

# The Effects of Hiring Person with Disabilities to the Overall Performance of Restaurant

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**Abstract:** In accordance with Republic Act 7277 (Magna Carta for Disabled Persons) and Republic Act 10524, it was stated that at the minimum one per cent of the positions in government agencies, offices, and businesses must be reserved for individuals with impairments. Despite the law's full recognition, uninvited obstacles still affect the hiring of the disabled. Some workplaces are still hesitant to hire them as a negative stigma that they may adversely affect the company's overall performance is rampant.

The narrative and phenomenology methods were used to examine the perspectives of restaurant managers who supervise disabled employees and customers' responses to the services of disabled individuals. The investigators conducted both online and in-person interviews. The responses were organized into themes using thematic analysis.

Based on the study, the negative impression of hiring persons with impairments has hindered assessing the potential of disabled persons. Due to that, the researchers conducted a series of interviews to measure the effectivity rate of persons with disability in a restaurant setting. The study showed positive feedback on the overall performance from the managers and the customers. Thus, allowing the disabled person to be justified and treated in accordance with the present laws of employing PWDs.

**Keywords:** Disabilities, Workplace, Performances, PWD, Employers, Employee

## I. INTRODUCTION

The passing of the Republic Act. 7277 or the Magna Carta for people with disability guaranteed the proper incentives and services offered to fully participating people in society. In 2013 and 2016, the Magna Carta was amended to provide equal employment opportunities for PWDs. Despite the recognition of this stigma, unsolicited barriers still exist that make people with these conditions isolated and insecure. People with disabilities encounter profound exclusion in the workplace. According to the Magna Carta, Only 36% of people with disabilities of working age are employed, according to data from 91 nations and territories spread across eight geographical areas.

The COSP15 or the Conference State of Parties, these are the individuals and organizations that unifies for the sake of implementation the rights of persons with disabilities, examines the economic empowerment of persons with disabilities, which is the ability of individuals with disabilities to effect real change and participate in society by engaging on

equal terms in the labor markets. It permits individuals with disabilities to lead a reasonable standard of living concerning their equality in the workplace and beyond.

The ILO, an organization that promotes equal rights for impaired people in a workplace, has an early history of providing equal opportunities and securing permanent work for individuals with disabilities. The approach to disability integration is twofold. One path enables disorder programs and initiatives to resolve particular drawbacks and obstacles. Simultaneously, another initiative wants to guarantee the incorporation of disabled people in popular media programs and amenities, such as capacity building, employment endorsement, social welfare programs, and poverty alleviation strategies. As outlined in the International Labor Organization's Disability Inclusion Strategy and Action Plan 2014-2017, the ILO's efforts to include people with disabilities encompass its operations, including its core operations and cooperation with other International bodies.

According to the Census of Population and Housing of 2010, 1.23 percent of the household population is disabled (Philippine Statistics Authority, 2010). The percentage of PWDs employed in the urban area is slightly higher (58.3 percent) than in the rural area (41.9 percent). More than half of those with a job or business were still ready to supplement their income with part-time work (Mina, 2013). Companies have conflicting opinions about hiring individuals with disabilities. According to Gatchalian et al. (2014), certain companies in the Philippines are interested in employing people with impairments to increase their productivity.

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Few studies have attempted to measure the productivity of PWDs and compare it to that of abled personnel, despite the

fact that employers of PWDs are extremely concerned about productivity. In a study conducted by Hindle, Gibson, and David (2010), they examined the productivity of disabled and non-disabled Australian call centre employees based on their attendance, task engagement, and capacity to upgrade and create new sales. There were no substantial variations in groups of workers in terms of the measured criteria, rejecting the notion that disabled people are less effective.

While the general overview of hiring people with disability showed remarkable results in both moral and human rights, some employers are still reluctant to hire the disadvantaged because they think they might influence the overall performance of the company, especially in the restaurant industry. Hence, this study aims to distinguish the effects of hiring PWDs on the performance of a restaurant. The study also seeks and discerns the results towards customer satisfaction and if there is a need to develop advanced arrangements to cope with its PWD employees.

#### *Employment of Persons with Disability*

Studies shows that due to gaps in creating a job performance history and a stockpile of employment skills, people with impairments risk employment discrimination. Employers are impacted since evaluating performance in job disadvantages is difficult (Shaw, 2013). In addition, employers do not hire workers with disabilities due to ignorance, accommodation concerns, cost concerns, and legal apprehension. Employers frequently lack knowledge of how to deal with and consider disabled workers since they believe hiring impaired individuals to be a burden (Kaye et al., 2011). Employers who see PWD candidates may be cautious about hiring them out of concern for the potential problems. Employers need not be concerned about recruiting people with disabilities. These points should convince firms that hiring PWDs is a wise decision.

