

Comparative study on an attitude of Mongolian workers toward physically disabled people

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Abstract

The purpose of the study is identifying the attitudes of the employees in Mongolia towards to the physically disabled people. The study was conducted using sampling method involving employees of the thirteen companies and organizations applying the instrument Multidimensional Attitudes Scales that enables measuring three dimensions: attitudes, cognition and behavior. A random probability sampling method was used for the study. The rational for applying the current instrument considered due to the comparability of the results of the study with the identical studies conducted previously in the number of countries such as Israel and Ethiopia.

Out of 260 respondents 54 % or 139 were female and 46% or 119 participants were male. The results show that male hold more likely positive attitudes towards to the physically disabled people and low income people likely embrace positively than high income people. Moreover, the results indicate that the employees of the organizations performing longer term (existing more than 20 years) and the employees who served for the unit of the large organizations tend to have positive attitudes. Employees working in the industrial sector likely treat positively towards disabled people than those who serve for the service sector.

Key words: Attitude towards physically disabled people, discrimination, Multidimensional Attitudes Scale

1. Background

According to the World Health Organization and World Bank estimations approximately 15 percent of the world population or one billion people are physically disabled. If we include the caregivers and close family members of the physically disabled who have an incomplete access to education, employment and participation in the social life and struggle to live and fulfill the lifelong compulsory duty to serve them will total around 2.5 billion.

Eighty percent or 800 million physically disabled people live in the developing and economically disadvantaged countries. In developing countries 80-90 percent of the physically disabled people at an employment active ages are unemployed while in the industrialized countries 50-70 percent of them are employed¹.

Physically disabled people have an equal rights as the healthy people to enjoy participation in the politics, economy, social and cultural life of the society.

The Parliament of Mongolia ratified in 2008 the amendment protocol on “ Convention on the Rights of the physically disabled people” approved by the 61st UN General Assembly.

The current convention insured the right of the physically disabled people to enjoy all privileges including equal opportunity for the employment, accessing education, health services, and the participation in the social life and live free of discrimination and violence.

The current actions made the policy makers bear not easy task to fulfill in order to insure and enforce all rights.¹ By 2012 Mongolia had 103,377 employment active ages physically disabled citizens and 39.6 % of them estimated that they had 70 and more percent disability and 60.4% had less than 70 percent disability level¹.

Several projects and programs have implemented to support these persons and one of them is the resolution “The national program supporting physically disabled citizens” approved on November 21, 2006¹.

The objectives of the program aimed at increasing the possibility of enjoying comfortable life and opportunity developing themselves, creating a favorable social conditions and involving them social life. The program had two stages, the first stage covered in 2006-2008 and the second stage implemented in 2009-2012.

Since 2006 the Government of Mongolia paid an attention on ensuring the rights and privileges of the physically disabled persons; however the sound results have not been achieved¹.

There is an article 111 in the Labor law for employers. According to the article the entities who have more than 25 years of business experiences should hire physically disabled citizens and dwarf. The penalty for the infringement of the article indicated as settlement of the minimum wage amount. The incentive for conforming to the article indicated in the law is provision of extra funding to the employer that amounts 12 times of greater than the minimum wage of a person. The new program included financial incentives to encourage hiring physically disabled person such as provision of 50 mln MNT per vacancy and financial support for the employers up to 50 mln MNT¹.

The major challenges physically disabled people face in employment are discrimination on the job, acceptance by the society, humiliation and negative attitudes of groups and individuals toward to them¹.

Several theories exist on the discrimination but there is no evidence of studying physical disability in relation to the discrimination¹.

It is obvious that the suffering from the humiliation will bring a negative impact on physically disabled people when they enter in the social connections.

Moreover, positive and negative discriminations both lead to the cause of the mistaken perceptions among the society which often contributes to the keeping them away from the employment.

As above mentioned certain programs and policies have been implemented by the policy makers, however the in equality in employment and an access to education exists. Particularly, work environment, wage related issues as well as how to change attitudes of workers toward to the employed physically disabled people during the work and after work are still challenge.

It is important as the hiring the physically disabled people results in making some changes in the size of the businesses¹. For provision of the equal opportunity for the social communications the studying the attitude toward them is essential¹.

2. Review on the previous studies

Numerous studies have conducted in our country on physically disabled people and majority of them are policy related studies for identifying government policies, measures and mainly within the framework of social welfare, social service, employment, education level and poverty. Only a few macro level studies are conducted including sample survey on registering physically disabled people conducted by Asian development bank and National Statistical office in 2004¹, Monitoring of the special accounts supporting employment of physically disabled people and dwarf conducted by Aivuun NGO in 2007¹, census of physically disabled people within the 2010 Population census of Mongolia conducted by the National Statistical Office¹. Although these studies conducted to address the current situations, the future actions to support and finding solutions to the issues, but the sound recommendations to resolve the issues were missing.

