



Report of The Business Forum: **Inclusive Employment Makes Business Sense**

Pullman Hotel Central Jakarta
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List of Frequently Used Terms & Abbreviations

APINDO	<i>Asosiasi Pengusaha Indonesia</i> (The Indonesian Employers' Association)
BBRBVD	<i>Balai Besar Rehabilitasi Vokasional Bina Daksa</i> (Centre for Rehabilitation & Vocational Training)
BPJS Ketenagakerjaan	<i>Badan Penyelenggara Jaminan Sosial Ketenagakerjaan</i> (Workers' Social Security Agency)
DPO	Organisasi Penyandang Disabilitas (Disabled Persons' Organization)
DKI Jakarta	<i>Daerah Khusus Ibu Kota</i> Jakarta (Special Capital Region of Jakarta)
GBDN	Global Business & Disability Network
Gerkatin	<i>Gerakan Kesejahteraan Tuli Indonesia</i> (Association for the Welfare of the Deaf in Indonesia)
IBDN	Indonesia Business & Disability Network
MoM	Kementerian Ketenagakerjaan (Ministry of Manpower)
MoS	Kementerian Sosial (Ministry of Social Affairs)
PERTUNI	Persatuan Tuna Netra Indonesia (The Indonesian Association for the Blind)
PROPEL	Mempromosikan Hak dan Kesempatan Penyandang Disabilitas dalam Pekerjaan melalui Legislasi (Promoting Rights and Opportunities for People with Disabilities in Employment through Legislation)
PUSPADI Bali	<i>Pusat Pemberdayaan Penyandang Disabilitas</i> (Centre for Empowerment of People with Disability)
PwDs	Penyandang Disabilitas (Persons with Disabilities)
SDG	Tujuan Pembangunan Berkelanjutan (Sustainable Development Goals)
SLB	<i>Sekolah Luar Biasa</i> (Schools for Students with Disabilities)
UN	Perserikatan Bangsa-bangsa (United Nations)
UNCRPD	Konvensi Perserikatan Bangsa-bangsa Mengenai Hak Penyandang Disabilitas (United Nations Conventions on The Rights of Persons with Disabilities)
YAKKUM	<i>Yayasan Kristen untuk Kesejahteraan Umum</i> (The Christian Foundation for Public Welfare)



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Introduction

This report covers *The Business Case of Inclusive Employment: Realising Decent Work & Economic Growth for All*, a business forum held by the International Labour Organisation in Jakarta, on March 22, 2016. The forum was organised through Promoting Rights and Opportunities for People with Disabilities (PwDs) in Employment through Legislation (PROPEL) Phase II, a project funded by the Irish Aid.

Inviting business actors, disabled people organisations, government agencies and media, this forum takes cues from:

1. ILO's research finding on the *business case of disability inclusion* in the workplace;
2. Previously held *Indonesia Business & Disability Network (first IBDN)*, held in the spirit of ILO's Global Business & Disability Network (GBDN). The questions raised in the first IBDN influenced how the sessions were designed in this business forum;
3. The newly launched *2030 Agenda for Sustainable Development Goals (SDGs)* whose goals include inclusive employment adopted by the United Nations (UN).

Rather than taking the usual angle of charitable programs (e.g., in the form of CSR), the forum stressed the importance of integrating disability inclusion in the workplace with corporate value creation strategy. **Chapter 1** highlights the actionable takeaways from the event, including the direct impact of the forum, namely several agreements & commitments made by participants of the forum to work together towards inclusive employment. **Chapter 2** summarises the main points of speakers in the forum. **Chapter 3** lays out several steps which can be considered to be taken by different stakeholders to move forward the agreements & insights produced at the forum.

This report is written by Ibnu Najib (Consultant for ILO-PROPEL) with inputs from Santy Otto (National Project Coordinator of ILO-PROPEL).

1. Actionable Takeaways

Both from how the event was designed and the interactions in the event, there are some of the actionable insights from the event:

1. On the importance of 'walking the walk':

- Among one of the feedback of the event was on the positive angles taken by speakers and participants alike. This was surprising because the dynamic of disability & inclusion events in the past had been different and this event was held at the same time with the enactment of disability law¹. ILO's country Director made it clear that the purpose of the forum is not to extend the contentions regarding the disability law, but rather to find out what tangible strategies everyone in the forum can take to foster inclusive employment



Faisal Rusdi moderated the second Session. He is a professional painter and one of the founders of Jakarta Barrier Free Tourism.

¹ Indonesia's new disability law has been promulgated with the enactment of Law no. 8/2016 on Persons with Disabilities on 18 April 2016

- Further discussions with participants, moderators and speakers revealed that high involvement of persons with disabilities (PwDs) in the event matters, including as moderators in all sessions. The unique semi-performance presentation/simulation by blind speaker to illustrate both inclusive working environment & unique abilities brought by PwDs also was very refreshing & encouraging.

Insight for future events:

- ▶ Involve PwDs in the event, not only as participants but also as speakers & moderators.
- ▶ Design event structure based on actual interests of relevant stakeholders. This event benefits from observations done at previous business forum. Pre event surveys and visits can also be helpful in designing events whose contents really resonate with the participants' interest.

2. **Different Angles, Similar Foundations:** The diversity & inclusion sector has many stakeholders and actors. Initiatives surrounding this sphere varies, from advocacy to employment, from arts to social security. Although different in their individual angles, there are some unifying pillars which would benefit greatly from collaboration.

Insight for future collaboration:

- ▶ Although entrepreneurship or economic independence are already part of the conversation, more collaboration with established business to make their operation more inclusive is needed.
- ▶ Training/Education on hard and soft skills, counselling/mentoring, reasonable accommodation, design/technology are elements that infused most of diversity & inclusion programs. A form of knowledge management on all the different training/education programs conducted by various stakeholders could benefit all stakeholders greatly.

3. **Conducive environment stimulates actual collaborations:** Insightful contents and positive tones of the event contributes to enthusiastic engagements between participants of the forum. The followings are some of the informal agreements made at the forum which can lead to impactful collaborations:

1 Support From Influential Businesses

Nationwide

Some of the big businesses who are already or have expressed interest in working together with ILO towards inclusive employments are: PT Bank Mandiri, PT Trans Retail Indonesia , PT Ace Hardware, PT Newmont Nusa Tenggara, and PT Bank Bukopin, in addition to existing partners within existing scheme such as ILO's Better Work Indonesia.

2 Inclusive Job Fair

Mojokerto

The Ministry of Manpower (MoM) agreed to hold inclusive job fair in the Mojokerto regency (East Java), after meeting our resource person from Mojokerto at the event.

3 Partnership with BPJS Ketenagakerjaan

Nationwide

BPJS Ketenagakerjaan (*Badan Penyelenggara Jaminan Sosial Ketenagakerjaan* - Workers' Social Security Agency) is a newly government agency tasked with running workers' social security. Through its coverage programs, BPJS Ketenagakerjaan has direct connections to 311.000 companies.

Identification has been made regarding common grounds between ILO-BPJS Ketenagakerjaan-MoM, particularly in the areas of research on PwDs' participation in labor market & vocational training. BPJS Ketenagakerjaan's Return to Work program in particular has many similar elements with ILO's & MoM's inclusive employment strategy.

In the short term, BPJS Ketenagakerjaan is interested to hold a collaborative event on the International Labor Day (May 1/May Day).

4

Sign Language Class for Bank Mandiri

Jakarta

Bank Mandiri (the biggest bank in Indonesia) & PLJ (*Pusat Layanan Juru Bahasa Isyarat Indonesia* - The Centre of Sign Language Service) would work together to equip Mandiri's training centre with sign language fluency, which would be crucial in their effort to bring more deaf workers;

5

More organisations use Online Job Placement for PwDs

Nationwide

Many business participants, PwDs and government agencies were introduced to online job placement service for PwDs, namely DNetwork & Kerjabilitas, at both the first Indonesia Business & Disability Network and this event.

