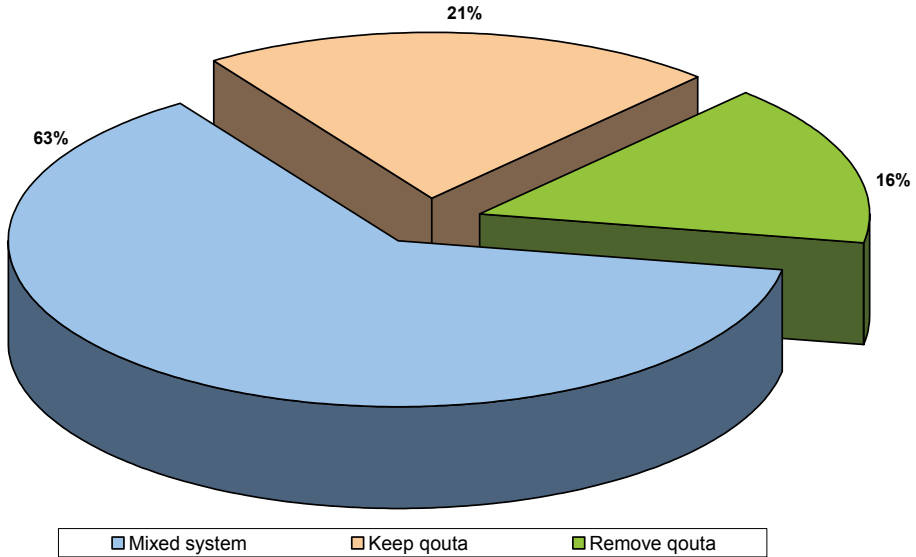
The opinion that disabled employees have a positive impact on the performance of their colleagues has been supported by 50% of the respondents as seen in below Graph 18. Those who think that disabled employees have a negative impact on the performance of their colleagues are only 6%, while 43% have stayed neutral on this issue.

Graph 18- ***Impact of Disabled Employees on the Performance of Their Colleagues***

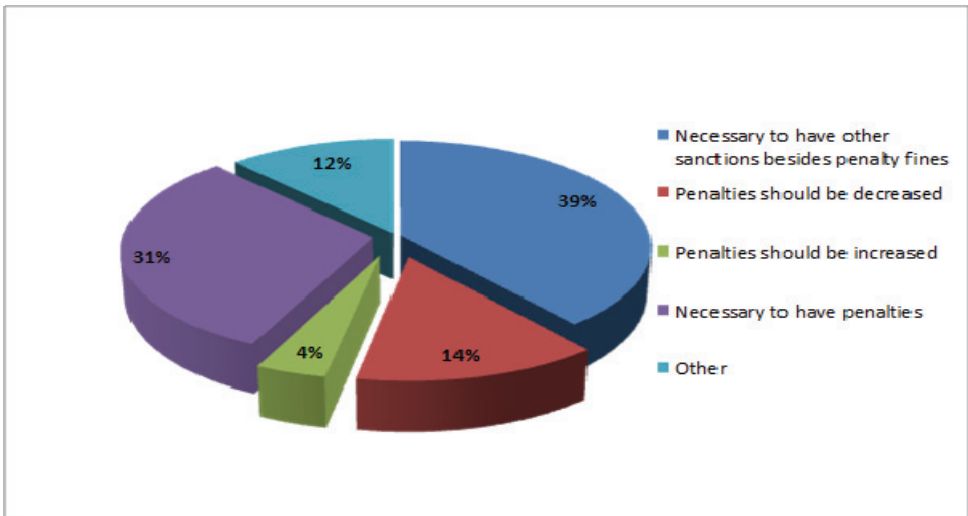


Polarised opinions on continuation or removal of incentives or quotas in the employment of disabled people seem to have equal supporters, yet 63% of the respondents supports "a mixed system where incentives and quota is balanced" as seen in Graph 19. These tendencies do not change depending on business segments or enterprise size.

Graph 19- **Opinions of Private Sector Enterprises Regarding Quotas and Incentives**



Graph 20- **Multiple Response Analysis of the Opinions Regarding Penalty System for Encouraging the Employment of Disabled People**



Graph 20 shows that those who believe in the necessity of a penalty system for encouraging the employment of disabled people plus those who suggest that current penalties should be increased constitute approximately 40% of the respondents. A similar percentage of respondents have emphasised “the necessity of other sanctions besides penalty fines” whereas 15% think that “penalties should be decreased”. A multiple response analysis shows that 36% supports penalties and similar actions, while 38% emphasise a variety of sanctions and 14% are against penalties.

When the attitudes about penalty system are associated with enterprise sizes, it is seen that main tendencies do remain the same and small and large scale enterprises reveal a more similar picture. As seen in Table 22, small and large scale enterprises have more emphasised the need for decreasing the penalties and for having a variation of sanctions besides penalty fines even though with slight differences.

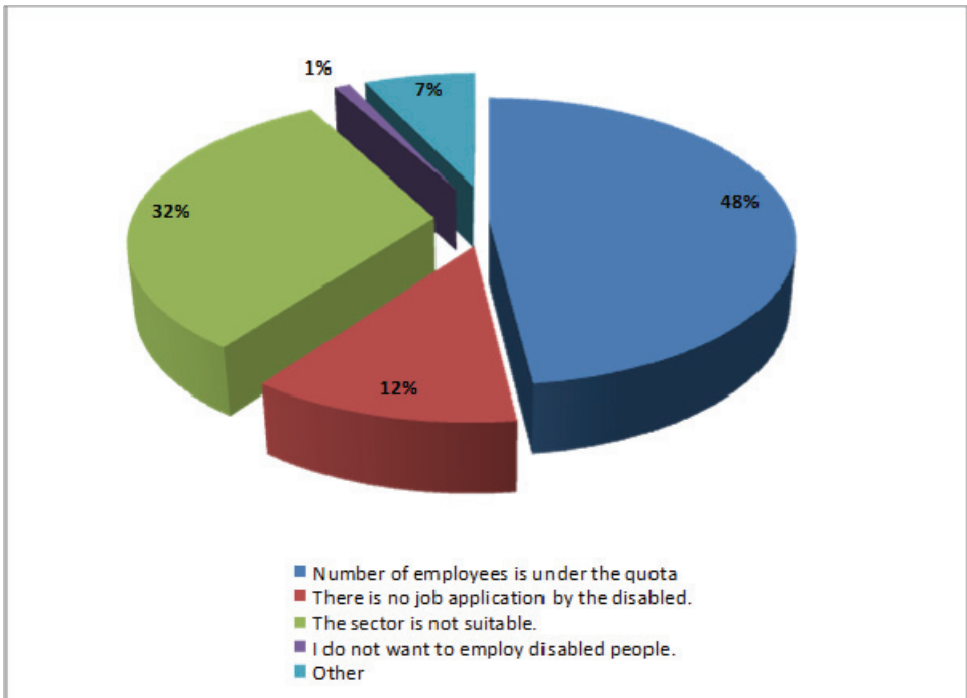
Table 22- **An Assessment of the Current Penalty System as of Enterprise Size**

	Penalty System (%)				
	Required	To Be Increased	To be Decreased	To Be Varied	Other
Small Scale (49 and less employees)	30.1	3.7	13.5	36.8	16.0
Medium Scale (50-199 employees)	33.3	4.5	12.4	37.8	12.0
Large Scale (200 and more employees)	28.4	4.9	16.6	38.4	11.8
Total	400	58	180	486	159

This study shows that 33% of the enterprises (#535) do not employ people with disabilities. Reasons for not employing disabled people are given in Graph 21

below. It should be noted that only 469 employers or employer representatives (29%) of the sample have answered the question of “Why do you not employ people with disabilities?” Among this limited number of respondents, 55% have stated that the “number of their employees is under the quota”. Among the remaining, 36% have stated that “the sector is not suitable”. Only 1 out of 100 has stated that “he does not want to employ disabled people”.

Graph 21- **Reasons for Not Employing Disabled Workers (Multiple Response Analysis)**



A brief assessment of all findings under this section in related to quota, incentive and employment shows that employers are generally positive about the employment of people with disabilities, they prefer balanced systems comprised of

quota and incentives together, and they suggest various and diversified practices for penalty besides penalty fines.

I.2.9. Employers' Opinions for Increasing Employment Ratio for People with Disabilities

For the purposes of this study, employers have been asked to state which areas they prioritise for employing disabled people, how they approach to quota and incentive practices, and what they expect from the state. To this aim, this study has examined what the employers think about quota and incentive practices as well as about the use of penalties to encourage employment of disabled people, and the reasons for not employing disabled people. Again for the purposes of this study, the employers have been asked through 21 suggestions what measures can be taken to increase the employment ratio for disabled people. As can be seen from Table 23, it is highly suggested to provide training activities for disabled workers as well as workplaces, and to provide guidance about various subjects such as placement and rehabilitation. It is observed that particularly the role of Turkish Employment Agency is emphasised in this regard. For example, 91% of the respondents agree with the suggestion that "Turkish Employment Agency should provide guidance to disabled persons with vocational and personal training". Regarding the incentives, it is observed that employers especially expect tax deduction and incentive for the employment of disabled people. However, it is possible to say that there are reservations about several incentives to be provided over-the-quota employers. To serve as an example, it is possible to mention such suggestions as unsecured loans, State coverage of insurance premiums or State's handling transportation problems.

Table 23- **Responses to Question “What Should Be Done to Increase the Employment of People with Disabilities?”**

	I Disagree (%)	Neutral (%)	I Agree (%)
21. Turkish Employment Organisation should provide guidance to disabled persons with vocational and personal training.	2.2	6.9	90.9
3. Disabled persons should be provided with training and rehabilitation by the State according to the positions they are planned to be employed.	4.6	5.2	90.2
20. Turkish Employment Organisation should recommend staff in compliance with sectoral demands.	2.8	8.3	88.8
7. Employers should be provided with guidance about employing disabled persons for the right job.	5.2	8.9	85.9
6. Employers should be provided with tax concession / deduction.	7.3	8.2	84.6
9. Employment of disabled people should be considered as a social responsibility.	5.3	8.7	86.0
11. Enterprises with no legal obligations should be encouraged to employ disabled persons.	6.8	10.8	82.4
19. There should be guidance about the regulations and legislation.	3.6	10.4	86.0
10. Qualifications and skills should be redefined in detail regarding disabled people.	4.7	14.8	80.5
18. It should be reported which working environment and conditions a disabled person will need to have on the basis of disability types.	5.4	13.2	81.4
12. Energy costs of the over-quota employers should be deducted.	1.3	15.2	73.5
15. State should fully cover social insurance premiums of disabled employees for over-quota enterprises.	1.9	16.4	69.7
14. Enterprises employing disabled people should be announced publicly for recognitions.	1.4	15.9	68.6

5. A flexible working model should be applied for disabled people.	1.6	17.1	68.3
1. Over-quota enterprises should be provided with unsecured or low interests loans.	17.1	15.6	67.3
13. Problems regarding transportation to workplaces should be solved by the State.	20.4	20.1	59.6
16. Spatial and physical arrangements to be made at workplaces for disabled employees should be covered by the State.	19.2	23.0	57.8
4. Payments for the employment of disabled people should be fully covered by the State.	28.2	23.1	48.7
17. Turnover should be criterion for the employment of disabled people.	29.2	25.0	45.8
8. Employment of disabled people should be on voluntary basis.	39.1	14.7	46.2
2. Penalty level should be increased for those not complying with disability quota.	38.2	20.8	41.0

I.3. Employers' Attitudes towards Employment of People with Disabilities: Studies for Development and Application of the Scale

An analysis of the data obtained from the focus group meetings held with non-governmental organisations representing employers and employees, professional organisations and representatives has led to a total of 148 attitude statements about disabled employees at workplace. These statements, then, have been compared to the recent scale development studies in the literature as well as examples from Turkey.

For this comparison, the research team have reviewed Mansour's (2009) 31-item "Questionnaire on the Employment of Disabled People" being the recent scale in the literature of employment of people with disabilities, which is comprised of individual, managerial and social sub-factors; Aycan's (2005) "Attitude Scale for the Employment of People with Disabilities" comprised of A and B forms each having 12

items developed to measure attitudes towards employment of disabled people in Turkey; and "Disability Attitude Scale" comprised of 52 items including learning environments⁸, interpersonal relationships, work life, family life, personal characteristics and independent life sub-factors, which has been developed by the Administration for Disabled People of the Turkish Republic. Based on this review, it has been found out that there are attitude statements representing almost all statements used in Turkish studies within the focus group data. Items regarding the commitment to workplace within Mansour's (2009) "Questionnaire on the Employment of Disabled People" have been reviewed, and four new items have been added on commitment to workplace and being influenced by human resources practices. Then, 152 attitude statements within the Attitude Scale towards Disabled Employees at the Workplace have been submitted to the review of four academicians in the project team. Four academicians have eliminated 50 items upon a review in terms of social appreciation; sentence structure and representativeness of attitudes towards disabled employees at the workplace, and then the face validity of the scale items have been examined. It has been decided to include the remaining 102 items into the pilot study.