Employing persons with disabilities is an excellent way for a company to demonstrate its diverse staff to the public. This may boost the company's appeal to prospective customers and staff. Also, other surrounding enterprises may emulate them to increase their reputations, so expanding the business environment.

Furthermore, the attitudes of customers and coworkers towards disabled individuals are a worry when recruiting them. Some clients and employees may question their capacity to accomplish their duties. In contrast, impaired workers demonstrate high loyalty, less turnover, enhanced credibility, increased productivity, and physical and psychological workplace safety (Kalargyrou, A., 2014).

#### *The Hurdles of Persons with Disability in the Workplace*

According to Narayanan (2018), employees with disabilities face several difficulties. They face discrimination daily as a result of their disability. Some are being mistreated and bullied by their coworkers in various ways. However, in their interviews, some supervisors are breaking these stereotypes to

promote a healthy work environment and high productivity. Consequently, a person with a disability may have a different work environment, experience social isolation, or assigned to a position where their skills and abilities are utilized the most.

According to Gatchalian et al. (2014), Filipino employers identify the typical negative perceptions of PWD employees (e.g., absence and punctuality issues, rapid turnover, and more incredible training difficulty) with PWD applicants with no prior or related work experience. The vast majority of respondents preferred PWD applicants with prior work experience. As a result, the Philippine government can assist in the rehabilitation and preparation of PWDs for occupational readiness; it can promote equal training and educational opportunities for PWDs and ensure that PWDs are placed in jobs commensurate with their qualifications and are compensated accordingly.

Negative stereotyping have become one of the probable counterproductive impacts of PWD employment on non-disabled workers, such as a drop in the latter's productivity, their emotions of discomfort, and the experience of an unneeded difficulty or burden, are evaluated by employers (Gatchalian et al., 2014) This aspect also accounts for respondents' worry regarding the rise in business costs, the difficulty of educating PWDs, and the potential absence, punctuality, and turnover issues PWDs may provide to the workplace. Added cost and management efforts include building additional safety and health measures, providing additional training, establishing a mechanism for closer supervision, and accounting for work-related accidents and errors (Gatchalian et al., 2014) This aspect also includes the perception of justice among other employees, specifically regarding their labour allocation and PWDs.

#### *Magna Carta of Disabled Persons*

In 2019, Manila City Mayor Isko Moreno instigated an ordinance to hire PWD to provide more opportunities for the elderly and disadvantaged. In light of this ordinance, several establishments are already hiring people with disabilities. Fast-food chains are already a step ahead of its game, as they have already managed to employ and handle PWD employees well. In 2019, the Department of Trade and Industry launched its Manual on the Disability Inclusive Governance, which will guide DTI personnel on how to guarantee disability inclusion in the planning, implementation, and monitoring of programs and services as a component of the Department's commitment to achieving good governance.

In addition, a PWD Advocacy Group welcomed alternative employment programs for disabled individuals in 2020. They introduced more sustainable work opportunities for the minority's benefit. McDonald's Philippines and local government units have pledged to hire disabled and senior individuals in its branches. The PWD Advocacy Group contributes favorably to the disabled, particularly in pandemic situations. With the implementation of existing legislation,

there will be a widespread shift in the judgements that have been stigmatized through the years.

In 2020, Rappler posted that a native worldwide corporation, Jollibee Foods Corporation (JFC) embraces diversity and inclusion in the workplace. Additionally, they believe in offering equal employment chances to all industries. So, they joined the City Governments of Manila and Pasay to offer employment to qualifying seniors and people with disabilities. JFC also collaborated with the Foundation of These-Abled Persons, Inc. (FTI) and the Saint Brother Jaime Hilario Institute of De La Salle-College of Saint Benilde to develop and implement training programs to educate their employees on how to communicate and interact effectively with differently-abled workers, particularly the deaf.

#### *Effects of Hiring Persons with Disabilities*

The Republic Act No. 10524, a law that expands employment opportunities for PWDs, encourages private companies with at least 100 employees to retain at least 1 per cent of their vacancies for people with disabilities. The Implementing Rules and Regulations (IRR) of the Bureau of Internal Revenue (BIR) offer the following incentives to businesses that hire PWDs: (1) An additional tax cut of 25% of the total employee compensation paid to PWDs from the private institution's total salary. (2) Companies are eligible for a supplemental tax rebate from their taxable profit if they alter or improve their physical facilities to benefit individuals with disabilities. This deduction equals fifty per cent of the direct expenses involved with the adjustments or advancements.

In 2016, Chicago Lighthouse considered numerous advantages and benefits of employing people with disabilities. Recent research indicates that people with disabilities are dependable employees with higher overall job retention rates. The study states that disabled individuals are more aware and conscientious of workplace safety, thereby reducing work-related accidents. A company's image of equal opportunity enhances employing people with disabilities. Even though disability is the primary reason for their unemployment, Chicago Lighthouse took these risks and was able to demonstrate the abilities of disabled individuals.