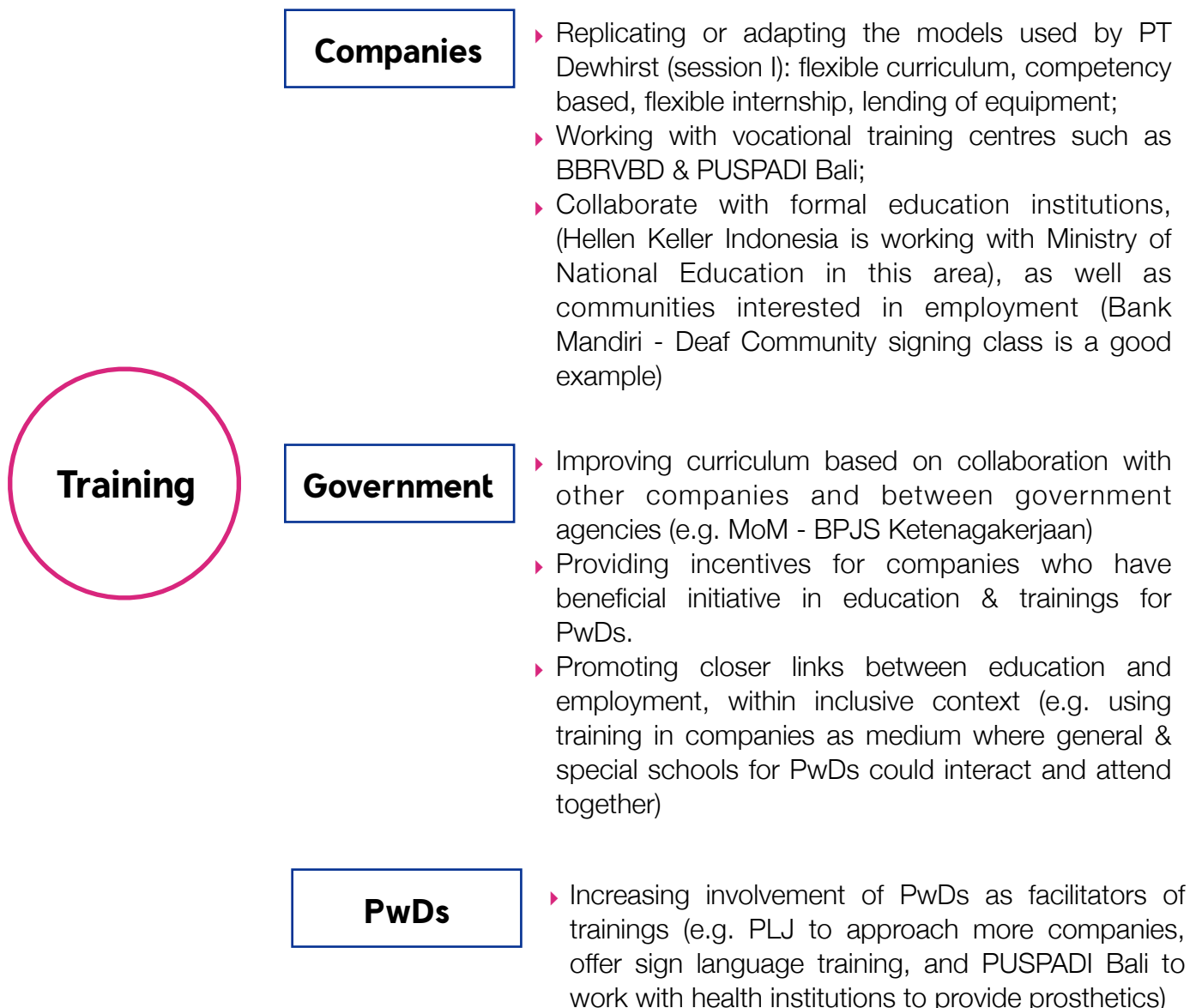
Almost all companies invited expressed their interest to use DNetwork & Kerjabilitas' service. MoM has been inspired to take similar approach, expanding its job placement programs to the online sphere.



Isnavodiar Jatmiko from BPJS Ketenagakerjaan (Workers' Social Security Agency) in the second Session. With more than 300.000 companies in its coverage programs, BPJS Ketenagakerjaan is a powerful actor and partner to foster inclusive employment in Indonesia

2. What's Next?

Below are some avenues which stakeholders of inclusive employment can take, based on the discussion of this event. The areas are by no means exclusive, and can be altered and added according to each stakeholders' context.





Recruitment

Companies

- ▶ Benchmarking studies with companies who have already started recruiting PwDs, such as PT Dewhirst, Bank Mandiri, BRI, Telkom, etc.;
- ▶ Collaborating with job placement actors such as DNetwork & Kerjabilitas (online), Provincial Government employment offices, and commercial employment agency such as PT Outsource Indonesia & KPSG;
- ▶ Getting disability sensitivity training & use internship as a trial platform.

Government

- ▶ Providing more incentive for companies to invest in inclusive employment (this will accompany the disincentive of affirmative action through quota), e.g. by providing subsidies or tax breaks to costs/investments/technologies beneficial for inclusive employment;
- ▶ Doing more inclusive job fairs, online & offline, in urban and rural settings;
- ▶ Starting constructing better & more comprehensive database on beneficial to programs on access of PwDs to labor market.

PwDs

- ▶ Establishing close connection with companies, start e.g. by offering disability sensitivity training or class on disability specific skills such as sign language.
- ▶ Making sure information on available job vacancies get delivered to as many PwDs as possible. Organise contact points to regularly communicate with companies or employment agencies.
- ▶ Organising trainings on communication & soft skills.
- ▶ Pro-actively aggregating data on PwDs and their skills, to be sent to partner companies.



Companies

- ▶ Benchmarking studies with companies who have already started recruiting PwDs, such as PT Dewhirst, Bank Mandiri, BRI, Telkom, etc.;
- ▶ Conducting Sectoral research, in collaboration with other businesses, to find the cost-benefit benchmarks of different kinds of reasonable accommodations (collaborating with BPJS Ketenagakerjaan & BPJS Kesehatan is a good avenue to start);
- ▶ Working with innovators & the general communities to design accessibility for business establishment

Government

- ▶ Tasking relevant government agencies to support research on reasonable accommodation;
- ▶ Providing incentive for innovation in reasonable accommodation.
- ▶ Facilitating connection with global entities that are experienced in reasonable accommodation

PwDs

- ▶ Conducting research on reasonable accommodation and proactively providing inputs to companies
- ▶ Aggregating case studies, both success stories and failed cases on provision of reasonable accommodation
- ▶ Supporting innovation in the area of reasonable accommodation

Appendix 1: Summary of Sessions

I Opening Speeches

- Expressed appreciation to everyone's participation, especially because *attendance was still very high although at the time of the event mass demonstration by transportation unions was happening* which made travel within Jakarta challenging.
- Welcomed the approval of the Disability Law draft by the House of Representatives (Dewan Perwakilan Rakyat - DPR) which then would be enacted by the President. Among the improvement in the current law is that ***it acknowledges a more comprehensive set of inalienable rights of people with disability (PwDs)***, which includes the rights to privacy, special section on the rights of children with disabilities and the rights of women with disabilities. It is ILO's expectation that the implementation of the law would have the same spirit as the ILO convention against discrimination in the workplace (Convention 111 concerning Discrimination in Respect of Employment and Occupation) and more importantly the rights of PwDs as described in the United Nations Conventions on the Rights of People with Disabilities (UN CRPD).
- Emphasised the importance to focus mostly on **tangible** actions that could be done together to nurture environment for inclusive employment.
- Acknowledged those aforementioned rights should come with efforts to make their fulfilment a reality, one of which is by ***working together with the private sector***. *Focusing on the business case of inclusive employment works better than just appealing companies to do more CSR or charitable programs.*
- ***Inclusive employment would no longer be a matter of charity, but a matter of strategic business choice***. It is in everyone's interest to show and prove to the business community that inclusive employment is in line with business interest.