In the international level there are numerous legal documents exist on supporting the physically disabled people in participation of the social life.

The numbers of academic researches on the physically disabled people have been conducted on the attitude toward them, recruitment and performance review of the physically disabled, job design and even sample requirements for the physically disabled people were developed. The researches approached from numerous perspectives such as behavior, health, commitment, capacity, quality criteria, retention, absenteeism, dismissal, individual skills and self development possibilities

Particularly, supporting the employment, attitude toward the physically disabled people are significant and several studies were conducted in respect to these issues.

The majority of the attitude studies involved the methods and instruments for identifying health. Typically the following methods were employed in the researches:

1) Toward Disabled Persons Scale(ATDP)¹: Developed by Yuker et., al (1966) dimensional scale measuring generalized attitudes toward individuals with physical disabilities as a group. -3= disagree very much +3 =agree very much (20 to 30 items on different forms)

2) Disability Factor Scale General /DFS-G/¹: Multidimensional scale composed of 7 subscales (e.g., interaction strain, rejection of intimacy) measuring attitudes toward persons with various physical disabilities and chronic illness. 1 = *strongly agree* to 6 = *strongly disagree* (69 items)

3) Disability Social Distance Scale /DSDS/¹: Unidimensional scale measuring attitudes towards persons with specific disabilities by establishing the existence and composition of a hierarchy of preference on 21.9 levels, Bogardus-like social proximity scale, 1 = *would marry* to 9 = *would put to death* (1 item)

4) Acceptance A-Scale¹: Multidimensional scale composed of 4 subscales (2 types of actual contact, deviance consequence and social-contact willingness) measuring attitudes toward peers with physical disabilities integrated into regular classroom settings. 2 = *accepting response*, 1 = *undecided*, 0 = *nonaccepting* (22 to 37 items on different versions)

5) Scale of attitudes Toward disabled Persons /SADP/¹: Multidimensional scale composed of 3 subscales (Optimism–Human Rights; Behavioral Misconceptions; Pessimism–Hopelessness) measuring attitudes toward people with disabilities as a group. -3 = *disagree very much* to +3 = *agree very much* (24 items).

6) Disability Social Relationship Scale /DSRS/¹: Multidimensional scale measuring influence of social-situation factors on attitudes toward persons with CP, epilepsy, arm amputation, and blindness. Multidimensional scale composed. True or false (18 items)

7) Issues in Disability Scale /IDS/¹: Multidimensional scale composed of 6 subscales (Education, Legal, Intimate Social, Nonintimate Social, Physiological Abilities, Psychological Characteristics) measuring attitudes toward people with various physical disabilities and people with disabilities in general. 7 = *strongly agree* to 1 = *strongly disagree* (55 items)

8) Interaction with disabled Persons Scale /IDP/¹:

Multidimensional scale composed of 6 subscales (e.g. Vulnerability, Coping, Perceived Level of Information) measuring discomfort in social interaction with persons with disabilities. 6-point scale from *agree very much* to *disagree very much* (20 items).

9) Multidimensional Attitudes Scale Toward Persons With Disabilities /MAS/¹:

The current instrument was developed by Fiedler et., al in 2007 that consists of three subscales Affects, Cognitive and Behavior. The instrument covers social and psychological issues. MAS instrument enables the healthy people to reflect the situations given in the questionnaire and make the respondents to answer how s/he will feel, think and act in the situation. This method will belong to the survey method that ask and reflect the healthy people to respond about the physically disabled people. Moreover, the attitude toward the physically disabled people has

been studied from different perspectives. These studies require clarifying number of aspects including the degree of disability, types of disability and interests to work but the studies included all aspect have not conducted yet.

Jennie Andersson (2012)¹ in her master's thesis studied the attitude of employers toward to the psychologically disabled and concluded that the people's attitude toward to the hearing impaired was better than those who had psychological problems.

The uniqueness of the current survey is identifying the attitudes of the healthy people toward to the physically disabled people in the self report manner answering and evaluating the subscales given in the questionnaire. During the some researches the respondents feel unsure and keep the distance from the surveyors¹. It is important to note that there is no sophisticated method to open the mind of the respondents completely.

3. Objective of the study and methodology

Objective of the study: Measure the attitudes of Mongolian workers toward to the physically disabled.