I.3.1. Factor Structure of the Attitude Scale towards Disabled Employees at the Workplace

For the pilot study, the research team contacted 118 enterprises operating in Ankara from the sample given by TurkStat. Only 43 of them were included in the study, and the data was examined accordingly. Based on the analysis of the project team, and taking into consideration the field experiences of interviewees, the questionnaire was reviewed, vague statements were corrected, and the questionnaire form was updated. The results of the factor analysis conducted in

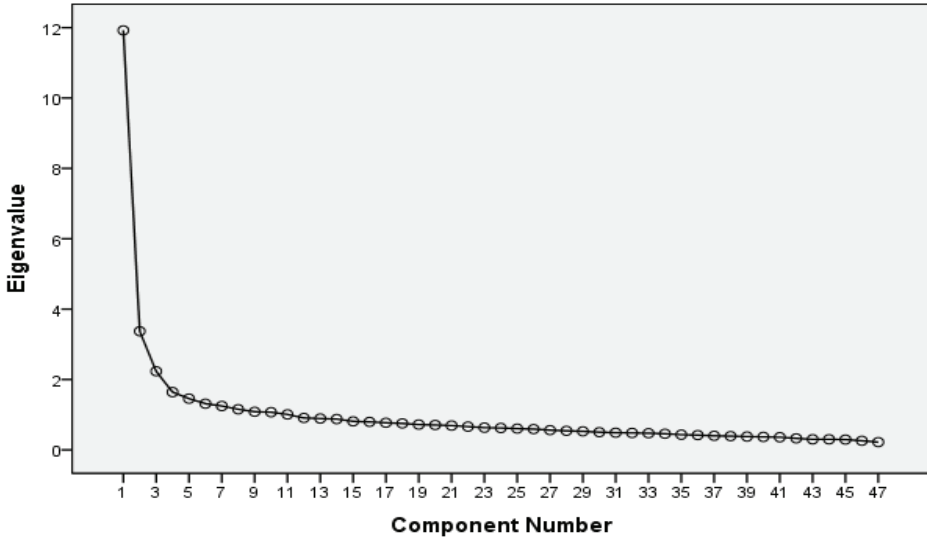
⁸ Administration for Disabled People, Prime Ministry of the Republic of Turkey (2008). 2008 Baseline survey on "Disability Training: How society perceives persons with disabilities"

view of the data attitude statements has led to a low KMO value (0.49), and the number of participant/observation has considered to be low for a robust assessment. A rough factor analysis found out seven (7) factors with eigenvalue higher than 1, and it was observed from the Scree pilot graphic that the scale may have a 3 factor structure. On the other hand, no item with a factor load below 0.30 was observed, so no elimination was made through this way. Again a rough internal reliability analysis provided a Cronbach alpha value of 0.4 for item 16, so this item was eliminated since the statistically expected alpha value is below 0.72. Looking at the response rates of the items, it was observed that at least half of the respondents marked only one option in 14 of all items (3, 6, 9, 12, 22, 34, 39, 52, 58, 74, 77, 84, 92, and 102). Thus, it was decided to remove 15 items from the questionnaire due to their low discrimination, and 102 items was decreased to 87 items.

Next step included taking data of 500 enterprises randomly from the general sample for completing scale development study, and a factor analysis was held. KMO value of this sample was 0.92, which showed that the number of participant/observation was enough for a robust assessment. The factor analysis found out five (5) factors with eigenvalue higher than 1, and it was observed from the Scree pilot graphic that the scale may have a 3 factor structure. Scree plot graphic can be seen in Graph 22.

Graph 22- **Scree Plot Graphic of the Attitude Scale towards Disabled Employees at Workplace**

Scree Plot



Twenty (20) items were then eliminated because item test correlations were below 0.40 in the factor analysis. The remaining 47 items were applied a confirmative factor analysis through 3 and 5 factors. Results of the confirmative factor analysis showed that 3-factor structure was more suitable ($\chi^2 = 3019,76$, $sd = 1031$ $p < 0,001$, $CFI = 0,95$, $RMSEA = 0,062$; $\chi^2 /sd = 2,93$). Results of the confirmative factor analysis informed us that, except for the p value, the scale was compliant with a 3-factor structure. It is generally expected to have a p value higher than 0.05 in a confirmative factor analysis, meaning insignificant, however in this study that the number of observation is high is the cause of a p value lower than 0.05. Thus, it is possible to say that *the Attitude Scale towards Disabled Employees at the Workplace* has a 3-factor structure. Figure 1 below provides results from the Confirmative Factor Analysis.

Figure 1: **Confirmative Factor Analysis Conducted based on Three Factors for the Attitude Scale towards Disabled Employees at the Workplace**

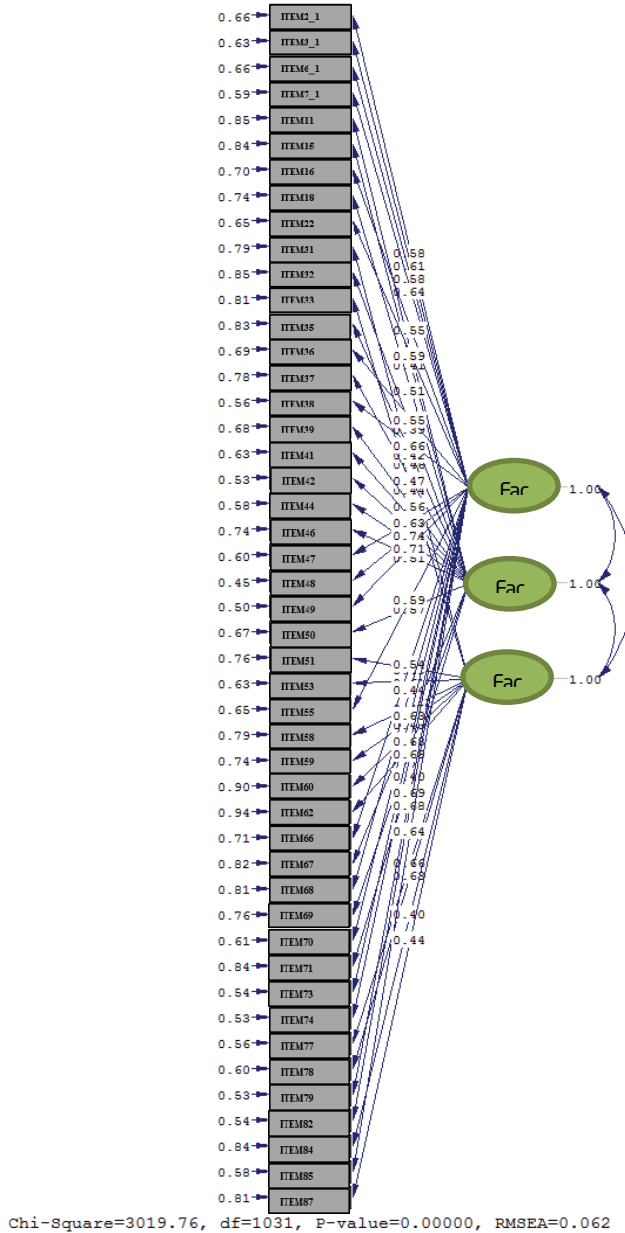


Table 24 provides results of the factor analysis conducted for the Attitude Scale towards Disabled Employees at Workplace based on three factors. The table shows sub-factors and item test correlations of the scale. Factor structure and items of the scale was reviewed by the academicians, and these three factors were called as *“general approach to the employment of people with disabilities”* (20 items), *“perception about adjustment of disabled people to the job and working environment”* (15 items) and *“perceived quality of the disabled worker and job performed”* (12 items). Total variance of the scale is 37.30. Cronbach alpha internal reliability results of the scale is 0.93 for 1st factor, 0.83 for 2nd factor, 0.77 for 3rd factor, and 0.95 for overall scale.

Table 24- **Results of the Factor Analysis of the Attitude Scale towards Disabled Employees at the Workplace**

	General Approach to the Employment of People with Disabilities	Perception About Adaptation of Disabled People to the Job and Working Environment	Perceived Quality of the Disabled Worker and Job Performed	Total
Eigenvalue	11.924	3.372	2.234	
Variance	25.370	7.174	4.753	37.297
Item Test Correlations				
item48	0.735			
item49	0.696			
item73	0.669			
item38	0.664			
item7	0.651			
item47	0.648			
item2	0.641			
item82	0.640			
item3	0.635			
item74	0.621			
item70	0.619			
item79	0.617			
item22	0.589			

An Analysis of the Labour Market Based On Disability

item85	0.545			
item16	0.538			
item6	0.537			
item36	0.537			
item55	0.477			
item66	0.459			
item68	0.407			
item42		0.671		
item44		0.647		
item50		0.646		
item41		0.620		
item46		0.593		
item39		0.569		
item18		0.526		
item69		0.464		
item37		0.448		
item35		0.436		
item67		0.429		
item32		0.400		
item11		0.385		
item71		0.384		
item15		0.384		
item59			0.611	
item77			0.594	
item53			0.575	
item33			0.507	
item51			0.493	
item78			0.480	
item58			0.460	
item87			0.405	
item62			0.389	
item84			0.373	
item60			0.360	
item31			0.359	

I.3.2. Discriminative Validity of the Attitude Scale towards Disabled Employees at the Workplace

In order to examine discriminative validity of the Attitude Scale towards Disabled Employees at Workplace, the relationship between the responses given to two questions in the first part of the questionnaire used within this study and the Attitude Scale towards Disabled Employees at the Workplace. These two questions ask employers about the areas that disabled employees are considered sufficient or insufficient. The first one is a multiple selection question asking employers whether they consider disabled employees sufficient in terms of *devotedness, attendance, eagerness to work, sense of responsibility, fulfilling a given task, having a good job performance*. Similarly the second question, also a multiple selection one, asks employers whether they consider disabled employees insufficient in terms of *failure to adapt, introversion, lack of occupational knowledge, working slowly*.

Areas that disabled workers are considered sufficient or insufficient, as above, are directly related to the perceived quality of the disabled worker and job performed sub-factor of the Attitude Scale towards Disabled Employees at the Workplace. Here, it is expected that employers who consider their disabled employees sufficient in terms of *eagerness to work, attendance, eagerness to work, sense of responsibility, fulfilling a given task, having a good job performance* have a positive perception of the quality of the disabled workers and job performed by them. And accordingly, it is expected that employers shall have positive attitudes towards the employment of disabled workers considered sufficient. In view of the sub-areas such as attendance and devotion among these positive attitude sufficiency items, perception regarding the disabled workers' orientation and fitting in is expected to improve when disabled workers are perceived positively. In those cases where disabled workers are considered sufficient against the question of perceived sufficiency of disabled workers, it is expectable

that there will be a negative increase in the sub-factors of the Attitude Scale towards Disabled Employees at the Workplace.

Along with the aforementioned reasons, responses to 19th question were evaluated in order to see discriminative validity of the Attitude Scale towards Disabled Employees at the Workplace because this question challenges sufficiency areas of disabled workers in a multiple manner. The 19th question is "What are the areas considered generally sufficient for disabled workers?" The respondents were asked to mark any of the following options: *eagerness to work, attendance, eagerness to work, sense of responsibility, fulfilling a given task, having a good job performance*. For this section, responses to the 19th question were coded as yes-no for the statistical analysis. "Yes" means that the respondent marked the options so as to reveal disabled workers' sufficiency for the said area, while "no" means that the respondent did not mark the options so as to reveal disabled workers' sufficiency for the said area. Below is the analysis of responses to the 19th question designed as mentioned above along with significance of their relationship with the Attitude Scale towards Disabled Employees at the Workplace using t test. Only significant findings as a result of the t tests are given below.

Table 25- Relationship between Disabled Workers’ Eagerness to Work and the Attitude Scale towards Disabled Employees at the Workplace

Eagerness to work		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach to the Employment of People with Disabilities	Yes	547	81.6527	10.34196	.44219	6.445	1001.927	p < .000
	No	507	77.1874	12.01047	.53340			
Perception about Adaptability of Disabled People to the Job and Working Environment	Yes	547	56.6819	6.40293	.27377	3.753	1052	p < .000
	No	507	55.1262	7.05231	.31320			
Perceived Quality of the Disabled Worker and Job Performed	Yes	547	40.5649	5.96333	.25497	2.517	1005.340	p < .012
	No	507	39.5641	6.86756	.30500			
Total Score	Yes	547	178.8995	18.53239	.79239	5.643	1000.368	p < .000
	No	507	171.8777	21.60334	.95944			

Looking at the association between the sub-factors of the Attitude Scale towards Disabled Employees at the Workplace and perceived proficiency of disabled workers, a significant difference was observed between the employers who state that “disabled worker is eager to work” and those other who do not state so in terms of their general approach to the employment of people with disabilities. In other words, it is possible to say that the employers who state that “disabled worker is eager to work” have a more positive approach towards the employment of people with disabilities than those employers who do not state so. Similarly, there are significant differences between the employers who state that “disabled worker is eager to work” and those other who do not state so in terms of their perception about adaptability of disabled people to the job and working environment and the perceived quality of the disabled worker and job performed. Accordingly, the employers who state that “disabled worker is eager to work” have a more positive

approach towards the adjustment of disabled people to the job and working environment and the quality of the disabled worker and job performed than those employers who do not state so. Finally, the difference between the employers who state that “disabled worker is eager to work” and those who do not state so is also significant in terms of total scale score of the Attitude Scale towards Disabled Employees at the Workplace. That means, the employers who state that “disabled worker is eager to work” have a more positive attitude towards the disabled employees at the workplace than those employers who do not state so. Table 25 provides the Relationship between Disabled Workers’ Eagerness to Work and the Attitude Scale towards Disabled Employees at the Workplace.

Table 26- ***Relationship between Disabled Workers’ Attendance and the Attitude Scale towards Disabled Employees at the Workplace***

Attendance		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach to the Employment of People with Disabilities	Yes	496	81.3710	10.50788	.47182	5.110	1051.968	p <.000
	No	558	77.8459	11.88792	.50326			
Perception about Adaptability of Disabled People to the Job and Working Environment	Yes	496	56.4294	6.57075	.29504	2.248	1052	p <.025
	No	558	55.4928	6.90867	.29247			
Perceived Quality of the Disabled Worker and Job Performed	Yes	496	40.6633	5.66805	.25450	2.803	1043.010	p <.005
	No	558	39.5681	7.00435	.29652			
Total Score	Yes	496	178.4637	18.67788	.83866	4.498	1051.596	p <.000
	No	558	172.9068	21.43225	.90730			

Secondly, the difference between the employers who consider disabled workers’ attendance as proficiency and those employers who do not consider attendance as proficiency is significant in terms of their general approach to the employment of people with disabilities, their perception about adjustment of

disabled people to the job and working environment, the perceived quality of the disabled worker and job performed, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace (Table 26). Accordingly, the employers who consider disabled workers' attendance as proficiency have a more positive approach towards the employment of people with disabilities than those employers who do not consider attendance as proficiency. The former have more positive expectations regarding the adjustment of disabled people to the job and working environment, and believe in the quality of the disabled worker and job performed than the latter. Consequently, the employers who consider disabled workers' attendance as proficiency have a more positive attitude towards the disabled employees at the workplace than those employers who do not consider attendance as proficiency.