/ Opening 1

Francesco
d' Ovidio

Director of ILO to
Indonesia & Timor
Leste

- It has been shown in many studies that given reasonable accommodation, **people with disabilities can be as capable and independent as people without disabilities.** PwDs are also *more likely to have higher loyalty* to a company and have *higher dedication at work*. By tapping into this talent pool, companies *improve the diversity within its workforce*, which in turn would be *beneficial for the morale & creativity* of the workforce in general.
- The event would discuss three aspects of inclusive employment: **1) Education & Training, 2) Placement, Recruitment & HR Management, 3) Policy.** Various point of views would be presented in the event today, which would include best practice such as the innovation in the area of inclusive online job market to improve placement of workers with disability.
- On the national level ILO encourages the establishment **Indonesia Business & Disability Network** (IBDN) as a platform where businesses, civil society initiatives and government can collaborate in making inclusive employment a reality. Globally ILO is also working with governments around the world, including the Government of Indonesia to implement 2030 Agenda for Sustainable Development. The 2030 Agenda embraces the three dimensions of sustainability – economic, social and environmental. It has 17 Sustainable Development Goals (SDGs) that will build on the progress achieved under the Millennium Development Goals (MDGs). The importance of decent work and inclusive employment in achieving sustainable development is highlighted by Goal 8 which aims to **“promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all”**.
- The Ministry of Manpower (MoM) **fully affirms the importance of mainstreaming the business case of inclusive employment.** MoM wanted to minimise charity paradigm that would put people with disabilities more as recipients rather than active participants of development.
- MoM has carried out diverse range of programs to support inclusive employment, among others:
 - **Job placement services**, both directly through MoM representative office in all Districts in Indonesia (offline), or through a new online service, built by taking inspirations from DNetwork & Kerjabilitas

Opening 2

*Sapto Purnomo
Head of Sub-Directorate for Placement of Vulnerable Workforce, Ministry of Manpower*

- **Inclusive job fairs**, equipped with reasonable accommodations to ensure PwDs' participation.
- **Interactive sessions** to promote inclusive employment in various provinces. The sessions encouraged tangible results for local employment officers to take initiatives in promoting employment for PwDs. For example, the head of MoM representative office in West Sumatra gave a direct instruction to the heads of vocational training centres in the area to accommodate more PwDs. Such is a practice that MoM intended to foster in other regions.
- MoM is eager to facilitate any business and organisations to open more opportunities for PwDs. MoM invited all participant to network and collaborate together as well as to provide inputs and suggestions to MoM's programs on inclusive employment.

II Video Screening

A promotional video made by ILO featuring Shangri-La Hotel Surabaya was screened. The hotel started its initiative in 2007. Four employees with disability were featured in the video: Fadli Hamzah (engineer), Ernesta (swimming pool attendant), Rea (guest relation & reservation at the hotel's main restaurant, and Agung (cook). All four workers/employees expressed their joy in being able to work in conducive environment. They are proud of their independence and the hotel sees them as equally (if not more) productive and dependable as their colleagues.

Video Screening
A brief example on the implementation of inclusive employment

III Creative Demo on Inclusive Workplace

Jaka Anom Yusuf is an ardent advocate of accessible public infrastructure who also happens to be one of Indonesia's rising stand up comedian. Through a lively short demo, Jaka proved how his visual disability did not hinder his creativity & productivity. Below are some of the insights he demonstrated to the forum:

1. How people with visual disability takes advantage of screen reader technologies to use a personal computer, either to create document or to communicate and access information from the internet.
2. How environment orientation is crucial for people with

PwD at work
Live demo on how blind PwD might navigate around spaces, both physical (office) & virtual (the internet)

visual disabilities. Jaka managed to navigate successfully around the seminar room after being guided one time with assistance.

3. Introduction of various office appliances that can be used to support productivity of people with visual disability at office settings such as calculator with *talkback* feature and braille stickers.

Rethinking 'Assistive Technology'

All technology is one way or another assistive.

In addressing technology designed to support PwDs, the term 'assistive technology' is often used to establish a distinction between such design and design in general. Is such distinction necessary? Some* have argued that not only such distinction is unnecessary, it is also detrimental. Overt distinction about assistive technologies nudge design process towards a narrow set of disabilities and impairments determined culturally as needing special assistance.

Numerous examples are abound on how liberating design from rigid separation between 'assistive' & 'general' yield inspiring innovation. Eyeglasses have been transformed from medical aid to fashion statement, text-to-speech technology has now been enriched with live language translation, a technique used by the Charles & Ray Eames (influential architect & designer who assisted the US Navy in making splints for injured soldiers during World War II) to mould wooden splints for wounded soldiers during World War II is now one of the most imitated technique in furniture design and more advanced exoskeleton has moved from science fiction to actual use in the field.

By being mindful and open about human's spectrum of varying abilities, and that we are all constantly shifting between relative independence & dependence, our imagination on what is possible with a technology, how it will be used and who will use it becomes more ingenious and eventually makes the technology much more impactful.

* See for example Lennard Davis' *"Bending Over Backwards: Disability, Modernism and Other Difficult Positions"* and Sara Hendren's website at ablersite.org



Speakers at Session I, from left: Hayati (Dewhirst), I Nengah Latra (PUSPADI Bali), Tolhas Damanik (Moderator), and Surya Sahetapy (Gerkatina)

IV Session I

FOCUS: EDUCATION & TRAINING

Many companies attending the first IBDN cited skills-related concerns as one of the primary reason they are yet to open themselves to workers with disabilities. Companies without sufficient experience & reference may find the requirement to provide reasonable accommodation daunting.

On the other hand some PwDs observed that many companies' inclusion policy are still half-hearted. For example, the required education level are usually too high within the age range demanded by companies. This is a problem because PwDs are more likely to spend more time finishing any education degree.

Education & training are among the solutions where businesses & PwDs can collaborate together to tackle those challenges.

There are numerous ways to establish education & training programs to prepare PwDs for work. The first session highlighted three of them:

- ▶ Company driven (as done by PT Dewhirst Menswear Indonesia)
- ▶ Entrepreneurship based (as conducted by PUSPADI Bali),

and

- ▶ Government initiated (as run by DKI Jakarta's provincial government)

Session I/Speaker 1: I Nengah Latra

Latra once worked at YAKKUM Yogyakarta, a non-profit rehabilitation centre, where he also received rehabilitation after a tragic accident from a kerosene explosion.

Later in 1999, with the support from various partners, Latra founded PUSPADI Bali.

PUSPADI Bali assists people with physical disabilities to access rehabilitation services so that they can establish their place in society as productive citizens. A unique strength of PUSPADI Bali is that the organisation is 75% staffed by local Balinese people with physical disabilities. This is viewed as an organisational strength as they understand the complexity of living with a disability and are great role models within the community.