Methodology: Taking in account the limitations and opportunities of the methods used in the previous studied, and reliability of the instrument we selected to use three multidimensional attitudes scale that includes affections, cognitive and behavior subscales. The similar studies conducted earlier in Israel and Ethiopia and the comparability of the surveys, we selected the survey method to involve the employees of different business in Mongolia. The situation described an interaction between you and a person in a wheelchair. We asked the respondents to read the situation and then relate to each item, indicating degree to which they believed the item accurately reflected. Responses were marked on a 5 point scale from 1 (not at all) to 5 (very much)¹. The score was designed when higher scores represented more negative attitudes.

To ensure the comparability of the results we have not modified the items of the subscales and used the original questionnaire (Findler 2007) making a minor amendments such as background information and income level of the respondents to fit it to the local context. The survey data processing was made by application of MS Excel and SPSS.

4. The study results

4.1. Background information on the survey participants and their attitude toward to the physically disabled people

The survey questionnaires were distributed to 13 companies and businesses and data collection was conducted between March 4-9, 2015. In average 20 respondents participated in the survey. The following companies and businesses are participated in the survey:

- Teso corporation;
- Tavan Bodg Group;
- Nuudelchin group;

- Mongol Alt tos LLC;
- Darkhan food LLC;
- Electricity distribution company –state owned company;
- Thermo-power station-state owned company;
- Business School of National University of Mongolia;
- Utility Service Company;
- Bayan zurkh district court;
- Sukhbaatar district Tax Department inspectors and clients;
- Trade and Development of Bank staff; and
- Metallurgical Factory.

To ensure the internal consistency reliability analysis or Cronbach α is estimated and the results were “Affections $\alpha=0.87$ ”, “Cognitions $\alpha=0.80$ ”, and “Behavior $\alpha=0.75$ ”¹.

In overall 260 people survey and out of which 54% (139 respondents) were female and 46% (119 respondents) male. By age, 51.5% (134 respondents) were older than 31 years old, 49.5% (126 respondents) were younger than 30 years old people. By education background 68% of the respondents held undergraduate degree or higher degrees. By income level 47.7% (124 respondents) had up to 1mln MNT and 52.3% (136 respondents) had an income less than 1 mln MNT. Fifty percent of the businesses and organizations had more than 20 years of business history.

Table 1. Background information on survey participants

Years in business	No of respondents	percent age	Age of the respondents	Number of responses	Percentage
Up to 5 years	56	21.5%	Up to 30 years old	126	48.5%
6-10 years	26	10.0%	31-40 years old	67	25.8%
11-15 years	35	13.5%	41-50 years old	51	19.6%
16-20 years	13	5.0%	51-60 years old	14	5.4%
Older than 20 years	130	50.0%	Older that 61 years old	2	0.8%
Total	260	100.0%	Total	260	100.0%
Number of employees of the business unit	Number	Percent age	Sex	Number	Percentage
Up to 10 employees	38	14.6%	Male	119	45.8%
11-15 employees	34	13.1%	Female	139	53.5%
16-20 employees	27	10.4%	Not answered	2	0.8%
21-25 employees	25	9.6%	Total	260	100.0%
26-30 employees	8	3.1%	Education	Number	Percentage
31-35 employees	34	13.1%	Incomplete secondary	8	3.1%
36-40 employees	7	2.7%	Secondary	48	18.5%
41-45 employees	87	33.5%	Bachelor	161	61.9%
More than 46 employees	0	0.0%	Master	39	15.0%
Total	260	100.0%	PhD	4	1.5%
Business sector	Number	Percent age	Total	260	100.0%
Commerce	41	15.8%	Household income	Number	Percentage

Tourism, restaurant	2	0.8%
Health	1	0.4%
Social work, education	9	3.5%
Economics, law	40	15.4%
Production	117	45.0%
Computer graphics and design	3	1.2%
Construction	2	0.8%
Handy craft	1	0.4%
Other (mining)	44	16.9%
Total	216	100.0%

Up to 500thous MNT	25	9.6%
501-1,000 thous MNT	99	38.1%
1,001-1,500 thous MNT	72	27.7%
1,501-2,000thous MNT	38	14.6%
2,001-2,500 thous MNT	17	6.5%
2,501-3,000 thous MNT	5	1.9%
More than 3,001 thous MNT	4	1.5%
Total	260	100.0%

Source: Survey primary data

Note: Number of employees refers to the number of the people who work for the business unit/ department

The respondents evaluated the items given in the affections subscale in the following manner (Table 2):

- “Tension (1.97)”,
- “Stress (1.76)”,
- “Helplessness (1.72)”,
- “Nervousness (1.86)”,
- “Shame (1.76)”,
- “Relaxation (2.48)”,
- “Serenity (2.15)”,
- “Calmness (2.33)”,
- “Depression (1.79)”,
- “Fear (1.80)”,
- “Upset(1.81)”,
- “Guilt (1.71)”,
- “Shyness (1.81)”,
- “Pity (2.80)”,
- “Disgust (1.76)”,
- “Alertness (1.92)”

The respondents who selected 3 point scale and lower ones showed the their positive attitudes when they face the situation with the physically disabled persons.