Table 27- Relationship between Disabled Workers' Eagerness to Work and the Attitude Scale towards Disabled Employees at the Workplace

Eagerness to work		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach to the Employment of People with Disabilities	Yes	368	81.0761	10.52076	.54843	3.295	1052	p < .001
	No	686	78.6618	11.75278	.44872			
Perception about Adjustment of Disabled People to the Job and Working Environment	Yes	368	57.0272	6.50670	.33919	3.869	1052	p <.000
	No	686	55.3469	6.83202	.26085			
Perceived Quality of the Disabled Worker and Job Performed	Yes	368	40.6495	6.11109	.31856	2.143	799.716	p <.032
	No	686	39.7799	6.57997	.25122			
Total Score	Yes	368	178.7527	19.52212	1.01766	3.859	786.325	p <.000
	No	686	173.7886	20.60679	.78677			

Thirdly, there are significant differences between the employers who consider disabled workers' eagerness to work as proficiency and those employers who do not consider eagerness to work as proficiency in terms of their general approach to the employment of people with disabilities, their perception about adjustment of disabled people to the job and working environment, the perceived quality of the disabled worker and job performed, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace (Table 27). Accordingly, the employers who considers disabled workers' eagerness to work as proficiency have a more positive approach towards the employment of people with disabilities, the adjustment of disabled people to the job and working environment and in the quality of the disabled worker and job performed, and they have a more positive attitude towards the disabled employees at the workplace as well than those employers who do not consider eagerness to work as proficiency.

Table 28 - Relationship between Disabled Workers' Sense of Responsibility and the Attitude Scale towards Disabled Employees at the Workplace

Sense of Responsibility		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach to the Employment of People With Disabilities	Yes	334	81.1	10.7	.58	3.172	1052	p <.002
	No	720	78.7	11.6	.43			
Perception about Adjustment of Disabled People to the Job and Working Environment	Yes	334	57.1	6.4	.35	3.793	1052	p <.000
	No	720	55.4	6.9	.25			
Perceived Quality of the Disabled Worker and Job Performed	Yes	334	41.0	6.3	.34	3.259	1052	p <.001
	No	720	39.6	6.4	.24			
Total Score	Yes	334	179.2	19.5	1.06	4.073	1052	p <.000
	No	720	173.8	20.5	.77			

Fourthly, there are significant differences between the employers who consider that disabled workers have a sense of responsibility and those employers who do not consider so in terms of their general approach to the employment of people with disabilities, their perception about adaptability of disabled people to the job and working environment, the perceived quality of the disabled worker and job performed, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace (Table 28). Accordingly, the employers who consider that disabled workers have a sense of responsibility have a more positive approach towards the employment of people with disabilities, the adjustment of disabled people to the job and working environment and in the quality of the disabled worker and job performed than those employers who do not consider so. They, thus, have a more positive attitude towards the disabled employees at the workplace.

Table 29 - ***Relationship between Disabled Workers’ Fulfilling a Given Task and the Attitude Scale towards Disabled Employees at the Workplace***

Fulfilling a Given Task		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach to the Employment of People with Disabilities	Yes	477.0	81.2	11.4	0.5	4.4	1052.0	p < 0.0
	No	577.0	78.1	11.2	0.5			
Perception about Adjustment of Disabled People to the Job And Working Environment	Yes	477.0	56.9	6.5	0.3	4.3	1035.6	p < 0.0
	No	577.0	55.1	6.9	0.3			
Perceived Quality of the Disabled Worker and Job Performed	Yes	477.0	41.0	6.1	0.3	4.4	1041.8	p < 0.0
	No	577.0	39.3	6.6	0.3			
Total Score	Yes	477.0	179.1	19.9	0.9	5.3	1052.0	p < 0.0
	No	577.0	172.5	20.3	0.8			

There are significant differences between the employers who consider that disabled workers fulfil a given task sufficiently and those employers who do not consider so in terms of their general approach to the employment of people with disabilities, their perception about adjustment of disabled people to the job and working environment, the perceived quality of the disabled worker and job performed, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace (Table 29). Accordingly, the employers who consider that disabled workers fulfil a given task sufficiently have a more positive approach towards the employment of people with disabilities, the adjustment of disabled people to the job and working environment and in the quality of the disabled worker and job performed than those employers who do not consider so. They, have a more positive attitude towards the disabled employees at the workplace as well.

Table 30 - **Relationship between Disabled Workers' Job Performance and the Attitude Scale towards Disabled Employees at the Workplace**

Job Performance		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach to the Employment of People with Disabilities	Yes	251.0	80.8	10.9	0.7	2.1	1052.0	p < .0
	No	803.0	79.1	11.5	0.4			
Perception about Adjustment of Disabled People to the Job and Working Environment	Yes	251.0	57.5	6.7	0.4	4.2	1052.0	p < .0
	No	803.0	55.5	6.7	0.2			
Perceived Quality of the Disabled Worker and Job Performed	Yes	251.0	41.8	6.0	0.4	4.9	1052.0	p < .0
	No	803.0	39.5	6.5	0.2			
Total Score	Yes	251.0	180.1	19.8	1.3	4.1	1052.0	p < .0
	No	803.0	174.1	20.3	0.7			

There are significant differences between the employers who consider that disabled workers' job performance is satisfactory and those employers who do not consider so in terms of their general approach to the employment of people with disabilities, their perception about adjustment of disabled people to the job and working environment, the perceived quality of the disabled worker and job performed, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace (Table 30). Accordingly, the employers who consider that disabled workers' job performance is satisfactory have a more positive attitude towards the disabled employees at the workplace, in general, than those employers who do not consider so. This is also valid in terms of the employment of people with disabilities and the quality of the job performed by disabled workers.

In summary, the employers who consider that disabled workers' job performance, sense of responsibility, attendance and other characteristics satisfactory and sufficient have a more positive attitude, than those employers who do not consider so, towards disabled workers at the workplace in general as well as towards the employment of people with disabilities and the quality of the disabled worker and job performed.

Responses to the 20th question were also evaluated in order to assess the validity of the Attitude Scale towards Disabled Employees at the Workplace in addition to the 19th question, which challenges sufficiency areas of disabled workers in a multiple manner. The 20th question is "What are the areas considered generally insufficient for disabled workers?" The respondents are asked to mark any of the following options: *failure to adapt, introversion, lack of occupational knowledge, slow work*. For this section, responses to the 20th question were coded as yes-no for the statistical analysis. Yes means that the respondent marked the options so as to reveal disabled workers' insufficiency for the said area, while "no" means that the respondent did not mark the options so as to reveal disabled workers' insufficiency

for the said area. Below is the analysis of responses to the 20th question designed as mentioned above along with significance of their relationship with the Attitude Scale towards Disabled Employees at the Workplace using t test. The analysis has shown that there are no significant differences between the employers who consider disabled workers as introvert and slow workers and those who do not make a consideration in terms of total scale score of the Attitude Scale towards Disabled Employees at the Workplace and sub-factor scores. Only significant findings as a result of the t tests are given below.

Table 31 - Relationship between Disabled Workers' Failure to Adapt to the Environment and the Attitude Scale towards Disabled Employees at the Workplace

Failure to Adapt / Fit In		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach To The Employment Of People With Disabilities	Yes	190.0	75.8	12.3	0.9	-2.0	676.0	p <.0
	No	488.0	77.8	11.7	0.5			
Perception About Adjustment Of Disabled People To The Job And Working Environment	Yes	190.0	54.0	7.1	0.5	-2.1	676.0	p <.0
	No	488.0	55.3	7.2	0.3			
Perceived Quality Of The Disabled Worker And Job Performed	Yes	190.0	37.8	6.5	0.5	-3.0	676.0	p <.0
	No	488.0	39.6	6.8	0.3			
Total Score	Yes	190.0	167.6	21.8	1.6	-2.8	676.0	p <.0
	No	488.0	172.7	21.0	0.9			

As can be seen from Table 31 above, there are significant differences between the employers who think that disabled workers are insufficient to adapt

themselves to working environment and those employers who do not make this assessment in terms of their general approach to the employment of people with disabilities, their perception about adjustment of disabled people to the job and working environment, the perceived quality of the disabled worker and job performed, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace. Accordingly, the employers who think that disabled workers are insufficient to adapt themselves to working environment have a more negative approach towards the disabled employees at the workplace. They are also negative about the employment of people with disabilities, the adjustment of disabled people to the job and working environment and in the quality of the disabled worker and job performed.

Table 32 - ***Relationship between Disabled Workers’ Lack of Occupational Knowledge and the Attitude Scale towards Disabled Employees at the Workplace***

Lack of Vocational Knowledge		N	Average	Standard Deviation	Standard Error Average	t	sd	p
General Approach To The Employment Of People With Disabilities	Yes	284.0	78.9	11.1	0.7	3.2	643.2	p <.0
	No	394.0	76.0	12.3	0.6			
Perception About Adjustment Of Disabled People To The Job And Working Environment	Yes	284.0	55.7	7.1	0.4	2.4	676.0	p <.0
	No	394.0	54.4	7.2	0.4			
Perceived Quality Of The Disabled Worker And Job Performed	Yes	284.0	38.6	6.7	0.4	-1.5	676.0	p <.1
	No	394.0	39.4	6.8	0.3			
Total Score	Yes	284.0	173.2	20.4	1.2	2.1	676.0	p <.0
	No	394.0	169.8	21.9	1.1			

There are significant differences between the employers who think that disabled workers do lack occupational knowledge and those employers who do not

make any assessment in terms of their general approach to the employment of people with disabilities, their perception about adjustment of disabled people to the job and working environment, and total scale score of the Attitude Scale towards Disabled Employees at the Workplace (Table 32). Accordingly, the employers who think that disabled workers do lack occupational knowledge have a more negative approach towards the disabled employees at the workplace, the employment of people with disabilities, the adjustment of disabled people to the job and working environment.

In summary, the employers who consider that disabled workers are insufficient to adapt themselves to working environment and lack occupational knowledge have a more negative attitude towards disabled workers at the workplace in general. These employers do not believe in the adjustment of disabled people to the job and working environment and in the quality of the disabled worker and job performed.

I.3.3. General Overview of Discriminative Validity Analyses

It is clear that there is direct relationship between the statements on the sufficiency or insufficiency of disabled persons made as response to 19th and 20th questions and the employers' positive or negative attitudes towards disabled persons. This is consistent with the relevant literature, and shows that the Attitude Scale towards Disabled Employees at the Workplace is a valid scale that can differentiate and measure positive and negative attitudes towards people with disabilities.

Besides, the relevant literature explains the low employment rate of disabled people due to the negative attitudes of employers towards people with disabilities (Diksa & Rogers, 1996). The literature emphasise that employment of people with disabilities is difficult because of such biases that disabled people do

not have necessary qualifications for the job, they have low productivity and they cannot adapt themselves to the working environment (Baybora, 2006). Above mentioned analyses made for 19th and 20th questions to examine the validity of the scale show that the employers who consider disabled people sufficient in terms of job performance, sense of responsibility, attendance, etc. have a more positive attitude towards the employment of people with disabilities whereas the employers who consider them insufficient in terms of adjustment or occupational knowledge have more negative attitude towards it.

At this point, this is necessary to ensure participation of disabled persons into social life and business life and to strengthen the communication between employers in order to remove these biases. It is very important to help to know disabled people and to learn that they may have different personal characteristics just like the others. Living together and knowing each other helps to minimise prejudices against people with disabilities. It may be useful to conduct training activities for raising awareness about disabled employees as well as communication and teamwork activities.

I.4. Findings Obtained from the Attitude Scale towards Disabled Employees at the Workplace (ASDEW): Attitudes towards Disabled Employees

This research study makes use of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) to measure the employers and/or employer representatives' attitudes towards the employment of people with disabilities.

As stated before, this scale with 47 attitude statements have a three-factor structure namely **"general approach to the employment of people with disabilities"**, **"perception about adjustment of disabled people to the job and working environment"** and **"perceived quality of the disabled worker**

and job performed". This report makes evaluation not on the basis of sub-factors but of general scale score.

1.4.1. Central Measures of Attitude Scores of the Sample

Descriptive statistical values of total scores of the Attitude Scale towards Disabled Employees at the Workplace are given in Table 33.

Table 33 - **Descriptive Statistics of Total Scores of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW)**

N	Min	Max	Mean	Standard Deviation	Median	Mode	Skewness		Kurtosis	
							Stats	Standard Error	Stats	Standard Error
1587	6700	23300	17363	2087	17600	17800	-.444	.061	.497	.123

As seen in Table 33, a total of 1,587 individuals have responded to the attitude scale. Although the sample shows an almost normal range, it is slightly skewed to the right and a little kurtic. Slight skewness to the right means that respondents' attitudes tend to be slightly positive. Slight kurtosis on the other hand means that attitude scores have piled up in the middle of the range without going to extremes.

Average scores of the respondents (total score / number of items) vary between 1.43 and 4.96 while mean is 3.69 ($s=0.44$), median is 3.74, and mode is 3.79. This means that the respondents have given a positive reaction towards the attitude statements about disabled employees in general (where 1 means the most negative and 5 means the most positive reaction).

1.4.2. Findings on Personal Characteristics of Employers / Employer Representatives

It has been observed that there is no significant relationship between the age / educational background of the respondent and his attitude towards the

employment of people with disabilities (for age $r = 0.02$, $p > 0.05$; for education $r = 0.003$, $p > 0.05$). Additionally, Table 34 shows that employers' attitudes towards the employment of disabled people do not vary according to gender and education as well.