PUSPADI Bali's Perspective on Education & Training

- ▶ PUSPADI Bali's slogan is 'total mobility & empowerment'. It finds members through direct identification & assessment by community workers. Education & Training program are an integral part of its major programs, which comprises the following:

- **Rehabilitation:**

1. *Manufacturing*: PUSPADI Bali runs its own workshop which manufactures prosthetics/ orthotics and adaptive wheelchairs (in partnership with United Cerebral Palsy Wheels for Humanity);
2. *Provision of physiotherapy*: People with a range of disabilities including cerebral palsy, polio and amputations are assessed by physiotherapist and provided with an individual treatment plan to improve their muscle strength, balance, coordination and mobility.

/ PUSPADI Bali

*Education & Training
thorough social
enterprise model
(entrepreneurship
based)*

3. *Corrective surgery referrals and support:* PUSPADI Bali connects its members with organisations that offer corrective surgery for conditions such club foot, and cleft palate.
4. *Accessible Housing Project:* in conjunction with the existing PUSPADI Bali Wheelchair Program, the Accessible Housing Project provides assessment, prescription and provision of housing modifications for wheelchair users to enable people with disabilities to have greater personal mobility, independence and social inclusion.

- **Vocational Training, Scholarship & Empowerment:**

1. *Vocational training:* providing personal and professional development courses and support aimed at enabling PwDs to find a job and take practical steps towards economic independence and personal empowerment.

Many PwDs find adapting to the norms of the working world challenging

The journey to employment for people with disability is not as simple as providing relevant skill and get them accepted at an inclusive setting. PUSPADI Bali's early experience in job placement perfectly illustrated this point:

In 2009, PUSPADI Bali trained a group of PwDs to work at hotels in Bali. After securing commitment & support from many business entities, PUSPADI Bali managed to place the 38 trained PwDs, around 38 of them to work in hotels around Bali. After 2 weeks, when PUSPADI Bali checked with their partner hotels, all of the trained PwDs have resigned from the jobs or simply stopped coming. PUSPADI Bali found that strict working hours and company regulations are both concepts that are very unfamiliar for PwDs. Latra observed that many PwDs are not prepared for work because their families were mostly over protective and made it harder for them to find their own voice, let alone starting to learn the value of being independent.

This experience taught PUSPADI Bali that simply providing trainings & job opportunities would not help much if not accompanied by inner motivation from the PwDs themselves. This is why apart from other accompanying soft skill & vocational training, PUSPADI Bali puts long-term personal engagement as its key approach.

PUSPADI Bali also works with PwDs, their family and potential employing companies to design a **transitional program**, for example, for the first month, PwDs will only have to work for 3 hours/day, then gradually increase until it reaches 8 hours/day on the fifth month.

2. *Soft-skills training:* along with vocational training, PUSPADI Bali also provides

courses on soft skills such as self motivation, communication skills, discipline, creative problem solving, strategic thinking, negotiation, team building, and personal care

3. *Work Experience*: in collaboration with corporate partners, PUSPADI Bali offers members the opportunity to join an intensive 3-month internship with employment opportunities at the end.
4. *Job placement*: PUSPADI Bali links employees with employers. It also collaborates with DNetwork (speaker in session II), an inclusive online job placement service.
5. *Scholarship*: working with partner organisations, PUSPADI Bali facilitates access to education for children with disabilities, including: family consultation, provision of assistive device, and referrals to education institutions.

- **Advocacy**: PUSPADI Bali advocates for people with physical disabilities and wheelchair users on their rights as well as lobbying for policies, laws and legislations regarding accessible environments, equal opportunities for education, employment and inclusion in social life.

- ▶ Through those programs PUSPADI Bali has assisted approximately 3,600 persons with disabilities in Bali and other regions in the eastern part of Indonesia.

Session I/Speaker 2: **Hayati**

Hayati is Human Resource & Recruitment manager at PT Dewhirst Menswear Indonesia (PT Dewhirst). Established in 1998, PT Dewhirst is a manufacturing company with 2,900 employees which produces an extensive range of menswear and womenswear.

PT Dewhirst Indonesia also caters to wholesale sourcing service for international garment brands. PT Dewhirst has a long history of inclusive policies. It started recruiting workers with disabilities since 2001 and is a partner of ILO's Better Work Indonesia program. It currently employs 29 PwDs from a

/ PT Dewhirst Menswear Indonesia

*An Inclusive
business with strong
training partnership
programs*

total workforce of 2,900.

Providing Customisable Curricula Helps Improving Company Driven Training & Education Programs

It is in PT Dewhirst's interest to get more productive PwDs working in the company. Initially PT Dewhirst recruits primarily from job training centres such as Cibinong Balai Besar Rehabilitasi Vokasional Bina Daksa (BBRVBD) in Cibinong.

But due to the same problem highlighted by Latra (many quits after failed to adapt to working environment) and also because of more companies are searching for PwDs, it becomes harder to recruit from them.

PT Dewhirst then expands its outreach to other types of entities beyond job training centres, such as: vocational schools, high schools (both general schools and special schools for students with disabilities), association of young job seekers, and any organisations with interest to connect PwDs with job opportunities.

Because the nature of those different entities varies greatly, PT Dewhirst modifies its approach to each of them, for example by adjusting the followings:

1. Training can be conducted in the facility owned by the targeted entities (e.g. school buildings), at job training centres, or even directly in the companies;
2. The types of course contents given are tailored to fulfil specific needs/targets (machine operation, design, sewing, etc);
3. Instructors/trainers or students from the community might be invited to intern at the company, getting a hands-on experience on how the company operates;
4. PT Dewhirst might provide/lend machinery to partners for the purpose of trainings.

This strategy allows PT Dewhirst to improve the efficiency of its recruitment process and maintain agility in responding to varying characteristics of its partner organisations.

PT Dewhirst's Perspective on Education & Training

- ▶ PT Dewhirst's commitment to inclusive employment came directly from its Headquarter in the UK.
- ▶ Apart from providing reasonable accommodations (such as adjusted work station for workers with wheelchair and visual communication for deaf workers), Dewhirst does not treat PwDs differently, They all have to go through the same tests and fulfill the same quality standards.
- ▶ From the cost and benefit analysis, the company is confident that inclusivity makes business sense because PwDs who have worked at Dewhirst consistently perform with equally good if not better productivity compared to their peers. Based on the quality control mechanism all PwDs at PT Dewhirst consistently earn green ratings, which means it is above 75% of expected quality (between 50-75% will fall in yellow rating, and under 50% will be red).
- ▶ Regarding career development, PT Dewhirst does not limit PwDs to be in the same position. Some have become

supervisors.

- ▶ The career promotion path for PwDs is the same as the rules applied to worker in general, including that to be eligible, candidates must undergo selection process and when selected, supported with proper training.

Session I/Speaker 3: Surya Sahetapy

Surya Sahetapy is an active cadre of *Gerakan Kesejahteraan Tuli Indonesia/Gerkatin* (Association for The Welfare of the Indonesian Deaf), a major DPO for deaf & hard hearing people, and official member of the World Federation of the Deaf. He's especially keen to foster more engagement with Deaf youths in the community.

The current governor of DKI Jakarta offers 4-month internship opportunity for various position within the governor's office: budgeting & planning, legal, regional government owned companies, HR , etc. Although not unique, such program is relatively new for public agency in Indonesia and has attracted not only students but also professionals from various of backgrounds. When Surya applied, there were 500 applicants for around 20 posts, him being the only PwD. At the time of the event, the next batch of the internship program has attracted 2000 applicants.

/ DKI Jakarta Province

*Internship at
Government agency
provides insights on
both the working
world and public
policy making.*

Internships as Paradigm Shifting Medium

Many problems & conflicts can be solved through better ways of understanding different stakeholders' perspective. Surya explained how interning at the governor's office has provided him with such opportunity.

Before the internships, he disliked politics and all things related to public policies. During the program, he found that government policies can be shaped to better suit the current need of the people through discussions and negotiations.