According to Lengnick-Hall et al., disabled persons may be less employable if they have lower educational attainment, particularly when task knowledge and formal schooling are required. Adjustments for disabled people may incur extra costs for employers, but current evidence suggests that these costs are typically minimal and unlikely to sway the benefit-to-cost analysis away from employing people with disabilities.

## II. METHOD/S

This chapter concentrates on discussing implemented research methods and procedures that correspond to the researchers' investigations to answer specific interview questions systematically.

#### *Research Method*

The researchers undergoes Qualitative Method as the part of the study. Narrative Research Design and Phenomenology Research Tradition as a research method to investigate the overall effectiveness of hiring persons with disabilities in the restaurant. According to Golsteijn & Wright (2013), narrative research collects and analyzes data based on experiences. Phenomenology is a qualitative research method that examines the subjective experiences of an individual in society (Neubauer et al., 2019). The study is in narrative form in order to identify the experiences of the managers and their customers when it comes to customer service of the disabled employees. Using the phenomenology approach, the researchers analyzed the experiences and observations of both managers and customers who encountered the services of impaired employees. The research entails the in-depth examination of a topic to find new facts and gain a deeper grasp of the topic. Such in-depth research frequently necessitates an appreciation for the perspectives of others in order to get new perspectives about a particular occurrence (Neubauer et al., 2019).

#### *Instruments*

The researchers decided to do observations and semi-structured interviews to acquire the data. The interviews were conducted both online via Google forms and in person. The researchers conduct semi-structured interviews with the participants to generate and collect credible sources. The data collected from participants by the researchers were subjected to thematic analysis. Since the study requires the identification and analysis of data, the thematic analysis was used to understand the impacts and effects of the data.

#### *Participants*

The researchers involved participants in the study include consumers and managers of a restaurant that employs disabled individuals. Participants were at least twenty (20) years old and had at least six (6) months of relevant work experience. Selected volunteers were essential to achieving the desired result of the study. Only managers and consumers will be permitted to participate in the interviews.

#### *Profile:*

##### *Managers:*

1. NB, Female, 4years experience as manager/owner, casual dining restaurant, located at Ternate, Cavite.
2. EM, Female, 3years experience, fast food restaurant, located in Mandaluyong City.
3. RV, Female, 3years experience, cafe restaurant, located at Tandang Sora, Quezon City.
4. EC, female, 3years experience, cafe restaurant, located at Tandang Sora, Quezon City.
5. DD, Male, 6years experience, fast food restaurant, located at Novaliches Bayan, Quezon City.

*Customers:*

1. MU, Female, 21 years old, experienced being served by PWD Employee on June 13, 2022, located at Ternate, Cavite.
2. JB, Male, 28 years old, experienced being served by PWD Employee on June 24, 2022, located at Mandaluyong City.
3. SP, Male, 24 years old, experienced being served by PWD Employee on June 21, 2022, located at Tandang Sora, Quezon City.
4. CE, Male, 19 years old, experienced being served by PWD Employee on June 21, 2022, located at Tandang Sora, Quezon City.
5. LM, Female, 30 years old, experienced being served by PWD Employee on June 18, 2022, located at Novaliches Bayan, Quezon City.

*Data Collection*

The research data collecting began on June 12, 2022, and concluded on June 25, 2022. The data was gathered via Google forms and in-person interviews.

The researchers compiled a list of questions for the participants to respond to. Regarding the research problem, each participant was interviewed for 30 minutes.

*Data Analysis*

For the researchers to establish the efficacy of employing persons with disabilities in a restaurant, the two groups that developed from the sample population were allowed to share their perspectives and experiences as customers and managers. The collected data were organized into a version that was coded and themed. The researchers manually categorized the main ideas from the transcripts into significant themes.

### III. RESULTS AND DISCUSSION

The researchers reviewed the information acquired from the respondents: five (5) managers, five (5) customers from five (5) restaurants that have Person with Disability Employees, which was gathered through online and physical interviews.

*Special Arrangement for PWD Employees at the Workplace*

PWD employees need special arrangements at their workplace to manage their effectiveness and to enhance their opportunities by analyzing whether a person with a disability can excel and perform if given a task that suits them. (Geneva, 2010)

A result from the respondents shows that many of their employees with disabilities succeed in a specific task or position that was assigned to them through constant adjustments for them to enable their potential in the workplace. Two of these managers indicated that their PWD employees are capable of performing the same tasks as regular employees and are more dependable and efficient than other regular employees. When performing at the restaurants where

they are employed, PWD personnel are not even acknowledged as having disabilities during the physical interview for the managers and customers. Customers who were being interviewed noticed that PWD employees needed distinct workplace accommodations to function properly. These accommodations needed to be comfortable and appropriate for their talents.