Table 34 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Gender and Level of Education (t test results)

		n	X	t	P
Gender	Female	539	174.64	1.32	$p > 0.05$
	Male	1048	173.18		
Level of Education	High School and Below	410	173.02	0.73	$p > 0.05$
	Associate, Undergraduate and Graduate Degrees	1176	173.89		

Table 35, on the other hand, shows that respondents' (employers or employer representatives) attitudes towards disabled employees do not vary according to the level of authority for recruitment. However, attitudes towards disabled employees differ according to the respondent's knowledge or lack of knowledge about the current legislation on the employment of disabled people. It can easily be said that not authority but knowledge of legislation creates a difference in the attitudes.

Table 35 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Authority for Recruitment and Knowledge of Legislation (t test results)

		N	X	t	p
Authority for Recruitment of Employees	Partially Authorised	892	74.54	1.11	$p > 0.05$
	Authorised	679	173.43		
Knowledge of Relevant Legislation	Yes	842	176.26	2.90	$p < 0.01$
	Some and No	312	172.49		

It is seen that there are other variables that affect the employers' or employer representatives' attitudes towards the employment of people with disabilities. A supporting finding is given in Table 36.

Table 36 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Kinship to the Disabled (t test results)

Kinship		n	X	t	p
N/A	No	1144	175.237	4.96	P < 0.01
	Yes	443	169.494		
Self	No	1565	173.539	1.56	p>0.05
	Yes	22	180.545		
Family Member	No	1512	173.372	2.25	P<0.05
	Yes	76	178.895		
Relative	No	1367	172.818	3.92	P<0.01
	Yes	220	178.727		
Friend	No	1375	172.600	5.07	P<0.01
	Yes	213	180.333		
Inner Circle	No	1386	173.305	1.66	p>0.05
	Yes	201	175.920		
Business Circle	No	876	172.534	2.34	P<0.05
	Yes	711	174.997		
Neighbourhood	No	1421	173.040	3.35	P<0.01
	Yes	166	178.759		

Table 36 reveals that employers or employer representatives who have disabled family members, relatives, friends or disabled colleagues at the workplace or who are in contact with disabled people in the neighbourhood have a more positive attitude towards disability. It is possible to say that acquaintance, close relationship, knowledge of disabled people and their qualifications as well as skills lead to a

positive change in the attitudes towards disability. This finding also verifies that 'being close' or 'close encounter' is the most important factor in attitude formation.

1.4.3. Findings on Workplace Characteristics

The study also looks at relationship between the number of branches and employees of the enterprises and attitudes of the participants. Table 37 reveals these relationships.

Table 37 - ***Relationship between the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores and the Number of Branches and Employees of Enterprises***

	r	p
# of Provincial Branches	.06	p < 0.05
# of Total Branches	.04	p > 0.05
# of Total Employees	.06	p < 0.05
# of Female Employees	.06	p < 0.05
# of Male Employees	.07	p < 0.01

As seen in Table 37, there are small but significant relationships between the attitude scores and the number of branches and employers. Attitudes towards disabled employees have also been compared to the sector of the enterprise, results of which is given in Table 38 below.

Table 38 below indicates that there are differences in attitudes among the sectors. According to the LSD test results following the variance analysis, it is possible to say that the attitudes of employers or employers' representatives that are operating in 'PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING', 'FINANCE AND INSURANCE SERVICES' and 'HUMAN HEALTH AND SOCIAL SERVICES' have a more positive attitude in general.

Table 38 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of the Sector of the Enterprise (One-way ANOVA results)

	SECTORS	n	X	Comparison (by LSD)
01	C- MANUFACTURING	395	173.96	< 02, 13
02	D- PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING	71	180.31	> 01, 03, 04, 05, 06, 11, 12, 16
03	F- CONSTRUCTION	155	170.88	< 02, 08, 13
04	G- WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR LAND VEHICLES AND MOTORCYCLES	167	173.57	< 02, 13
05	H- TRANSPORTATION AND STORAGE	95	169.79	< 02, 06, 10, 13
06	I- HOSPITALITY AND CATERING SERVICES	84	170.69	< 02, 08, 13
07	J- INFORMATION AND COMMUNICATION	69	173.57	-
08	K- FINANCE AND INSURANCE SERVICES	58	178.77	> .01, 03, 05, 06, 11, 12, 15
09	L- REAL ESTATE SERVICES	35	175.20	-
10	M- OCCUPATIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	74	176.21	> 05
11	N- ADMINISTRATIVE AND SUPPORT SERVICES	106	170.89	< 02, 08, 13
12	P- TRAINING	86	171.74	< 02, 08, 13
13	O- HUMAN HEALTH AND SOCIAL SERVICES	82	179.41	> .01, 03, 04, 05, 06, 11, 12, 15
14	R- CULTURE, ARTS, ENTERTAINMENT, RECREATION AND SPORTS	40	174.88	-
15	S- OTHER SERVICES	69	171.06	< 02, 08, 13
	TOTAL	1586	173.62	F = 2.15 p<0.01

Table 39 reveals results of the comparison made to see the role of having disabled employees at the workplace on the attitudes.

Table 39 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Having Disabled Employees at the Workplace (t test results)

Disabled Employee	n	X	t	p
Yes	1068	174.94	3.61	P< 0.01
No	519	170.92		

As can be seen in Table 39, having disabled employees at the workplace has a positive impact on the attitudes towards disabled people. It is observed that the impact of 'close encounter' is verified here. In order to see whether this positive approach valid for the 'present' is also valid for the 'past', the enterprises having no disabled employees at the present have been asked whether they had disabled employees in the past, and those who had employed disabled people in the past have been compared to those who had not in terms of their attitudes. Results are given in Table 40.

Table 40 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Having Disabled Employees Previously (t test results)

	n	X	t	p
Yes	105	173.84	2.10	P< 0.05
No	339	168.80		

Table 40 shows that the attitudes of those who had employed disabled people in the past yet do not now are more positive than the others. These findings

show that the enterprises that currently employ or previously employed disabled people form more positive attitudes than the others. However these findings may also be interpreted in such that people who have positive attitudes towards disabled people currently prefer or previously preferred working with disabled people. It is possible to say that attitudes towards disabled people have a positive impact on working with disabled people.

Attitudes are also compared on the basis of arrangements made at the workplace for disabled workers. Findings are given in Table 41.

Table 41 - ***Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Workplace Arrangements Made for Disabled Workers (t test results)***

Arrangement	n	X	t	p
Done	319	177.078	2.20	P< 0.05
Not Done	834	174.126		

As seen in Table 41, the attitudes of the employers who made arrangements at their workplaces for disabled workers are more positive than the other employers. This shows that the employers who care disabled people and take measures to facilitate their lives at the workplace have more positive attitudes towards disabled people compared to the other employers with no such tendency.

The respondents' attitudes have also been compared according to what can be done to improve the work performance of disabled employees, findings of which are given in Table 42.

Table 42 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Measures to be taken to Improve Disabled Employees' Work Performance (t test results)

Suggestions		n	X	t	p
In-service / On-the-job Training & Meetings	Yes	466	178.27	5.77	p<0.01
	No	1121	171.70		
Vocational Training Courses	Yes	298	178.81	4.79	p<0.01
	No	1289	172.43		
Personal Development Courses	Yes	245	178.55	4.03	p<0.01
	No	1342	172.73		
Social Events for Motivation	Yes	321	177.35	3.59	p< 0.01
	No	1266	172.68		
Individual Training	Yes	346	177.89	4.47	p<0.01
	No	1241	172.44		
Arrangement of Physical Conditions at Workplace	Yes	217	179.09	4.17	p< 0.01
	No	1370	172.76		
Correct Job Description	Yes	355	178.09	4.92	p<0.01
	No	1232	172.34		
Transportation	Yes	322	175.62	1.92	p>0.05
	No	1265	173.12		
Teamwork	Yes	253	176.91	2.73	p< 0.01
	No	1334	173.01		

A review of the suggestions regarding what can be done by the employers to improve the work performance of the disabled people shows that those employers who favour such activities as in-service training, meetings, vocational training courses, personal development courses, individual training, correct job description and teamwork have more positive attitude towards the disabled employees. These findings reflect the importance of job description for a better work performance and creation of training opportunities for adaptation to these jobs. Such activities for performance improvement, beyond doubt, are very important and valuable approaches towards all employees.

It is also possible that attitudes towards disabled workers vary according to their own attitudes and characteristics at the workplace. Relevant findings are given in Table 43. As can be seen in Table 43, attitudes of those respondents who speak of positive characteristics of disabled colleagues are more positive than the others. Additionally, it is found out that those who have emphasised 'failure to adapt' and 'slow work' have more negative attitudes.

Table 43 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Perceived Positive and Negative Characteristics of Disabled Workers (t test results)

Positive and Negative Characteristics		n	X	t	p
Devotedness	Yes	547	178.89	7.42	p<0.01
	No	1040	170.86		
Attendance	Yes	496	178.46	6.30	p<0.01
	No	1091	171.48		
Eagerness to work	Yes	368	178.75	5.64	p<0.01
	No	1219	172.08		
Sense of Responsibility	Yes	334	179.24	5.84	p<0.01
	No	1253	072.13		
Fulfilling a Given Task	Yes	477	179.13	6.09	p<0.01
	No	1110	171.26		
Good Job Performance	Yes	251	190.10	5.40	p<0.01
	No	1336	172.41		
Failure to Adapt to the Environment	Yes	189	167.63	4.23	p<0.01
	No	1398	174.44		
Introversion	Yes	184	171.02	1.81	p>0.05
	No	1403	173.97		
Lack of Occupational Knowledge	Yes	283	173.29	0.30	p>0.05
	No	1304	173.70		
Slow Work	Yes	244	171.09	2.07	p<0.05
	No	1343	174.09		

I.4.4. Attitudes as of Characteristics of Workplaces Having Disabled Employees

It is observed that almost two-thirds of the workplaces within the scope of this study have disabled employees. This sub-section examines the employers' attitudes as of the characteristics of the workplaces having disabled employees.

Table 44 shows the relationship between the number of disabled employees and the attitudes towards disabled employees.

Table 44 - Relationship between the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) and Details of the Workplace Having Disabled Employees

	r	p
# of Total Disabled Employees	.075	p < 0.05
# of Disabled Female Employees	.054	p > 0.05
# of Disabled Male Employees	.094	p < 0.01
Convenience of Physical Conditions for Disabled Employees	.213	p < 0.01
General Productivity of Disabled Employees	.384	p < 0.01
Impact of Disabled Employees on the Productivity of Their Colleagues at the Workplace	.352	p < 0.01

As seen in Table 44, attitudes towards disabled employees have a positive relationship with the total number of disabled employees as well as the number of disabled male employees. As the number of disabled male employees increases, positive attitudes also increase. Similarly the attitudes of the employers and employer representatives go positive in parallel with the convenience of the physical conditions of the workplaces. Additionally, positive correlations are found out about the relationship between the attitudes towards disabled employees and the productivity of the disabled employees as well the impact of disabled employees on

the productivity of other employees. Positivity of the attitudes changes in line with the positivity of these considerations.

Perception in relation to the productivity of disabled employees is dealt with on three levels, and attitudes are compared using t test. The results are given in Table 45.

Table 45 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Perceived Productivity of Disabled Employees (t test results)

	n	X	F	p
Not Productive	56	155.61	77.40	0.01
Partially Productive	299	166.74		
Productive	805	179.38		
Total	1160	175.08		

Based on Table 45, it is possible to say that attitudes of the respondents towards disabled employees vary according to their perceptions of productivity. Tukey test shows that each of the three groups is significantly different from one another: there is a difference in the attitudes of those respondents who consider disabled employees ‘productive’, ‘partially productive’ and ‘not productive’.

The study has also examined whether the attitudes towards disabled employees are also dependent upon perceptions about their impact at the workplace. Relevant findings are in Table 46.

Table 46 - Comparison of the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) Scores as of Perceived Positive and Negative Impact of Disabled Employees at the Workplace (t test results)

Positive and Negative Impact		n	X	t	p
To Abide / Respect Law	Yes	340	172.86	2.26	p<0.05
	No	728	175.90		
To Encourage Colleagues	Yes	55	176.25	0.49	p>0.05
	No	1013	174.87		
To Improve Productivity	Yes	36	173.67	0.38	p>0.05
	No	1032	174.99		
To Increase Performance	Yes	16	185.750	2.12	p< 0.05
	No	1052	174.772		
To Provide Vision	Yes	20	177.95	0.66	p>0.05
	No	1048	174.88		
To Have a Higher Risk of Work Accident	Yes	125	167.376	4.41	p< 0.01
	No	943	175.46		
To Decrease Productivity	Yes	7	165.15	4.59	p< 0.01
	No	993	175.68		
To Slow Down Work	Yes	76	165.83	4.04	p< 0.01
	No	992	175.64		
Difficulty in Communication	Yes	118	170.085	2.73	p< 0.01
	No	953	175.55		
No Positive Impacts	Yes	230	167.89	5.96	p<0.01
	No	838	176.87		
No Negative Impacts	Yes	698	177.80	6.37	p<0.01
	No	370	169.53		

As seen in Table 46, the employers or employer representatives speaking of the positive characteristics of disabled employees have more positive attitudes than the others. A review of the table shows that the number of participants of each group compared is quite different; therefore, it is necessary to interpret these results on the basis of limited results of comparison.