Regarding weakness in the fulfillment of PwDs' rights, Surya observed that it's not that the government doesn't care about the fulfillment of the rights of PwDs, but the government needed more direct engagement with and input from PwDs.

He also believes that his presence would increase the chance for the office to be in communication with DPOs & the disabled community in general.

Surya's Perspective on The benefits of Internships at Public Institutions

- ▶ Surya's motivation is to show & prove to both the government and general public that PwDs also have the



Mine shares her experience supporting Surya on his internship program at the Governor's office. She sees internship as a positive experience which challenges many of her preconceptions regarding public policy making.

motivation and ability to take part in the effort to make Jakarta a better city.

- ▶ PwDs' participation in internships at public institutions will have two way impact:
 - *Benefit for the public institutions:* Showing the government and general public that PwDs can have different abilities, just like those without disability. Presence of PwDs in any general setting would also trigger genuine discussions regarding the accessibility of the environment and policies that include PwDs.
 - *Benefit for PwDs:* Gaining the opportunity to learn directly about how government institutions are run, and how public policies are constructed. Indirectly, performing well in the internships would leave a good impression which may have positive influence for public policies to be made in the future.
- ▶ Initially Surya applied for a position in the education department, but the office placed him in the budget &

planning department. Although he has no background and interests in budgeting, Surya accepted the assignment.

- ▶ Communication was a challenge for Surya in the beginning. Lip reading was impossible as everyone talked so fast and used many technical terms and acronyms.
- ▶ Surya then asked his friend, Rastri 'Mine' Puspita, who is a sign language interpreter, in which Mine accepted positively. She finds volunteering to support Surya rewarding and fun, because she too had the opportunity to learn more about the governor's office.

Discussion: Inputs

1. Tuti Haryati, Head of Ministry of Social Affairs (MoS)'s Balai Besar Rehabilitasi Vokasional Bina Daksa (BBRVBD)/Centre for Rehabilitation & Vocational Trainings in Cibinong on what BBRVBD does:

Ministry of Social Affairs works together with Ministry of Manpower to provide BBRVBD's graduate with certification on various skills in electronics, metal, sewing, graphic design, computer, and automotive. BBRVBD uses competence based curriculum, integrating both hard and soft skills.

The training lasts for a year. This year, there are 85 participants in BBRVBD, and around 175 in MoS' technical implementation unit (*Unit Pelaksana Teknis/UPT*) in provinces around Sumatra, Java and Makassar. BBRVBD faces challenges in connecting its graduate to job opportunities. Many businesses still have negative stigma against PwDs.

2. Dimas Muharram, founder of Kartunet, on the role of Government: Government should do more in spearheading efforts to promote inclusive employment. There is also the need of a policy in which companies and state owned enterprises allocate a percentage of its profit to invest, not as a charity, in adding more institutions such as PUSPADI Bali or others which could provide training and skills to persons with disabilities.

3. Jonna Damanik, Persatuan Tuna Netra Indonesia/ Pertuni (The Indonesian Association for The Blind), on business collaboration with PwD groups: The adoption of the Law on Disability is indeed a new

momentum for the world of disability. It should not be forgotten that disability also has the potential for entrepreneurship. Companies also need to consider DPOs as potential sub-contractors from the companies.

4. **Harjono, Asosiasi Pengusaha Indonesia/APINDO (The Indonesian Employers' Association), on the importance of collaboration:** Every party present in the conference has its own role: PwDs need to be more independent & ready to work, businesses need to do more for inclusive employment (including but not limited to their corporate social responsibility program), and government needs to do more especially in social security, inclusive education and conducive employment policies.
5. **Sukardi, Statistics Indonesia (Badan Pusat Statistik – BPS) on Data:** BPS has survey data regarding disability in the field of labor. It should be noted that survey data is not the same as detailed census, as the data is not accompanied by individual records of the PwDs. The task of BPS is to provide the data for planning and budgeting purpose by other department. From the result of the survey, it can be estimated how many PwDs are employed, unemployed, etc.

/ Discussion: Question & Answer

6. **Sumarni, PT Trans Retail Indonesia, on difficulties faced by businesses in recruiting PwDs:** This year PT Trans Retail is targeting to recruit 400 disabled workers, however, so far it has only received 5 CVs. Transmart has conducted roadshows to special school for disability (*Sekolah Luar Biasa*) in Jakarta, who informed Transmart that in the month of April there will not be enough graduates who are eligible to work at Transmart. The company has also shared the information regarding the vacancy for PwDs through social media. Last month the company recruited 23 persons with disabilities, mostly from out of town. There is a difficulty in finding job seekers with disabilities. Suri Filan from online job placement service for PwDs, DNetwork, provided a respond to this information below.

Responded by Ni Komang Ayu Suriani (Suri Filan) of DNetwork: If companies have announced their vacancy but yet to receive sufficient applications, it is highly advisable that the company work together with disabled persons organisations (DPOs) to find out among others:

- a) Types of competence and skills possessed by targeted

PwDs (in the vicinity of the companies) with other relevant information (age range, gender etc). The most often complaint DNetwork received from PwDs is related to the education and age limitations (*as elaborated in the opening of Session I*);

- b) Whether there are challenges regarding the application process, are there PwDs who might be beyond the usual information channels taken by the company.
- c) If there has been any PwDs recruited by the companies in the past who has moved out, and for what reason.

Those informations can then be used to revise recruitment strategy. Based on DNetwork observation, most PwDs who are registered in DNetwork and are interested in working at Transmart has worked there, and there are also others who have worked at Transmart and now looking for other experience.

7. Emilia Kristanti, Hellen Keller Indonesia, on whether types/level of education influence recruitment strategy:

Hellen Keller International is an NGO promoting inclusive education. Since 2003 it has been in collaboration with the Ministry of National Education, in developing inclusive education for children with disabilities.

Emilia wondered whether there are differences in recruiting PwDs from different education levels and different types of schools (Junior/High School, Special school for students with disabilities (SLB)/ general school).

Hellen Keller International is coordinating with the Ministry of National Education on how to improve relevance of education curriculum, both in SLB and general schools, with the dynamics in the business sectors.

Responded by Hayati of PT Dewhirst Menswear Indonesia: From a recruitment point of view, Dewhirst does not differentiate talents based on their education backgrounds. Rather than looking education, PT Dewhirst focuses on the skills and motivations of applicants.



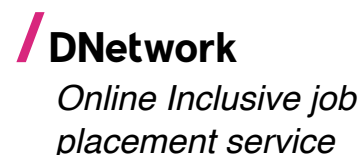
Speakers at Session II, from left: Isnavodiar Jatmiko(BPJS Ketenagakerjaan), Aminarti Widiarti (Bank Mandiri), Ni Komang Ayu Suriani (DNetwork), Wasingthon Siagian (South Jakarta Employment Service Agency) and Faisal Rusdi (Moderator)

V Session II

FOCUS: PLACEMENT, RECRUITMENT & HR MANAGEMENT

From business point of view, the biggest Bank in Indonesia, Bank Mandiri shared about their recently established inclusivity strategy. Isnavodiar Jatmiko from Workers' Social Security Agency (BPJS Ketenagakerjaan) shared about their Return to work Program. Ni Komang Ayu Suriani (Suri Filan) explained more about how online technology can be used to foster inclusive employment. Wasingthon Siagian from South Jakarta Labor employment Service shared about how government units can be innovative and be more progressive in linking companies with job seekers with disabilities.

Session II/Speaker 1:
Ni Komang Ayu Suriani (Suri Filan)



DNetwork is the first online platform for job placement specifically built for people with disabilities. It is a non-profit organisation founded in 2013.