*Strengths of PWDs in Customer Service*

The majority of disabled people encounter obstacles that make doing tasks difficult. They must therefore use creativity to find other routes around, through, or over those obstacles. People with disabilities often persist in solving issues until they are resolved. The study concludes that PWD employees do not capitulate at the first complexity because if the employees did otherwise - they will never succeed.

The participants said that PWD employees are good at communicating with customers' needs and they are well-trained. All in all, the participants are satisfied with the service they got from the PWD employees. According to Hatton (2014), People with disabilities have a diverse range of skills and abilities. But almost invariably, they have developed new skills to get by in a world that includes them.

Hiring a person with disabilities can promote/build a good reputation for the company. Employing a PWD is an opportunity for the business to show its diversified workforce to the public. One participant agreed that PWD performance affects the effectiveness of a restaurant. Another participant stated that the performance of PWD employees change the stances of the restaurants. According to Kalargyrou, V.,(2014), customers are willing to patronize a restaurant that employs a person with a disability, increasing the restaurant's performance and reputation.

*Impact of PWD Employees' Performance in Customer Services*

Employees with disabilities do well as they carry out their jobs; consumers contacted on the day of data collection stated that PWD employees are no different than any other normal employees working in the same business. Respondents also discovered that PWD employees are more helpful and hands-on when they require assistance.

The responses from the customers who provided answers to the questions have been laudatory and astounding. People who experienced customer service by a PWD employee have no difference between normal employees (Valentini, K., Nelson, B., & Pei-Jou, K., 2018).

The results shows that customers desire to see performance in all staff. Person with disability employees often experience stereotyping from other people who experienced their service and performance. Respondents agree that the effectiveness of the performance of the restaurants has not been affected by the performance of the PWD employee. As it didn't shows

negative performance in all the PWD employees but instead, praised the PWD employee performances.

The results from the respondents proves that PWD employee works well. The customers are comfortable when a PWD employee serves them. PWD employees are highly appreciated and cannot be compared with the normal employees.

PWD employees added high features to the restaurants that they were employed. PWD employees strongly shows that disabilities cannot stop them from being an effective and efficient worker that affects the restaurant (Valentini, K., & Peijo, K., 2014). The respondents' managers wanted to see their PWD staff perform while seeing potentials to the team.

The results also shows that feedbacks from PWD personnel is also good. So far, they have not received any negative criticisms from customers. Rather, customer praised them for all of their efforts — demonstrating that despite their disability, they can still perform like a normal person.

Even though they encountered staff with disabilities, the client did not exhibit stereotyping. However, one of the managers we questioned cannot dispute that some of their customers are unaware that one of their employees has disabilities and therefore works slower than other typical employees.

#### *Training of a PWD Employee*

When compared to other employees, those with disabilities tend to train for a longer period. According to the respondents, PWD employees should take the time to understand their capabilities and strengths that are appropriate for them. They are studying their employees and assigning them to succeed, which will benefit both PWD employees and employers. Two of the managers disagreed that training PWD employees take longer. According to the supervisors, the PWD staff they have are adaptable enough to work alongside regular personnel. One of the PWD employees performs better than the other employees. These statements demonstrate that PWD personnel require more time to be trained to understand their strengths and be assigned to positions where they may achieve the greatest (Donie M., & Bella M., 2018)

#### *Effectivity Rate of Persons with Disability's Performance in the Restaurant*

Employees with disabilities may face obstacles if their impairments harm customer approval. The ratings of the disabled may be distorted when customer reviews are considered (Tews et al., 2010). Based on the study, most participants deemed the PWD's effectiveness rate highly effective. According to Tews et al. (2019), understanding an employee's disability status may affect customer service ratings, particularly for those who have direct contact and have been provided with the services of a disabled employee.

## IV. CONCLUSION

The following are the conclusion and recommendation derived from the data analysis:

According to the findings, people with disabilities can perform the same task as non-disabled individuals and are more reliable with their customers' empathy. It was proven that impaired people possess various skills and abilities to perform well in restaurants and customer related services. According to the managers, the presence of a disabled person in a restaurant environment can alter its stance and promote a company with equal opportunities for the abled and disabled. The study participants negated the stigma of having PWD as a hindrance in a restaurant. According to the customers, disabled persons have little to no difference from an abled employee, thus, they have been praised for demonstrating their strengths despite the impairments. The participants coming from the managers revealed that those with disabilities tend to have a longer training period to adjust with the guidelines. They tend to adapt much longer to work alongside an able person. For disabled restaurants to work effectively, the researchers recommend a required special arrangement such as communication to enable the people with disabilities to function seemingly.

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