A multiple regression (stepwise) analysis has been conducted to find our predictors of the attitudes of the employers or employers' representatives of the workplaces having disabled employees. The predictor variables included in the regression analysis are as follows:

Positive Negative Characteristics
Devotedness
Attendance
Eagerness to work
Sense of Responsibility
Fulfilling a Given Task
Good Job Performance
Failure to Adapt
Introversion
Lack of Occupational Knowledge
Slow Worker
Reasons for Employing Disabled People
Legal Obligation
Social Responsibility
Suitability for the Job
Physical Condition of the Enterprise
Has any arrangement been made at the workplace for disabled employees?
How suitable are the physical conditions at the workplace for disabled employees?
What can be done to improve the performance of disabled employees?
In-service / On-The-Job Training Or Meetings
Vocational Training Courses
Personal Development Courses
Social Events for Motivation
Individual Training
Arrangement of Physical Conditions at the Workplace
Correct Job Description
Transportation
Teamwork

Preferred Disability Groups for Employment
Multiple Disabilities
Orthopaedic Disability
Sight Impairment
Hearing /Speech Impairment
Mental Disability
Psychological and Emotional Illnesses
Chronic diseases
Not Categorised
Non-Preferred Disability Groups for Employment
Multiple Disabilities
Orthopaedic Disability
Sight Impairment
Hearing /Speech Impairment
Mental Disability
Psychological and Emotional Illnesses
Chronic diseases
Not Categorised
Reasons for Preference of a Certain Disability Group for Employment
Suitability for the Sector
Suitable Physical Conditions at the Workplace
Productivity
Compliance with Working Conditions
Reasons for Non-Preference of a Certain Disability Group for Employment
Unsuitability for the Sector
Non-Compliance with Working Conditions
Unsuitable Physical Conditions at the Workplace

Non-Productivity
Positive and Negative Impact of Disabled Employees
No Positive Impact
Abiding / Respecting Laws
Encouraging Colleagues
To Improve Productivity
To Increase Performance
To Provide Vision
No Negative Impact
Higher Risk for Work Accidents
To Decrease Productivity
To Slow Down Work
Difficulty in Communication
Disabled Employee and Productivity
How do you consider productivity of your disabled employees in general?
How do your disabled employees affect the productivity of their colleagues at the workplace?
Kinship to Disabled People
N/A
Self
Family Member
Relative
Friend
Inner Circle
Business Circle
Neighbourhood

Prediction of the above seventy variables has been examined by regression analysis (stepwise method). Table 47 shows beta values and significant explanation rates of the predictor variables on the attitudes towards disabled employees taken as predicted variable.

Significance level of the predictor variables is $p < .075$.

Table 47 - ***Predictors of Attitudes of Enterprises with Disabled Employees: Multiple Regression Analysis (stepwise)***

Model	R2	AdjustedR2	R2 Change	F Change	Beta	t	p
1. Productivity of Disabled Employees	.154	.15	.154	177.27	.39	13.31	.000
2. Physical Convenience of the Workplace for Disabled Employees	.177	.17	.023	27.22	.15	5.22	.000
3. Preference for People with Chronic Diseases	.196	.19	.020	23.92	.14	4.89	.000
4. Reasons for Preferring a Certain Disability Group for Employment: Suitable Physical Conditions at the Workplace	.213	.21	.017	20.73	.13	4.55	.000
5. Impact of Disabled Employees on their Colleagues Productivity	.230	.23	.016	20.60	.16	4.54	.000
6. Having a Disabled Friend	.237	.23	.008	10.14	.09	3.18	.001
7. Organising In-service Training Events and Meetings at Workplace for Improving the Performance of Disabled Employees	.245	.24	.008	9.67	.09	3.11	.002
8. Reasons for not preferring a Certain Disability Group for Employment: Non-Compliance with Working Conditions	.253	.25	.008	10.28	.09	3.21	.001
9. Reasons for not preferring a Certain Disability Group for Employment: Failure to Adapt	.260	.25	.007	9.11	-.08	-3.02	.003
10. Organising Personal Development Courses at Workplace for Improving the Performance of Disabled Employees	.266	.26	.006	7.97	.079	2.82	.005

11. Insufficiency of Disabled Employees: Introversion	.270	.262	.004	5.96	-.07	-2.44	.015
12. Disabled Respondent	.274	.26	.004	5.11	.06	2.26	.024
13. Non-Preference of Sight Impaired People for Employment	.278	.27	.004	5.08	.06	2.25	.024
14. Preference of Mentally Disabled People for Employment	.282	.27	.003	4.66	.06	2.16	.031
15. Non-Preference of Mentally Disabled People for Employment	.285	.27	.003	4.17	.06	2.04	.041
16. Non-Preference of People with Multiple Disabilities for Employment	.288	.28	.004	4.93	-.06	2.22	.027
17. Preference of Orthopedically Disabled People for Employment	.292	.28	.003	4.43	-.06	2.10	.036
18. Having a Disabled Person in Inner Circle	.295	.28	.003	4.08	.06	2.02	.044
19. Positive Characteristics of Disabled Employees: Attendance	.297	.28	.002	3.37	.05	1.83	.067
20. Organising Individual Training at Workplace for Improving the Performance of Disabled Employees	.299	.28	.002	3.25	.05	1.80	.072

As seen in Table 47, among the variables included in the regression analyses, 20 variables with significant contribution explain 30% of the attitudes towards disabled employees. Other 50 variables are not found out to be significant predictors. 15% of the change in attitudes towards disabled employees is explained through perceived job performance of the disabled employees, while explanation strength of other significant variables (total 15%) change between 2% to 0.2%. Beta values show that variables with significant contribution are 'Reasons for Non-Preference of a Certain Disability Group for Employment: Failure to Adapt' and 'Insufficiency of Disabled Employees: Introversion'.

I.5. Assessment of Findings on the Attitudes towards Disabled Employees

Scores obtained using the Attitude Scale towards Disabled Employees at the Workplace (ASDEW) created for the purposes of this study have been analysed

according to the characteristics of the employers / employer representatives (respondents), enterprises and disabled employees. To this aim, correlation, t test, variance analysis and multiple regression analysis have been conducted, results of which are examined under this section.

I.5.1. Characteristics of Employers / Employer Representatives and Their Attitudes towards Disabled Employees

From respondents' scores from the Attitude Scale towards Disabled Employees at the Workplace (ASDEW), it can generally be said that they have a positive attitude. Descriptive statistics regarding the total and average scores of the respondents indicate that they have a positive attitude in general. The lowest score that can be received from the scale, based on the 'lowest score that can be received from X [item no] items', is 47 (47x1), while the highest score that can be received from the scale, based on the 'highest score that can be received from X [item no] items', is 235 (47x5). Total average score of this study's sample is 173.6. Additionally, mean of average scores (that can range from 1 to 5) is 3.7, which is closer to the most positive average score. These results show that the employers or employer representatives have almost positive attitudes towards disabled employees. This finding is considerably contradicts with other research findings mentioning negative attitudes of the employers (e.g. Diksa and Rogers, 1996; Kayacı, 2007; Stensrud, 2007) and with the reported very low number of disabled people working in enterprises (e.g. EU Commission, 2010; Hendricks, 2010; Tufan and Arun, 2002). Yıldırım and Dökmen (2004) also report that employers with positive attitudes towards disabled people are also positive about the employment of people with disabilities. This research, however, concludes that almost positive attitude of the employers towards disabled employees is not enough for them to employ people with disabilities.

Despite positive attitudes, relatively low employment ratio for people with disabilities can be explained in new forms of prejudices and discrimination today (Swim, Aikin, Hall and Hunter, 1995; Taylor, Peplau, Sears, 2007). Due to social and legal enforcement, both individuals and institutions express their prejudices and biases for disability, as in all other prejudices and biases, through implicit and indirect ways (Deal, 2007); maybe most of the time unconsciously. It can be said that this research study also detects such tendencies. It is possible to mention such dynamics behind the fact that majority of the respondents have stated 'legal obligation' as the main reason for employing disabled people rather than 'social responsibility' or 'suitability for job', yet the general attitude is positive towards disabled employees. Other possible explanations will be mentioned below as the occasion arises.

The following section underlines how attitudes towards disabled employees differ according to various variables or which variables are related to such attitudes.

It is observed that gender, age or educational level of the employers or employers' representatives are not related to their attitudes towards disabled employees. These findings have some similarities with and differences from the results of the studies examined the attitudes towards people with disabilities (e.g. Administration for Disabled, Prime Ministry of the Republic of Turkey, 2008; Yıldırım and Dökmen, 2004). Some research studies indicate that general attitudes towards disabled people vary in relation to the gender, yet some other studies do not support this finding. This study reports that attitudes towards disabled employees are independent from gender. The same conclusion can be made for age and level of education.

The respondents of this study are employers or employers' representatives; however, it is understood that not all respondents have full authority for personnel recruitment but some have partial authority. Based on the analysis whether this difference in authority to recruit personnel has a relation with the attitudes towards

disabled employees, it is found out that there is no significant difference between fully authorised and partially authorised respondents. Nevertheless, attitudes change according to the knowledge of legislation about the employment of people with disabilities. Being knowledgeable about the legislation for the employment of disabled people changes the attitudes in a positive way. Accordingly, regardless of the level of authority, there is relationship between the respondents' attitudes and their knowledge of legislation about the employment of people with disabilities. Knowledge always affects attitudes in a positive way (Barr and Bracchitta, 2008; Hall, 2008), and here it is observed that even legislative knowledge about disability is effective in this case. In parallel with this finding, additionally, it may be useful to remember the possibility that people with positive attitudes may be more interested in disability and therefore in getting information about it.

Another important variable affecting the positiveness level of attitudes is closeness. Being close to the object of the attitude, which is close contact, has a positive impact. A well-known principle, which is emphasised by Muzaffer Şerif's classical studies examining norm formation dynamics (Şerif and Şerif, 1996), is that 'making connections, having close contact and gathering for common purposes reduce prejudices of individuals or groups'. As stated in the *Findings* section, a comparison of the respondents on the basis of their possible kinship to a disabled person shows that the respondents that have a disabled family member, relative or friend have more positive attitude towards disability and disabled employees. The same impact is not there if the respondent himself is disabled. Although the relatively limited number of disabled respondents is an important limitation, it can easily be said that attitudes of the disabled respondents are not significantly different from the others. What is important for the purposes of this research study is that the attitudes of the respondents who have a disabled friend/colleague at the workplace are more positive than the others. Having a disabled colleague at the

workplace has a clear impact on the attitudes, and also, as mentioned above, having positive attitudes towards disability has a clear impact on employing disabled people at the workplace. This study also reports that the officials of the respondent enterprises having currently disabled employees have more positive attitudes. The study also finds out that the officials of those enterprises that do not have disabled employees currently but once did also have more positive attitudes. All these findings show that close contact with disabled employees through either present or past working relationship has also positive results. It is not wrong to say that the 'close contact' principle has worked here again. These findings are also significant in terms of many attitude theories. These findings can also be explained by 'having a positive attitude not contradicting the cognition of we employ disabled persons at our enterprise' in parallel with Heider's and Festinger's Theory of Cognitive Dissonance, by Bem's inference attitude from behaviour 'we employ disabled persons, that mean our attitude is positive' and even by the 'exposure effect'.

I.5.2. Workplace Characteristics and Attitudes towards Disabled Employees

There is a positive relationship between the attitude scores and the number of branches and employees. The level of positiveness of the attitudes towards disabled employees increases, as the number of provincial branches and employees increases. Besides, it is found out that the sector of operation is also related to the attitudes. It is possible to say that the attitudes of employers or employers' representatives that are operating in 'PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING', 'FINANCE AND INSURANCE SERVICES' and 'HUMAN HEALTH AND SOCIAL SERVICES' have a more positive attitude in general. It's necessary to refer to new research studies about the reasons for the positive attitudes in these sectors, yet it is significant that the ratio of disabled employees in the 'PRODUCTION AND DELIVERY OF ELECTRICITY, GAS, STEAM AND AIR-CONDITIONING', and 'FINANCE AND INSURANCE

SERVICES' is quite high compared to the other sectors. This is possible due to the average number of disabled persons per enterprise in these sectors is high, and thus there is a high possibility to communicate as well. On the other hand, although ratio of employed persons per enterprise is not high for the 'HUMAN HEALTH AND SOCIAL SERVICES' sector, it is logical to have a positive tendency towards 'human beings' in general whether disabled or not. Besides, it is also highly probable that this sector attain correct information about 'disabled people'. Hence, it is well known that courses and conferences about disability and disabled people improve the attitudes in a positive way (Altındağ, Yanık, Uçok, Alptekin and Özkan, 2006; Hunt and Hunt, 2004).

It is also seen that attitudes towards disabled employees are also related to making arrangements at the workplace for them. The attitudes of the officials of those enterprises that have made arrangements at the workplace for disabled employees are more positive. It is possible to see this tendency in the responses to the question of which arrangements for disabled employees can be realised by the workplaces. Those enterprises stating that they can do a certain arrangement for disabled employees at the workplace have more positive attitudes. Having examined what can be done by the employer to improve the job performance of the disabled employees, we see that those employers who favour in-service training activities, meetings, vocational training courses, personal development courses, individual training, correct job description and teamwork have more positive attitudes towards disabled employees. These results reflect the importance of correct job description for the job performance, and of organisation of training chances for these jobs. There are two crucial points here: Difference between the attitudes is significant in eight of nine suggestions; yet, there is no significant difference about transportation arrangements. There is no clear information on the cause of it: whether the difficulty of providing means for transportation or already supported transportation service

through shuttles. A more important point that needs attention is the low number of enterprises which list what they can do at the workplace. The ratio of employers who think that enterprises can take measures to improve the job performance of disabled employees is down to 1/5 for some suggestions. This shows that the employers or the employers' representatives have positive attitudes towards disabled employees, yet they are not very willing for concrete suggestions. This finding may well be reflecting today's tendency for implicit expressions of prejudices, as mentioned above. It is also possible to find other explanations. There is an inconsistency between attitudes and behaviours, which is also pointed out by LaPiere (1934; in Franzoi, 2003). Here, there seems to be an inconsistency between attitudes and proposed behaviours (suggestions). As emphasised by Ajzen and Fishbein (1980, *quoted in* Taylor, Peplau, Sears, 2007) in the Theory of Reasoned Action, attitude is not the only prerequisite to behaviour, yet it only determines the intention to certain behaviour via perception of self-control over the behaviour (easy or difficult perception of behaviour). It is possible that these suggestions for improving the job performance of disabled employees may be or may not be expressed depending on the perception of actualisation of these suggestions easy or difficult.