It has four major services on its web platform, www.dnetwork.net: 1) Jobs board, where vacancies are listed, 2) Directory of business which is owned by PwDs or is inclusive, 3) Announcement of courses and events, and 4) information regarding various resources, including NGOs & platforms that are related to inclusive employment.

In the application process, both companies and applicants need to get approved by DNetwork. DNetwork does the verification by directly contacting applicants or through secondary sources.

Other than providing services through website, DNetwork also provides additional supports such as assistance during interview with the company's agreement. Collaborating with DPOs and its partners, DNetwork also conducts soft skill training, such as writing and general communication. Currently DNetwork sees its project as a public service. Its activities are funded by its partners, Inspirasia & Annika Linden Centre.

DNetwork Perspective on Job Placement for PwDs

- ▶ There are various factors in promoting employment for PwDs, which includes primarily: 1) PwDs readiness to work and 2) company's willingness to open itself to inclusive employment. DNetwork observes that both PwDs and businesses still need assistance.
- ▶ In order to find out what the missing links are, DNetwork coordinates with various stakeholders: government agencies (primarily MoM & MoS), companies & business groups who have motivation to open itself to inclusive employment, NGOs & DPOs working in inclusive employment issues, and education institutions.
- ▶ On the one side there are organisations who are very proactive in supporting DNetwork's program, such as some PwDs communities, Bali Hotel Association, Human Resource forums in Bali, and Jimbaran special school for PwDs. These organisations are willing to give their resources for various programs such as soft skill training and job linkages. On the other hand, there are others who are very passive despite stating that they also work on

inclusive employment.

- ▶ The types & depth of supports that DNetwork provides for different stakeholders are ranging from monitoring job seekers who have been accepted (there have been 58 since its establishment in 2013), providing career counselling for registered PwDs (so far there are 442 PwDs) to assisting companies in recruiting PwDs (so far there are 104 registered employers).
- ▶ DNetwork prioritises social media (primarily Facebook) and its own network to invite more PwDs and businesses to its platform.

A Tale of Two Job Matching Approaches: DNetwork & Kerjabilitas

There are currently two online employment service providers aimed specifically at inclusive employment: DNetwork (dnetwork.net) & Kerjabilitas (kerjabilitas.com). While their aims are similar, their implementation strategies are not. Both are still in their early stage of development (DNetwork started in 2013 and Kerjabilitas in 2015) and hence, both are still experimenting with various scheme.

DNetwork (dnetwork.net)

DNetwork uses non-profit model, and designs its web platform as information hubs for job listing, trainings and other opportunities which might be beneficial for job seeker with disabilities.

DNetwork's strong point is in its continuous communication with both companies & applicants. In terms of monitoring the progress of applications, DNetwork periodically checked on applicants who got accepted by companies. It is common for applicants to contact DNetwork directly and consult with Suri regarding their career plans. Companies also regularly consult DNetwork regarding their recruitment programs. DNetwork also opens for to collaborations with organisations who has programs & resource to support inclusive employment. Located in Annika Linden Centre, an incubator hub which aims to connect local grassroots non profits with international excellence in Bali, DNetwork benefits from the wide range of networks of the centre, including with PUSPADI Bali (presented in session I).

DNetwork observes that there is an increased demand for workers with disabilities. Commercial employment agencies have started to contact DNetwork in order to get more applications from PwDs. The problem is, as discussed in previous section, not many PwDs can fulfil the requirements, especially regarding age & education level. However, there has been promising development, DNetwork's partner, KPSG Group (an employment agency) has convinced one of the major banks in Indonesia, Bank Rakyat Indonesia (BRI) to adjust their entry requirement, making the maximum age from previously 25 to 35, and changing the minimum education level from Diploma to high school.

To summarise, DNetwork's platform's strength comes mostly from the active mediation by its administrators. DNetwork sustainability in the future will largely be dependent on whether enough resources would still be available to maintain such mediation.

Kerjabilitas (kerjabilitas.com)

While DNetwork takes non-profit route, Kerjabilitas chooses to take entrepreneurship approach. Like many other tech start-ups, Kerjabilitas is still experimenting with the best mechanism to both improve the value it delivers and have a sustainable operation.

Kerjabilitas packages job listing not as pure job matching service but rather a social networks where members can interact and communicate with each other. Kerjabilitas envision its platform to be an interactive hub where its users can collaborate and exchange various beneficial resource regarding inclusive employment. To foster a more active engagement, in addition to its website, Kerjabilitas also develops an android based mobile application for its users. Because of its approach, Kerjabilitas was recently selected as one of startups to be supported by Google's Launchpad Accelerators initiative. Google provided Kerjabilitas funding, two weeks training at Google HQ, and direct access to google engineers, resources, and mentors.

Despite focusing on users' organic interaction, Kerjabilitas finds that at the moment, companies still see Kerjabilitas as more of employment service than interactive hub. Hence, although Kerjabilitas wants companies to be more active in the future, currently Kerjabilitas still assists companies to put their vacancy information up in the system. Kerjabilitas has around 300 businesses registered. Regarding the job seekers, Kerjabilitas now has roughly 2000 PwDs registered in the system, with 10.000 unique web visits per month. Within less than a year, there are 30 applicants who have managed to secured employments from Kerjabilitas.

Kerjabilitas faces the same challenges as explained by DNetwork regarding PwDs' skills qualifications. To remedy such challenges, Kerjabilitas also has programs aimed at improving the soft skills of PwDs, both by offline events and through online courses in its website.

Kerjabilitas puts organic user interactions as the pillar of its system by enriching both its mobile application & website with social media features. Its sustainability lies in whether users are willing to enrich the system with beneficial interactions and whether Kerjabilitas can manage to find a way to monetise its services.

Session II/Speaker 2: Wasingthon Siagian

The South Jakarta Labor Employment Office is part of the Provincial Governor of Jakarta. Wasingthon Siagian puts inclusive employment as one of his primary concerns.

In facilitating inclusive employment, Wasingthon does not use rigid classification regarding types of work suitable for different types of disability. He focuses on the interests and potentials of the applicants.

Wasingthon believes that there are other opportunities beyond low paying jobs for PwDs. To get information regarding job vacancies, The South Jakarta Labor Employment Office constantly communicates with entrepreneurs and listens to their needs & requirements. In Transmart, for example, there is already a person with physical disability who works as a supervisor.

Provincial Employment Service

One of the means of communications used is Facebook (FB). There is a group available under the name “Loker Jaksel.” 2,000 CVs of persons with disabilities have been received in that account in 2015. It is usually utilised for persons with physical disabilities, particularly the Deaf. Those who are blind usually come directly to the South Jakarta Labor Employment Office.

There are also obstacles in the fact that on average, it takes longer for PwDs to complete their education. For instance, PwDs would graduate and receive diploma or bachelor degree on average when their age already reached 28 - 30 years. Usually companies do not want to employ mere high school or diploma (D3) graduates who is over 30 years old. In this case the Labor Employment Office also has a program called new entrepreneurship. It is hoped that persons with disabilities can work independently. In this program they are trained according to their desire, talent and interest. The government also provides financial capital and working equipment for selected entrepreneurs with disability.

Session II/Speaker 3:

I Aminarti Widiati

(Senior VP for Corporate Culture)

PT Bank Mandiri is a state-owned bank and it was a result of a merger involving 4 banks in 1998. Bank Mandiri now becomes the biggest bank in Indonesia with more than IDR 900 Trillion of assets, over 2,400 branches network throughout Indonesia and abroad, and 17,000 ATM network.

With all these assets, Bank Mandiri requires many employees, and it has started to embrace inclusive employment strategy since 2012. Bank Mandiri does not see its inclusive employment strategy as charity programs, but rather as part of its core strategy to create value by inviting workers with relevant competence to work at the company. Bank Mandiri believes that everyone has their own potentials, and given proper opportunities, everybody will thrive.

