

The capacity development model of disabled workers in Bangkok that meets demands of the workplace

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Abstract

The research was aimed at searching for a set of knowledge that results in the creation of capacity development model for workers with disabilities, the inspection of its appropriateness and the study of current capacity level of this disabled worker group and that required by their employers. The researcher used a mixed methods process to collect and analyze both quantitative and qualitative data. The process was divided into three steps. The first step involved the literature review and the in-depth interview of the disabled workers. The second step involved the study of current capacity level and need of the disabled workers and the study of capacity development model of the disabled workers through questionnaires. Third was data collection through focus group interview to inspect and assess the appropriateness of capacity development model of the disabled workers. The group consisted of eight disabled workers. The study found that the capacity development model of the disabled workers consisted of three main parts. First was the management capacity. It was made up of 1) strategic management (PNI=0.18) 2) empowering others, leader, being a human resource development, work distribution, risk management (PNI=0.17) 3) teaching (PNI=0.16) 4) having a vision, change administration, performance management, self potential development (PNI=0.15) 5) solution and decision (PNI=0.14) and 6) self control (PNI=0.13) Second was the key capacity. It included 1) self development (PNI=0.21) 2) systematic thinking (PNI=0.21) 3) communication (PNI=0.20) 4) work achievement (PNI=0.15) 5) conscious communication (PNI=0.15) 6) conscious working (PNI=0.15) 7) service mind (PNI=0.12) 8) human relations and team work (PNI=0.11) and 9) Adherence to ethical standards and moral principles (PNI=0.10) Third was the capacity to perform tasks and duties. It consisted of 1) office positions that were categorized as 1.1) administrative officers (PNI=0.27) 1.2) operators (PNI=0.20) and 1.3) secretaries (PNI=0.20) 2) production officers and technicians that were categorized as 2.1) production staff (PNI=0.21) and 2.2) maintenance officers (PNI=0.19). The study also found out that the current working capacity of the disabled workers was at medium level while the need of the working capacity of the disabled labourers was at high level.

Keywords: development model, capacity, disabled workers, employers