I.5.3. Perceived Characteristics of Disabled Employees and Attitudes towards Disabled Employees

This study also touches perceived positive and negative characteristics of disabled people as employees. A general view will show that not many numbers of characteristics, either positive or negative, have been mentioned (six positive and four negative in total), and the number of respondents approving these characteristics has also been quite low. This may be interpreted in such a way that opinions about disabled employees have not become clear yet, or disabled employees are not known well enough. Still, it is observed that those who have

mentioned positive characteristics and those have not mentioned negative characteristics have more positive attitudes. The employers or employers' representatives have emphasised devotedness, attendance, eagerness to work, sense of responsibility, fulfilling a given task and their job performances as the positive characteristics of disabled employees. The respondents who have distinguished these characteristics have more positive attitudes towards disabled employees. The negative characteristics, on the other hand, have said to fail to adapt, slow work, introversion, and lack of occupational knowledge; it is found out that the respondents emphasised the first two characteristics have more negative attitudes. Thus, the employers attach importance to devotedness, attendance, eagerness to work, sense of responsibility, hardworking and high performance for disabled employees as for their non-disabled employees; the employers who have seen these characteristics in disabled employees have a more positive attitude. The employers, when they think disabled employees cannot adapt themselves to the job and the workplace or disabled employees cannot perform well, exhibit a negative attitude towards them. Hence, the employers are said to prefer the best working staff for commercial concerns (Stensrud, 2007). This commercial preference is certainly understandable; what cannot be understood is that there are people who disregard the potential of disabled people to become the best workers if they are placed to the right job and necessary arrangements are made at the workplace.

I.5.4. Characteristics of Enterprises / Authorised Officials with Disabled Employees and Attitudes towards Disabled Employees

Thus far, the study has underlined attitudes of the authorised officials of all enterprises. Approximately two-thirds of the respondents are comprised of employers and employers' representatives of those enterprises having disabled employees. Below is discussion of the findings about the attitudes of this group towards disabled employees.

Positive relationships are determined at the workplaces with disabled employees between the number of disabled people and attitudes. As the number increases, the positive attitudes increase as well. Again 'close contact' principle can be used here to explain the fact that the more disabled employees contacted, the more positive the attitudes are. This positive correlation is related to the number of disabled male employees, yet it is not observed for disabled female employees. It is known that attitudes towards disabled women are more negative (Emmett and Alant, 2006). Prejudices and discrimination against female workers are more prominent, and disabled female workers are subject to discrimination in business life both as women and as disabled people (Fulton and Sabornie, 1994; Randolpha and Andresenb, 2004). Due to these negative attitudes towards disabled women, it is possible that the number of disabled female employees does not show a significant relation with the attitudes towards disabled employees.

There is a positive significant relationship between the attitudes towards disabled employees and the physical convenience of the workplace, direction of which is unknown. It is possible that positive attitudes increase the level of physical arrangement for disabled employees or disabled employees working in a convenient physical environment may affect the attitudes through better adaptation and good performance.

It is understood that attitudes towards disabled employees are connected to their job performance and their impact on others' job performance. If the employers or their representatives have positive perceptions about performance connected to disabled employees, their attitudes become more positive. 'Commercial concerns' (Stensrud, 2007) stated above is felt here as well.

This study emphasises positive and negative impact of the disabled employees at the workplace. The number of respondents who have mentioned about this impact is not many, and even too less to cast doubt on the validity of

comparisons. The number of respondents mentioning positive impact changes between 16 to 340, while the number of respondents talking about negative impact is between 7 to 125. The number of respondents who have not mentioned such impact is relatively higher. The number of those who have not mentioned positive and negative impact is, respectively, 726-1052 and 943-993. It is understood that the respondents do not know disabled people with their tangible characteristics, and they also have not given much thought to their positive and negative impacts. Still, it is clear that the attitudes of those who have mentioned about positive impact are more positive. It is interesting that the emphasis on the positive impact of disabled employees is 'abiding by / respecting laws'. It may be said that the employers recruit disabled persons to comply with the law, and they consider it right to have disabled employees for this reason. It is significant that enterprises with a certain number of employees clearly feel this obligation of employing disabled people.

I.5.5. Predictors of Attitudes towards Disabled Employees of the Employers or Employers' Representatives Having Disabled Employees

Thus far, the study has underlined the relationships between the attitudes towards disabled employees and the characteristics of the respondents, workplaces and disabled employees. Meanings of these relationships have been examined in detail. In this section, the results of the multiple regression analysis (obtained from the employers or employers' representatives of the enterprises with disabled employees) shall be discussed, which was held to answer the question 'Which variables do significantly contribute to the variability (increase/decrease in the positiveness level) of the attitude?'

As stated in the above mentioned findings, only 20 of total 70 potential predictors have a significant contribution to the attitudes towards disabled

employees, and these variables can only explain 30% of the changes in attitudes. Half of this contribution comes from the perceptions about the productivity of disabled employees. Employers' attitudes towards disabled employees are mostly determined by their considerations about disabled employees' productivity. As the productivity perception improves, attitudes become more positive. The productivity perception is followed by the following with a decreasing contribution: physical convenience of the workplace for disabled employees, preference of people with chronic diseases, reasons for preference of a certain disability group for employment: suitable physical conditions at the workplace, impact of disabled employees on their colleagues productivity, having a disabled friend, organising in-service training events and meetings at workplace for improving the performance of disabled employees, reasons for non-preference of a certain disability group for employment: non-compliance with working conditions, reasons for non-preference of a certain disability group for employment: failure to adapt, organising personal development courses at workplace for improving the performance of disabled employees, insufficiency of disabled employees: introversion, disabled respondent, non-preference of sight impaired people for employment, preference of mentally disabled people for employment, non-preference of mentally disabled people for employment, non-preference of people with multiple disabilities for employment, preference of orthopedically disabled people for employment, having a disabled person in inner circle, positive characteristics of disabled employees: attendance, and organising individual training at workplace for improving the performance of disabled employees.

Results of the regression analysis show that the attitudes of the employers' or employers' representatives towards disabled employees are primarily related to the productivity of the disabled employees, and then less importantly related to the impact of disabled employees on the productivity of their colleagues. The main

concern is the productivity at the workplace. There is a worry that disability will possibly decrease the productivity of the disabled person as well as his colleagues. This concern has a negative impact on the attitudes. Probably because it is related to the productivity, variables with a contribution to the attitude become more important such as convenience of the physical characteristics and conditions of the workplace for disabled employees, disabled employees' adaptation to the working environment, and organisation of in-service training activities or individual-personal development courses to improve the performance of disabled employees. People with chronic diseases and orthopedically disabled people are preferred with the expectation of higher performance, and visually impaired people, mentally disabled people, and people with multiple disabilities are not preferred for employment. Attendance perception of disabled employees improves the positive attitude whereas their introversion does the opposite. The positive attitudes are also contributed by having a disabled friend, being a disabled or having a disabled person in the inner circle since such chances improve the likelihood of knowing disabled people. These contributions, though significant, are at a low rate. Yet, these variables reflect that viewpoint of the employers regarding the disabled employees is productivity-centred and of course based on commercial concerns. As stated above, such concerns are understandable for profit organisations. It is necessary to provide good training to the disabled people, to arrange workplaces according to the conditions of the employees, and to inform the employers about disability in a correct manner in order to overcome such concerns and to increase the employment ratio of people with disabilities. Once formed, it is difficult to overcome or mitigate prejudices since they resist changing. There is an obvious need for activities to inform and improve the awareness of the employers about disability. As for the general public, there should be high quality, well-organised, informative training programmes to remove the concerns. Ignorance is the most important resource feeding concerns, prejudices (negative attitude), and discrimination. As suggested by

the Elaboration Likelihood Model, it would be successful if this training follows a central route by providing detailed and realistic information about the disabled people and if the employers allocate required time and effort for it. As emphasised before, the employers can form correct and functional attitudes if they have correct and detailed information about disabled employees. Otherwise, they may immediately embrace negative attitudes and behaviours if they get caught with physical appearance of them due to a shallow assessment. Consequently, disabled person has much to benefit from the employer and vice versa. Job, status, wage is undoubtedly important, but labour of a qualified worker is always valuable; and this valuable labour can also be possible with a disabled worker.

III. CONCLUSION

By social sensitivity, disabled people should be supported to become working, earning, self-sufficient individuals, and necessary improvements should be made in the public domain in order to ensure their full participation to social life. Thus, there should be research studies, projects and practices to contribute these actions. *“An Analysis of the Labour Market in terms of Disability”* is the first research study in Turkey both in terms of its size and its scope. That analysis has evaluated opinions and expectations of the private sector about the employment of people with disabilities. It has tried to understand the employment ratio of people with disabilities can be increased under what conditions or owing to which arrangements. Additionally, this study has asked about their opinions about the occupations of the future.

3.1. A Brief Evaluation of the Data Obtained from the Research Sample

As a result of the study, the employers have stated that professional occupations and auxiliary professional occupations would emerge as important occupations of the future both for disabled and non-disabled employees. At this point, it is important to support professional development of disabled people through training. Still, it is known that skilled or semi-skilled disabled people are not employed in their own area of work, but they are generally employed out of their area of work and most importantly for relatively unqualified jobs. For instance, a disabled lawyer or legist is employed as a switchboard operator instead of a position in a law office. Here, the state should take necessary measures to ensure the employment of disabled people in areas of education. In order to achieve that, arrangements need to be made in the education sector, in the public domain, and in legislation.

At the end of the research study, it has been seen that the employers do not wish to employ mentally disabled people and people with psychological and emotional illnesses in parallel with the statements made in focus group interviews. On the other hand, the employers prefer employing orthopedically disabled people as well as hearing and speech impaired people. However, the employers should employ all disabled people from all groups of disability.

In the research, the employers' and employers' representatives' responses to open-ended questions are consistent with the responses given to the Attitude Scale towards Disabled Employees at the Workplace. Accordingly, problems faced in the employment of people with disabilities can be listed as lack of training, low quality of work, reluctance of disabled people for working, etc. In addition, consistent with the responses to the Attitude Scale and to open-ended questions, eagerness to work and devotedness are two important characteristics sufficiently observed in disabled people. Still, their failure to adapt to the job and the workplace as well as lack of occupational knowledge is stated as insufficiency of the disabled people. It is interesting to note here that 'sufficient' characteristics are mainly on the individual work patterns and behaviours while 'insufficient' characteristics emphasise the adaptation problem or teamwork. Therefore, in order to promote teamwork, both disabled and non-disabled employees may be provided with training on teamwork, adaptation to work, etc. Additionally, positive impact of disabled employees on the workplace and other employees is presented as a performance improvement at the workplace. Negative impact of the employees, yet, is presented as higher risk of work accident, difficulty in communication and slow work. Thus, it is possible to provide training to all employees on work safety, communication, and work ethics.

Again this study has examined the private sectors' approach towards the currently operating quota and incentive practices. It has been seen that the quota system, being a legal obligation in general, is embraced by the employers, who

believe that penalty sanctions may be varied through different alternatives than mere penalty fines, and new incentives such as tax incentives will be encouraging. It has also found out that the employers would like to have Turkish Employment Organisation's support and guidance about many subjects including disability legislation, rehabilitation, placement, etc. Based on this fact, it is recommended to establish an advisory system for disabled people within the Turkish Employment Organisation.

It has been observed that general attitude of the employers towards disabled employees at the workplace is positive; in other words, it has been seen that the employers are positive about the employment of disabled people, and they consider disabled people's adaptation to their jobs and their workplaces, their skills and their performances as good as other employees. It has been noted that this positiveness towards disabled people is connected to their experiences of contacting and communicating with disabled people such as sharing the same workplace. More importantly, as the enterprise size grows, the attitudes improve as well. If the scale size is considered as an indicator of institutionalisation of an enterprise, it is possible to say that institutionalised enterprises have more positive attitudes towards disabled people.

The data shows that the enterprises which have made arrangements at the workplace for their disabled employees have more positive attitudes. It is also possible to explain it with institutionalisation. Performance-improving activities can be more easily handled by those enterprises with a similar culture. Consequently, tendencies in support of institutional culture at the enterprises can be thought to open a new door to cultural development in terms of employment of people with disabilities. Here, it may be useful to provide training or consultancy to the enterprises or to organise encouraging campaign on institutional culture, work safety, and communication and interaction with disabled people.

3.2. An Evaluation of the Data Obtained from Focus Group Studies

At this point, it is useful to remember focus group meetings held with the presence of non-governmental organisations and professional organisations representing the employers and employees who are parties to the issue of employment of people with disabilities. The data obtained in this meeting were used in the development both of the Attitude Scale towards Disabled Employees at the Workplace and of the list of suggestions to improve employment ratio of people with disabilities. There have been other suggestions from the said focus groups, yet excluded during the development of the above mentioned scale and list. These suggestions are:

- Disabled people, employers to recruit them and other employees should be provided with training on development of a living-and-working together culture.
- Disabled people should be supported to establish their own workplaces and to become employers (micro credit).
- Occupational rehabilitation practice should be improved to include attire, care, friendship and relationships, adaptation to the society at basic level, and vocational training.
- If it is not possible to assign tasks to disabled employees, they are to be directed to workshops for training, to receive vocational training (all costs to be covered by the employer), and to go back to the workplace once the training is completed.
- Disability fund should be used to finance training programmes to improve qualifications of disabled people.
- The penalty fine funds collected at the Turkish Employment Organisation should be used to cover vocational rehabilitation training of disabled people prior to employment.