Bank Mandiri works together with various organisations to recruit PwDs, including with the South Jakarta Employment Office. Bank Mandiri also communicates with and conduct benchmark to other business who has embraced inclusive employment, such as PT Trans Retail Indonesia.

The career path for disabled employees is the same as other employees. The wage structure is also the same with others, based on performance. Bank Mandiri wants PwDs to work not

/ Bank Mandiri

The biggest commercial bank in Indonesia on its early phase of inclusive policy

only as staff operating call centres, but in all areas of managements and technical departments, such as credit analysis, internal audits, etc.

The products launched are also made to be accessible PwDs such as ATM for the blind. Subsequently there will be text banking and internet services to ease accessibility for clients with disabilities. Bank Mandiri has also started to improve its existing infrastructure to be more accessible for PwDs.

Currently the job which can be carried out by PwDs in Bank Mandiri is in the Multimedia Contact Centre. The work scope is not merely back office but also front office, and it is also a positions in the technical sides of financial & banking.

The recruitment is seen not as a charity but rather as part of company's purpose to accommodate applicants who are competent to work, disabled or not.



I Aminarti Widiati explains three major career path PwDs can take to join Bank Mandiri: Internship, Staff recruitment and Officer Development Program /fast track program.

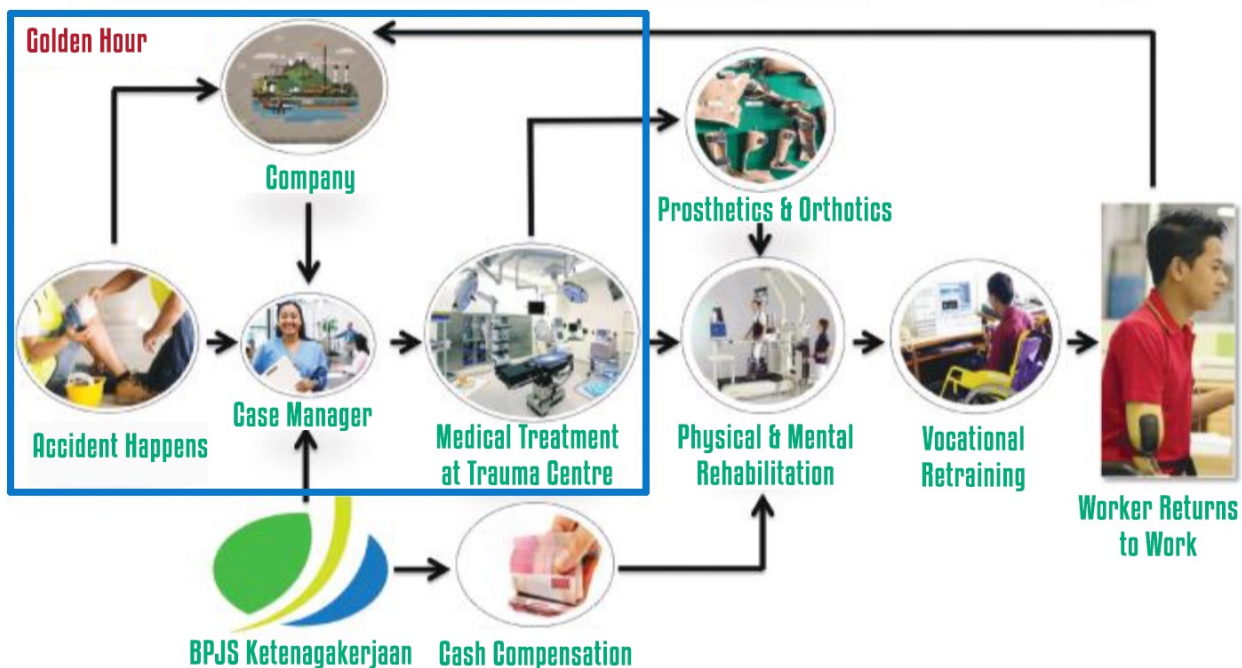
**Session II/Speaker 4:
Isnavodiar Jatmiko**

/BPJS

Ketenagakerjaan
*The implementing
agency of National
Social Security for
Workers*

BPJS Ketenagakerjaan is a Government agency tasked with managing social security programs for workers. Before becoming government agency, it was a state owned enterprise called Jamsostek. The transformation from commercial status into public agency strengthens its commitment to improve the welfare of all workers in Indonesia. There are currently more than 300,000 companies within BPJS Ketenagakerjaan coverage program, which include pension benefits, death benefits, and injury benefits.

Before the transformation into a public institution, Jamsostek's mandate was mainly providing insurance coverage for work-related incidents. Jamsostek did not have any program aimed at facilitating workers who are injured to be able to go back to work. However, after being transformed to be a public institutions, BPJS Ketenagakerjaan did a benchmark with other social security systems in other countries such as Malaysia, Korea & Germany, and there it learned that return-to-work program is a common element of social security scheme.



The 'Return to Work' scheme provides not only cash compensation but also comprehensive support to facilitate re-employment. Its elements can be collaborated by many other actors who are working in the area of PwDs participation in labour market. (source: BPJS Ketenagakerjaan)

As a result BPJS Ketenagakerjaan then initiate its return to work program (Jaminan Kecelakaan Kerja - Return To Work/ JKK-RTW), as an addition to previous injury benefit coverage (*Jaminan Kecelakaan Kerja*/JKK). In this program, not only that workers who are injured will get compensation in the form of cash, the worker will also get in-kind benefits in the form of medical and functional rehabilitation support. A case manager will be assigned individually to workers who are injured, to facilitate so that the worker can eventually go back to work if they want to. The case manager will help the worker during the rehabilitation and recovery phase, and coordinating with the company where the workers work at the time of accident, so that the injured workers can return to stable employment.

Currently there are 1,651 companies, among them are PT Bank Mandiri and PT Trans Retail Indonesia, that are voluntarily committed to employ workers who have been injured, including the case when they become permanently disabled. For vocational retraining element of Return to Work scheme, BPJS Ketenagakerjaan now partners with 37 vocational training centres. There are already 100 workers who were covered by JKK RTW during 2015.

BPJS Ketenagakerjaan offered an open invitation to DPOs in the event to collaborate with large scale businesses in order to mutually grow.

/ Discussion: Questions

1. Sastranaling, community based rehabilitation activist:

- i) On monitoring application process and applicants' career progression;

Answered by Suri Filan, DNetwork: The data on disability in DNetwork is expected to be gradually developed. The number of job seekers that have been covered is 58 applicants, but DNetwork should expect to facilitate more in the near future. As previously elaborated, DNetwork regularly monitors both its applicants' career progression and businesses' acceptance of its applicants.

- ii) A question on whom to contact when workers face difficulty in processing claim because the company has gone bankrupt.

Answered by Isnavodiar Jatmiko, BPJS

Ketenagakerjaan: If the company is no longer existent a missing report or one stating that the business person is no longer available can be provided. This can be communicated to the case manager for assistance.

2. Andrew, Gerkatin

- i) How many PwDs who have been recruited by Bank Mandiri? Is there a way out for problems of maximum age which is usually too low for PwDs?

Answered by I Aminarti Widiati, Bank Mandiri:

On recruitment process at Bank Mandiri, the job applications are opened every year. The application can be done via the Bank Mandiri's website. It could also be sent directly to the Human Capital Services, Plaza Mandiri 12th Floor.