- Officials of the Turkish Employment Organisation (occupational and vocational counsellors) should be qualified and authorised to examine and report which working conditions and environments a disabled person can work, and should serve as a guide to the employers.
- An analysis should be conducted to reveal what qualifications are needed for which occupational areas.
- Employment opportunities should be revealed prior to the training of disabled people; and the training should be designed based on the opportunities.
- Labour loss and disability ratio should be differentiated.
- The Turkish Employment Organisation should conduct an inventory study according to the labour loss.
- The Turkish Employment Organisation should update its occupational information files to combine supply and demand of labour.
- There should be an information system to follow up people with disabilities.
- The Turkish Employment Organisation should increase its effectiveness about occupational and vocational counselling for disabled people.
- Incentive system should step in when the employment of disabled people is done through the Turkish Employment Organisation.
- Social security input may be decreased by one point for those enterprises employing more than 500 disabled persons.
- Obstacles facing disabled people's participation into the social life in the public domain should be overcome.
- The problem of employment of people with disabilities should be handled as a whole.
- All activities regarding disabled people should be coordinated centrally.
- All disability studies should be stored in one place, and used to create effective policies.

- A national action plan should be prepared for the employment of people with disabilities, which shall provide for urgent changes that are important at medium term and permanent at longer term.
- Public and private sector should jointly develop policies and strategies about the employment of people with disabilities.
- Positive discrimination should be started for disabled people among people with equal qualifications.
- Employers should categorise different work locations / points in terms of danger.
- Enterprises that fail to make arrangements at the workplace for disabled employees should not be granted with permit.
- Local administrations should also be responsible for the employment of people with disabilities.
- Provincial employment committees should work more effectively regarding the employment of people with disabilities at provincial level.
- Local administrations should use a disability inventory to follow supports and the structure.
- Quota should cover enterprises with more than 30 employees.
- Public sector should also apply quota system and penalty for the employment of people with disabilities.

Above suggestions from the focus group meetings also emphasise the role of the Turkish Employment Organisation and areas of action. Particularly existence of robust databases and follow up systems for disabled people, establishment of inventories on the basis of labour loss, preparation of job analyses and their matching with jobs and disabled persons, and provision counselling services both to employers and to disabled people are all expected to be provided by the Turkish Employment Organisation. Again, it is seen that focus group participants have

emphasised the importance of vocational rehabilitation. The participants have requested the employers to determine disability types that may be put to work at different locations of the workplace, and even underlined the importance of arranging the workplaces to be convenient for all disability types. What should be considered here is that there is a need for qualified staff to conduct such task analyses and workplace / equipment arrangements. It is very important to train specialists at the area of industrial psychology, ergonomics and engineering psychology at the graduate level and employ them in required areas.

3.3. Recommendations

- Disability friendly employment policies should be established.
- General Directorate of Services for Persons with Disabilities and Elderly People should gather all disability research studies under the coordination of a unit, and this unit should be responsible for reflecting the research findings onto new policies. Need for new research studies should be announced here.
- Obstacles facing disabled people in terms of their participation into social life (e.g. transportation) should be overcome.
- Sheltered workplaces should be put into action.
- Vocational rehabilitation centres should be more active.
- General Directorate of Services for Persons with Disabilities and Elderly People should develop policies and projects for the employment of people with disabilities. Social policies should not merely be focused on providing financial support to the disabled. Social policies should include many actions ranging from creating or rearranging living areas for disabled people to many other practices to help their transportation, socialisation with other people, and living with other people. Thus, employment of disabled people is not separate from existence of disabled people within the social life. Therefore, there should be a centre that will develop policies for disabled people, which is comprised of

different units focusing on different problems of disabled people they can face in their social lives, business lives, etc., and these units should work in coordination with each other. Within the governmental structure, the relevant Ministry should take every step for operation of the newly produced policies in coordination and collaboration with the other ministries.

- Each unit working on disability should be staffed with specialised personnel (e.g. psychologist, social worker, physiotherapist, psychological counsellor, special educator, medical doctor, sociologist, and labour economist).
- It is very important to train specialists in the field of industrial psychology, ergonomics and engineering psychology at the graduate level and employ them in required areas.
- It should be a legal obligation for the employers to recruit disabled people only for job they are trained on.
- Necessary arrangements should be made in the education sector, in public domain and in legislation to provide disabled people with professional occupations.
- Training institutions should legally be obliged to make arrangements (e.g. library, practice area) to provide equal opportunities and facilitate educational lives of different disability groups.
- The employers should be obliged to employ disabled people from all disability groups, and there should not be a preference for any disability type.
- The Turkish Employment Organisation should establish an advisory system for the employers to get advices on various subjects such as rehabilitation, legislative changes, employment of disabled people, etc.
- The current databases for disabled people should be updated; job analyses should be prepared and matched with jobs and disabled persons.
- Labour loss and disability ratio should be differentiated; an inventory study should be conducted on the basis of labour loss.

- Local governments should also take responsibility for the employment of people with disabilities.
- Quota system should continue.
- Deterrent (e.g. cancelling workplace permit) and various penalties (e.g. temporary closing in addition to penalty fine) should be applied to those employers who do not employ disabled people or who do not make workplace arrangements.
- Incentives should be increased.
 - Tax concession / deduction should be provided to the employers.
 - Enterprises with no legal obligation to employ disabled people should be encouraged to do so.
 - Enterprises with no legal obligation to employ disabled people should be announced and recognised publicly if they employ disabled people.
 - Energy costs of those enterprises that are over the quota for employment of disabled people should be decreased.
- Certain training programmes should be compulsory to develop institutional culture in the enterprises and to ensure a harmonious working environment for both disabled and non-disabled employees. These programmes should be on the following subjects:
 - Institutional culture,
 - Work and worker safety,
 - Work ethics,
 - Communication,
 - Teamwork,
 - Organisational diversity,
 - Sensitivity.

ANNEX: QUESTIONNAIRE

An Analysis of the Labour Market Based On Disability

GENERAL DIRECTORATE OF SERVICES FOR PERSONS WITH DISABILITIES AND ELDERLY PEOPLE OF THE MINISTRY OF FAMILY AND SOCIAL POLICIES
"AN ANALYSIS OF THE LABOUR MARKET IN TERMS OF DISABILITY"



INTERVIEW

DATE	-----/-----/2011	Time of Start and Finish	-----:----- / -----:-----
INTERVIEWER' NAME-SURNAME		SIGNATURE	

CONTROL DATA	HEADQUARTERS			FIELD		
		NAME	DATE		NAME	DATE
EDIT	1			1		
ACCOMPANY	2			2		
FIELD CONTROL	3			3		
TELEPHONE CONTROL	4			4		

Hello, I am from Olgu Araştırma. My name is (-----). We are conducting a scientific research study on the ANALYSIS OF THE LABOUR MARKET IN TERMS OF DISABILITY. We would like to receive your opinions about this subject. Our interview will take approximately 30 minutes. Thank you in advance for your help.

GENERAL INFORMATION ON THE EMPLOYER

Company Name			
Name on the Signboard			
Province		Sub-Province	
Address			
Sector			
Area of Operation		Nace Rev.2 Code	
Sector/Economic Activity Code		Year of Establishment	
# of Provinces with Branches		# of Branches	
_____ provinces		_____ branches	
Is the employer a union member?	1 Yes	2 No	
Are the employees union members?	1 Fully		2 Partially 3 None
# of Total Employees: _____	# of Female Employees: _____	# of Male Employees: _____	

PARTICIPANT DATA

D1	Name – Surname									
D2	Sex	1 Female	2 Male							
D3	Age (in words)	_____		Office Tel: 0_____						
D4	Occupation	_____		Mobile: 0_____/_____						
D5	Position	_____		E-mail _____@_____						
D6	Level of Education (<i>TO THE ATTENTION OF THE INTERVIEWER: MARK ONLY COMPLETED LEVEL</i>)									
No Formal Education	Primary School	Primary Education School	Secondary School	General High School	Vocational - Technical High School	2- or 3- Year Associate Degree	4- Year Undergraduate Degree	5- or 6- Year Undergraduate Degree	MA / MSc	PhD
1	2	3	4	5	6	7	8	9	10	11
D7	What is your level of authority in selection and placement of employees?									
Partially Authorised	1	Authorised	2	Fully Authorised	3					

TO THE ATTENTION OF THE INTERVIEWER: Please explain to the interviewee:
“Please answer the questions for all your branches throughout Turkey!!”

Q1. Do you have any disabled employees? If any, how many are there?

Yes	1	A- # of Total Disabled Employees: _____ persons B- # of Disabled Female Employees: _____ persons C-# of Disabled Male Employees: _____ persons	TO THE ATTENTION OF THE INTERVIEWER: CONTINUE WITH Q3 !!
No	2		

Q2. (TO THE ATTENTION OF THE INTERVIEWER: ASK ONLY IF ANSWER TO Q1 IS “NO”!)

Did you employ disabled workers in the past?

Yes	1	TO THE ATTENTION OF THE INTERVIEWER: CONTINUE WITH Q7 !!
No	2	TO THE ATTENTION OF THE INTERVIEWER: CONTINUE WITH Q37 !!
I do not recall	3	TO THE ATTENTION OF THE INTERVIEWER: CONTINUE WITH Q37 !!

PART I
QUESTIONS 3-36

Q3. Why have you employed disabled persons? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!)

Legal Obligation	1
Social Responsibility	2
Suitability for the Job	3

Other (Please explain)

Q4. What is the number of disabled employees as of disability types?

	Total number of disabled employees
1- Multiple Disabilities	
2- Orthopaedic Disability	
3- Sight Impairment	
4- Hearing + Speech Impairment	
5- Mental Disability	
6- Psychological and Emotional Illnesses	
7- Chronic Diseases (Blood, cardiac, cardiovascular, respiratory, immune system etc. diseases requiring continuous treatment and care)	
8- Not Categorised (Please explain)	
Total (should be equal to the total number in Q1)	

Q5. What is the dissemination of disabled employees as of their level of education? (TO THE ATTENTION OF THE INTERVIEWER: ASK THE COMPLETED LEVEL) (Total number should be equal to the total number in Q1a)

Level of Education	No Formal Education	Primary School	Primary Education School	Secondary School	General High School	Vocational - Technical High School	2- or 3- Year Associate Degree	4- Year Undergraduate Degree	5- or 6- Year Undergraduate Degree	MA / MSc	PhD	Total
#												

An Analysis of the Labour Market Based On Disability

Q6. Please indicate jobs, departments/units and occupations of your disabled employees.

(TO THE ATTENTION OF THE INTERVIEWER: AFTER Q6, CONTINUE WITH Q8 !!)

Job	Occupation	# of Persons	ISCO-88 CODE (of the Job)

Q7. Why don't you have disabled employees? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!)

Total number of employees under the set quota	1
No job application by disabled persons	2
Sector not convenient / suitable	3
Not willing to employ disabled people	4
Other (Please explain)	

(TO THE ATTENTION OF THE INTERVIEWER: MARK Q8 AND Q9 TO THE FOLLOWING TABLE)

Q8. What are your resources for recruitment in general? (MULTIPLE RESPONSE)

Q9. What are your resources for recruiting disabled workers? (MULTIPLE RESPONSE)

Q8 In General MULTIPLE RESPONSE	Q9 For Disabled MULTIPLE RESPONSE	
1	1	Newspaper Ads
2	2	Turkish Employment Organisation
3	3	Internet Career Portals
4	4	Recommendation from a Trusted Employee
5	5	Recommendation from a Relative/Friend
6	6	Face-to-Face Job Application
7	7	Job Application via e-Mail
		Other (Please explain).....

(TO THE ATTENTION OF THE INTERVIEWER: MARK Q10, Q11, Q12 AND Q13 TO THE FOLLOWING TABLE!)

Q10. What methods do you use for personnel recruitment in general? (MULTIPLE RESPONSE)

Q11. What is the most frequent method you use for personnel recruitment in general? (SINGLE RESPONSE)

Q12. What methods do you use for recruiting disabled workers? (MULTIPLE RESPONSE)

Q13. What is the most frequent method you use for recruiting disabled workers? (SINGLE RESPONSE)

Q10 MULTIPLE RESPONSE	Q11 SINGLE RESPONSE	Q12 MULTIPLE RESPONSE	Q13 SINGLE RESPONSE	Statements
1		1		Interview
2		2		Free Interview
3		3		Structured Interview
4		4		Psych-Technical Test
5		5		Group Work
6		6		Simulation
7		7		Role Playing
8		8		Personality and Interest Inventory
9		9		Assessment Centre (using more than one method)
10		10		Written Exam
				Other (Please explain).....

An Analysis of the Labour Market Based On Disability

Q14. Do you know the legislation about employment of people with disabilities?

Yes	1	Some	2	No	3
-----	---	------	---	----	---

Q15. What problems do you experience with regard to the employment of people with disabilities in general?

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Q16. Did you do any arrangements at the workplace for disabled employees?

Yes	1	No	2	(TO THE ATTENTION OF THE INTERVIEWER: IF THE ANSWER IS "NO", CONTINUE WITH Q18)
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Q17. What arrangements were made at the workplace for disabled employees? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!)

Elevator	1
Ramp	2
Sink	3
Various Office Arrangements	4
Transportation (Shuttle)	5
Visual Card	6
Arrangement of Working Conditions	7
Computers Adjusted for the Disabled	8

Other (Please explain).....

Q18. How suitable are the physical conditions of your workplace for disabled employees?

Not suitable	1	Somewhat suitable	2	Partially suitable	3	Considerable suitable	4	Fully suitable	5
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Q19. What are the characteristics that disabled employees sufficiently possess? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!) (MULTIPLE RESPONSE)

Devotedness	1
Attendance	2
Eagerness to work	3
Sense of Responsibility	4
Fulfilling a Given Task	5
Good Job Performance	6

Other (Please explain).....

Q20. What are the characteristics that disabled employees insufficiently possess? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!) (MULTIPLE RESPONSE)

Failure to Adapt / Fit In	1
Introversion	2
Lack of Occupational Knowledge	3
Slow Workers	4

Other (Please explain).....

Q21. In your opinion, which occupations in the sector are in demand today or will be demanded in the next 10 years?

Today	ISCO-88 Code	Future	ISCO-88 Code

An Analysis of the Labour Market Based On Disability

Q22. For which occupations do you consider employing disabled people?

	ISCO-88 Code

(TO THE ATTENTION OF THE INTERVIEWER: MARK Q23 AND Q24 IN THE FOLLOWING TABLE)

Q23. What can be done, in your opinion, to improve the performance of disabled employees in your company? (TO THE ATTENTION OF THE INTERVIEWER: MARK IN THE FOLLOWING TABLE)(MULTIPLE RESPONSE)

Q24. Which ones can you handle? (MULTIPLE RESPONSE)

	Q23 (MULTIPLE RESPONSE)	Q24 (MULTIPLE RESPONSE)
In-service / On-the-job Training and Meetings	1	1
Vocational Training Courses	2	2
Personal Development Courses	3	3
Social Events for Motivation	4	4
Individual Training	5	5
Arrangement of Physical Conditions at the Workplace	6	6
Correct Job Description	7	7
Transportation	8	8
Teamwork	9	9
Other (Please explain).....		

Q25. What can be done, in your opinion, to increase the success of disabled employees other than you? (MULTIPLE RESPONSE)

The State should provide support.	1
The State should provide vocational training courses.	2
Turkish Employment Organisation should refer right persons.	3
Social rights of disabled people should be enhanced.	4
Workplace arrangements should be done by the State.	5
Disabled employees should be provided with personal development courses.	6
Basic needs of disabled people should be covered by the State.	7
Other (Please explain).....	

(TO THE ATTENTION OF THE INTERVIEWER: MARK Q26, Q27 AND Q28. IN THE FOLLOWING TABLE)

Q26. Which type(s) of disability do you PREFER to employ in your company? (MULTIPLE RESPONSE)

Q27. Please indicate preferred DISABILITY LEVEL for these disability types according to your business.

Q28. Which type(s) of disability do you NOT PREFER to employ in your company? (MULTIPLE RESPONSE)

Type of Disability	Q26 Preferred Disability Type	Q27 Disability Level Preferred For The Job			Q28 Non-Preferred Disability Type
		Mild	Medium	Severe	
1- Multiple Disabilities		1	2	3	
2- Orthopaedic Disability		1	2	3	
3- Sight Impairment		1	2	3	
4- Hearing + Speech Impairment		1	2	3	
5- Mental Disability		1	2	3	
6- Psychological and Emotional Illnesses		1	2	3	
7- Chronic Diseases		1	2	3	
8- Not Categorised		1	2	3	

Q29. What are the reasons for preference for the type(s) of disability that you PREFER to employ?

Suitable for the sector	1
Suitable physical conditions at the workplace	2
Productivity	3
Suitable for the working conditions	4
Other (Please explain).....	

Q30. What are the reasons for non-preference for the type(s) of disability that you DO NOT PREFER to employ?

Unsuitable for the sector	1
Unsuitable for the working conditions	2
Unsuitable physical conditions at the workplace	3
Non-productivity	4
Other (Please explain).....	

Q31. What are the positive impacts of disabled employees on your workplace? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!)

No Positive Impact	1
Abiding By / Respecting Laws	2
Encouraging the Personnel	3
Increasing the Productivity	4
Improving the Performance	5
Creating a Vision	6
Other (Please explain).....	

Q32. What are the negative impacts of disabled employees on your workplace? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!)

No Negative Impact	1
Higher Risk for Work Accidents	2
Decreasing the Productivity	3
Slowing Down Work	4
Difficulty in Communication	5
Other (Please explain).....	

Q33. What is the PRODUCTIVITY level of your disabled employees in general?

1	2	3	4	5
Non-Productive	Somewhat Non-Productive	Neutral	Productive	Very Productive

Q34. How do your disabled employees affect the PRODUCTIVITY OF THEIR COLLEAGUES at the workplace?

1	2	3	4	5
Negative	Partially Negative	Neutral	Positive	Very Positive

Q35. Which one of the following statement does express your opinion about the QUOTA AND INCENTIVE SYSTEM in use for the employment of people with disabilities? (SINGLE RESPONSE)

Quota system should be removed.	1
Quota system should continue.	2
A mixed system should be established with a balanced quota and incentive system.	3

Q36. What are your opinions about the PENALTY SYSTEM regarding the employment of people with disabilities? (MULTIPLE RESPONSE)

TO THE ATTENTION OF THE INTERVIEWER: AFTER Q36, CONTINUE WITH Q38

Penalty is necessary.	1
Penalty should be increased.	2
Penalty should be decreased.	3
There should be other sanctions besides penalty fines.	4
Other (Please explain).....	

Q37. What is the reason for not having disabled employees? (TO THE ATTENTION OF THE INTERVIEWER: DO NOT READ THE OPTIONS!)

Total number of employees under the set quota	1
No job application by disabled persons	2
Sector not convenient / suitable	3
Not willing to employ disabled people	4
Other (Please explain).....	

PART II
(QUESTIONS 38-40)

Q38. Please indicate if you agree with the following statements. (SHOW THE CARD!)

IN ORDER TO IMPROVE THE EMPLOYMENT OF DISABLED PEOPLE	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Over-quota enterprises should be provided with unsecured or low interests loans.	1	2	3	4	5
2. Penalty level should be increased for those not complying with disability quota.	1	2	3	4	5
3. Disabled persons should be provided with training and rehabilitation by the State according to the positions they are planned to be employed.	1	2	3	4	5
4. Payments for the employment of disabled people should be fully covered by the State.	1	2	3	4	5
5. A flexible working model should be applied for disabled people.	1	2	3	4	5
6. Employers should be provided with tax concession / deduction.	1	2	3	4	5
7. Employers should be provided with guidance about employing disabled persons for the right job.	1	2	3	4	5
8. Employment of disabled people should be on voluntary basis.	1	2	3	4	5
9. Employment of disabled people should be considered as a social responsibility.	1	2	3	4	5
10. Qualifications and skills should be redefined in detail regarding disabled people.	1	2	3	4	5
11. Enterprises with no legal obligations should be encouraged to employ disabled persons.	1	2	3	4	5

An Analysis of the Labour Market Based On Disability

IN ORDER TO IMPROVE THE EMPLOYMENT OF DISABLED PEOPLE	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
12. Energy costs of the over-quota employers should be deducted.	1	2	3	4	5
13. Problems regarding transportation to workplaces should be solved by the State.	1	2	3	4	5
14. Enterprises employing disabled people should be announced publicly for recognitions.	1	2	3	4	5
15. State should fully cover social insurance premiums of disabled employees for over-quota enterprises.	1	2	3	4	5
16. Spatial and physical arrangements to be made at workplaces for disabled employees should be covered by the State.	1	2	3	4	5
17. Turnover should be criterion for the employment of disabled people.	1	2	3	4	5
18. It should be reported which working environment and conditions a disabled person will need to have on the basis of disability types.	1	2	3	4	5
19. There should be guidance about the regulations and legislation.	1	2	3	4	5
20. Turkish Employment Organisation should recommend staff in compliance with sectoral demands.	1	2	3	4	5
21. Turkish Employment Organisation should provide guidance to disabled persons with vocational and personal training.	1	2	3	4	5

Q39. Do you have additional suggestions and expectations to improve the employment of disabled people, if any?

Q40. Do you have a kinship to a disabled person?

1	None		
2	Self	6	Inner Circle
3	Family Member	7	Business Circle
4	Relative	8	Neighbourhood
5	Friend		Other

Q41. Please indicate if you agree with the following statements.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	We have no work that cannot be performed by a disabled person.	1	2	3	4	5
2	Disabled workers demoralise most of the other employees.	1	2	3	4	5
3	Obligation to employ disabled people creates unjustness at the workplace.	1	2	3	4	5
4	I see no harm sharing my workplace with a disabled worker.	1	2	3	4	5
5	The problem for a workplace is not disabled employees but low-performing employees.	1	2	3	4	5
6	I do not consider employing disabled persons but for legal obligations.	1	2	3	4	5

An Analysis of the Labour Market Based On Disability

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
7	Investments made on disabled workers do not have a return, but come to naught.	1	2	3	4	5
8	Any investment on disabled people in the areas of education or employment is a rightful positive discrimination.	1	2	3	4	5
9	Disabled people do not want to take responsibility at the workplace.	1	2	3	4	5
10	Disabled people reflect their psychological problems to work as much as everyone.	1	2	3	4	5
11	What is important is the quality of work, not disabilities they have.	1	2	3	4	5
12	We better employ disabled people, pay their salaries, but not have them at the workplace.	1	2	3	4	5
13	Disabled people would like to earn their own keep instead of social assistance.	1	2	3	4	5
14	Disabled people pile on the agony.	1	2	3	4	5
15	Once employed on the basis of job qualifications, disabled people are useful employees.	1	2	3	4	5
16	It is better to have disabled employees work in a separate place.	1	2	3	4	5
17	Disabled people have career goals.	1	2	3	4	5
18	Disabled people easily adapt themselves to changes / innovations at the workplace.	1	2	3	4	5
19	Employees will slow down their work because of the disabled persons among them.	1	2	3	4	5
20	Margin of error for disabled employees are as large as others.	1	2	3	4	5
21	Working with disabled people improves human relations.	1	2	3	4	5
22	Most of the employees are not comfortable with disabled workers.	1	2	3	4	5
23	I have pity for disabled people.	1	2	3	4	5
24	I admire the work done by disabled people.	1	2	3	4	5
25	Most of the employees do not refrain from working with the disabled.	1	2	3	4	5
26	There are limited positions for disabled workers at the workplace.	1	2	3	4	5
27	All employees are equal, whether they are disabled or not.	1	2	3	4	5
28	Disabled workers do not need help in performing their jobs.	1	2	3	4	5
29	A disabled person can handle any given task.	1	2	3	4	5
30	Disability is not an obstacle for working in an occupation.	1	2	3	4	5
31	Only well education disabled people can be employed in a workplace.	1	2	3	4	5
32	There are different tasks that can be performed for each disabled person.	1	2	3	4	5
33	Disabled workers are less qualified than most of the other employees.	1	2	3	4	5
34	It is unfair not to employ disabled people.	1	2	3	4	5
35	Risk for work accidents will be removed once disabled workers are placed in right spots for right jobs.	1	2	3	4	5
36	It is just a formality to employ disabled people at the workplace.	1	2	3	4	5
37	Working discipline of disabled people is not different.	1	2	3	4	5
38	Disabled worker does not benefit my company.	1	2	3	4	5
39	Disabled people are conformists.	1	2	3	4	5

An Analysis of the Labour Market Based On Disability

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
40	Disabled people are aggressive.	1	2	3	4	5
41	Disabled people do not have a difference in terms of adaptation to the working environment.	1	2	3	4	5
42	Disabled people can easily devote themselves to their workplace.	1	2	3	4	5
43	Disabled people have difficulty in the ruthless competitive world of business.	1	2	3	4	5
44	Disabled people adapt themselves to the productive work pace of a workplace.	1	2	3	4	5
45	Disabled people are subject to ill treatment at the workplace.	1	2	3	4	5
46	Disabled people are self-confident as much as others.	1	2	3	4	5
47	Disabled people disturb most of the other employees due to their physical appearance.	1	2	3	4	5
48	Employment of disabled people tarnishes the company's image in the private sector.	1	2	3	4	5
49	Disabled people deprive the other employees from their right to work.	1	2	3	4	5
50	Disabled people love to work.	1	2	3	4	5
51	Disabled people can only perform desk jobs.	1	2	3	4	5
52	Disabled people are easily offended.	1	2	3	4	5
53	Disabled people can only work in unqualified jobs.	1	2	3	4	5
54	Disabled people can have a profession.	1	2	3	4	5
55	Disabled people cannot perform skilful tasks.	1	2	3	4	5
56	Cost is not important for arrangements to be made at the workplace for disabled workers.	1	2	3	4	5
57	Having disabled employees discomforts the customers.	1	2	3	4	5
58	It is difficult to determine what kind of tasks disabled people may be given to perform.	1	2	3	4	5
59	Disabled people should be directed to more passive tasks at the workplace.	1	2	3	4	5
60	A disabled person can do my job as good as I do.	1	2	3	4	5
61	Given a preference, I would like to employ only disabled people.	1	2	3	4	5
62	It is difficult to dismiss disabled people.	1	2	3	4	5
63	It is not right to expect contribution from disabled people at the workplace.	1	2	3	4	5
64	Disabled people have psychological problems as much as other people.	1	2	3	4	5
65	Disabled people are mixed-up.	1	2	3	4	5
66	The obligatory number of disabled employees at a workplace is higher than needed.	1	2	3	4	5
67	Most of the people are happy to work with disabled people.	1	2	3	4	5
68	Job training for disabled people increases their productivity.	1	2	3	4	5
69	Disabled people do not goldbrick.	1	2	3	4	5
70	I can pay all sorts of penalty fine as long as I do not have disabled person in my workplace.	1	2	3	4	5
71	Disabled people can do their self-care / personal care at the workplace.	1	2	3	4	5

An Analysis of the Labour Market Based On Disability

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
72	It is an enterprise's social responsibility to employ disabled persons.	1	2	3	4	5
73	A disabled person is residuary in the workplace.	1	2	3	4	5
74	Disabled people should only be employed at home.	1	2	3	4	5
75	Disabled people's health problems increase at the workplace.	1	2	3	4	5
76	Disabled people always complain.	1	2	3	4	5
77	Employing disabled workers increases risk for work accidents.	1	2	3	4	5
78	It is difficult to know how to behave a disabled person in the workplace.	1	2	3	4	5
79	I am against employment of disabled people while non-disabled are unemployed.	1	2	3	4	5
80	Qualifications of a person should be considered for recruitment, not whether he is disabled or not.	1	2	3	4	5
81	Disabled employees in a workplace are generally favoured because of their disability.	1	2	3	4	5
82	Disabled people startle most of the employees.	1	2	3	4	5
83	Employing disabled people at the workplace does not create problem.	1	2	3	4	5
84	Disabled people are always concerned about dismission.	1	2	3	4	5
85	Working with disabled people is distracting.	1	2	3	4	5
86	Disabled people, once placed in right positions, perform better than most of the other employees.	1	2	3	4	5
87	Disabled people are always concerned about their job performances.	1	2	3	4	5

THANK YOU FOR YOUR PARTICIPATION!

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