On staff position, since 2015 there have been 15 disabled employees in Bank Mandiri. As much as 120 individuals will be processed in 2016, and 500 individuals in the following year. Regarding the recruitment process, Bank Mandiri conducts benchmarking with companies which have disabled employees such as PT Trans Retail Indonesia. For PwDs there is a 1 – 2 years dispensation for maximum age of recruitment for staff position. So far there is not yet deaf employee since a sign language expert is necessary. To improve the company's capacity to hire deaf employees, Aminarti inquired whether the Deaf community could assist Bank Mandiri especially to introduce sign language to banks' staffs. After the session, the youths from Gerakan Tuli Indonesia/ Gerkatin (The Association for the welfare of the Deaf in Indonesia) has approached Bank Mandiri to explore the possibilities of working together in bringing sign language to Bank Mandiri. The Deaf community has a centre for sign language service which provides classes & interpreters. The centre also supports research on sign language.

Bank Mandiri also announced that it is also planning to open opportunities for PwDs to apply for management position through Officer Development Program (ODP) path. The Grade Point Average of the applicants should be at least 3 (out of 4) and the age should be maximum 24 years old. But if age is a problem, PwDs can apply for staff position, then based on performance, promotion to management position is

possible after 4 years.

PwDs can also joins a paid internship program at Bank Mandiri. The minimum education requirement is high school level, maximum age is 26 years old and Bank Mandiri would provide allowance as well as scholarship. Based on performance and education backgrounds, Interns can then be recruited as employee.

- ii) Question for BPJS Ketenagakerjaan. There is an issue in lack of information. And there is another case sample of a deaf friend who is unemployed but is obligated to pay for the BPJS bill every month. Is there special policy regarding the matter?

Answered by Isnavodiar Jatmiko, BPJS Ketenagakerjaan:

In regard to work related accidents, the contribution fee is covered by the employer. When the person involved is not working, there is no obligation to continue paying the contribution. When companies choose to enrol in the Return to Work program, all costs necessary to facilitate the return of workers who experienced accident in the workplace are covered by BPJS Ketenagakerjaan.



Speakers at Session III, from left: Greg Chen (PT Outsource Indonesia), Gede Arya (Mojokerto Regional Government), Sapto Purnomo (Ministry of Manpower), Surya Sahetapy (Moderator)

VI Session III

FOCUS: ROLE OF POLICY

Session III/Speaker 1: Greg Chen

PT Outsource Indonesia LLC

PT Outsource Indonesia LLC has been actively seeking disabled workers. This is not only due to high demand from companies, but also because it strongly believes in the actual added values of diversity at work. For instance, it has opened the position of translator for a blind person, the position of data entry for the Deaf who are able to type, and receptionist positions for persons with other disabilities.

As of 2015, PT Outsource Indonesia LLC was only able to obtain 24 CVs of PwDs. From all of that, only half, 12 CVs, were qualified. From the 12, only 8 individuals attended the interview. So there were 4 individuals who did not attend. In the end, only one person was hired. The overall hiring rate percentage is a mere 4 percent and that is better than the

/ Commercial Employment Agency

hiring rate of candidates without disabilities. For candidates without disabilities, out of thousands of CVs, only 1% is hired.

There are many persons with disabilities who do not apply because of unsupportive family and they are not allowed to work on their own. So the disability labor market remains very insignificant. The government is expected to be objective in addressing this issue so that the regulation is not coerced.

The motivation of companies which employ persons with disabilities is the view that if a person can contribute, the company will surely develop. Policies are indeed important in providing opportunities for persons with disabilities. But looking at the actual numbers, especially regarding readiness of PwDs to work, all stakeholders need to work together to fulfil the demand of workers with disabilities. It is better that companies are given incentives for employing persons with disabilities rather than fines for not employing them. This is to create a more positive atmosphere.

One of the incentives that can be considered is regarding technology development. For instance, a company could apply to the government to receive financial assistance for purchasing technology or other facilities in order to accommodate disability.

Session III/Speaker 2: Gede Arya

Industrial Relationship Mediator for the Office for Employment & Transmigration, Mojokerto City

In 2014, before the current revision to disability law was in the horizon, Mojokerto City Municipal Government has examined the strategic plan in increasing welfare of disabled workers, and how to realise disabled facilities in Mojokerto. There was lack of regulation aimed at improving the numbers of PwDs in businesses. The city of Mojokerto then decided to enact its own regional regulation. There is a disability quota which must be fulfilled by companies in Mojokerto. If they are unable to fulfil the quota, then there will be a fine. The fine is 14 times of wage multiplied by two. This fine would then be forwarded to DPOs so that these organisations in Mojokerto can grow as well.

Centre of Labor Information for Disabled will be established in Mojokerto. Disabled workers are prohibited to work under a contract system, because this contract system is no longer viable except for special employment, and PwDs must be employed permanently. There is an obligation for companies to

/ Mojokerto City
Progressive regional government with many initiatives aimed at fostering inclusive employment

create a wage scale and structure for disabled workers.

In 2015, Mojokerto City Municipal Government planned to construct accessibility facilities in every government facility. A budget of IDR three billion has been disbursed in the initial phase to provide all facilities in Mojokerto, particularly offices, to be disability friendly. This is also obligatory for all companies there.

With two districts, a population of approximately 150 ,000 people, and workforce of 65,000 people, Mojokerto City has 323 disabled workers. Although it is small, the City sees disability inclusion as important and makes the building of reasonable accommodation so that they could fully participate as priority program.

Session III/Speaker 3: Sapto Purnomo

Deputy Director for Vulnerable Labour Placement, MoM

The 1% quota regulation from the government is not effective because for nearly 20 years there seems to be no reward and punishment. There is no operational manual/guideline.

One of the primary challenges that have been identified is the difficulties to recruit PwDs. MoM will expand the channels through which PwDs and companies can meet, including using online platform such as Kerjabilitas & DNetwork. MoM is inspired to also make similar channel.

For companies, MoM also conducted disability equality trainings (DETs), in collaboration with ILO, whose purpose is to improve proper understanding regarding disability & inclusive employment.

As for job fairs, MoM has promoted and requested that job fairs are held in an accessible manner. The MoM also encouraged state-owned enterprises to employ more disabled workers.

MoM

*Sub Directorate for
Domestic
Employment
Placement for
Vulnerable Labour
Placement*

/ Discussion: Questions

1. Annisa, GerkatIn:

Question for Greg Chen. If there is a deaf person who lacks fluency in English while a company needs it, what is the solution? If the solution is sign language interpreters, there are only 20 special interpreters available in Indonesia.

Answered by Greg Chen:

All application received will be examined based on their qualifications. Fundamentally, if a person is honest, willing to work hard, has basic qualifications, he/she can apply. The most important thing is attitude, so long as the willingness to learn is there, a person can learn additional skills, including English, during her/his working period.

2. Maulani Rotinsulu, *Himpunan Wanita Disabilitas Indonesia*/HWDI (Association of Women with Disability in Indonesia):

What could presumably bind companies to commit in regard to disability?

Answered by Greg Chen:

As the readiness of PwDs still needs to be improved, as can be seen by the difficulties to get enough number of qualified PwDs to apply for job vacancies, it would be better to nudge companies through incentives, such as tax reduction or government support to recruit PwDs.

Answered by Sapto Purnomo:

The draft of the current disability law stipulates that regional government can reduce or adjust tax for private employers that employ PwDs as regulated by the law.

Appendix 2: Contact List of Speakers

DNetwork *Inclusive Online job placement service* Annika Linden Centre, Jl. Bakung No. 19 Tohpati, Kesiman Kerthalangu, Denpasar Bali - Indonesia
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dnetwork.net

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International
Labour
Organization

This event is part of PROPEL, ILO's Project aimed at Promoting Rights and Opportunities for People with Disabilities in Employment through Legislation

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