Cognitions the Mongolian workers held in a such situations evaluated in the following way:

- “S/he seems to be an interesting person (3.15)
- “S/he looks like an OK person (3.27)”,
- “We may get along really well (3.23)”,
- “S/he looks friendly (3.41)”,
- “I enjoy meeting new people (3.48)”,
- “S/he will enjoy getting to know me (3.19)”
- “I can always talk with him/her about things that interest both of us(3.41)”,

- “I can make him/her feel more comfortable (3.28)”,
- “Why not get to know him/her about things that interest both of us? (3.45)”,
- “S/he will appreciate it if I start a conversation (3.75)”. Also 3 point scale and lower ones showed the their positive attitudes.

Behaviour the respondents likely demonstrate in a such situation evaluated such as “Move away (2.19)”, “Get up and leave (2.03)”, “read newspaper or talk on the cell phone (2.31)”, “continue what s/he was doing (2.91)”, “Find an excuse to leave (2.01)”, “Move to another table (1.89)”, “Initiate conversation if s/he doesn’t make the first move (3.16)”, and “Start a conversation (3.55)” which also evaluated in a positive manner.

According to the results it can be concluded that the Mongolian workers likely demonstrate a positive attitude in such situation and would be able to communicate in a universally accepted manner. The survey results based on the evaluation of the situation when the respondent comes to interact with a physically disabled person showed that Mongolian workers may lead to the conclusion that they have would show a positive attitudes. However, also we need to consider that the respondents participated in earlier studies demonstrated that the respondents avoided or escaped when they had to meet the physically disabled people but when completed the questionnaires provided a positive responses¹. Therefore, it would be unrealistic to make a conclusion. Compared to the survey conducted among the students in Israel and Ethiopia the mean value of the current survey showed more positive values see table 3.

Table 2. Results of the study – Mean of the estimations

Sub scales		Mean (n=260)	SD	Estimations				
				(5)	(4)	(3)	(2)	(1)
Affects								
1	Tension	2.08	1.46	33	21	26	35	145
2	Stress	1.96	1.33	21	23	29	38	149
3	Helplessness	1.94	1.26	14	28	31	42	145
4	Nervousness	2.09	1.26	15	26	50	45	124
5	Shame	1.84	1.14	10	16	43	44	147
6	Relaxation	2.70	1.57	51	42	39	33	95
7	Serenity	2.27	1.31	21	25	64	43	107
8	Calmness	2.60	1.44	43	25	60	49	83
9	Depression	1.97	1.26	15	22	45	35	143
10	Fear	1.95	1.25	17	19	37	49	138
11	Upset	1.90	1.22	14	21	33	49	143
12	Guilt	1.81	1.10	9	16	36	55	144
13	Shyness	1.94	1.17	15	12	45	59	129
14	Pity	2.95	1.48	60	30	72	32	66
15	Disgust	1.87	1.27	17	18	37	31	157
16	Alertness	1.98	1.33	23	19	31	44	143
Cognitions								
1	S/he seems to be an interesting person.	3.15	1.37	57	49	77	30	47
2	S/he looks like OK person.	3.27	1.32	62	48	84	30	36
3	We may get along really well.	3.23	1.30	59	47	81	41	32
4	S/he looks friendly.	3.41	1.24	65	58	77	39	21
5	I enjoy meeting new people .	3.48	1.33	85	45	63	45	22

6	S/he will enjoy getting to know me.	3.19	1.34	62	42	74	48	34
7	I can always talk with him/her about the things that interest both of us.	3.41	2.25	63	50	77	39	30
8	I can make him/her to feel more comfortable.	3.28	1.31	61	55	72	40	32
9	Why not get to know him/her better?	3.45	1.33	79	50	66	38	27
10	S/he will appreciate it if I start a conversation.	3.75	1.36	113	43	55	23	26
Behaviors								
1	Move away	2.19	1.49	34	26	36	24	140
2	Get up and leave	2.03	1.34	23	16	50	29	142
3	Read the newspaper or talk on the cell phone	2.31	1.36	26	26	57	44	107
4	Continue what s/he was doing	2.91	1.47	55	37	63	39	66
5	Find an excuse to leave	2.01	1.34	21	24	34	38	143
6	Move to another table	1.89	1.21	15	14	45	40	146
7	Initiate a conversation if s/he doesn't make the first move	3.16	1.46	73	32	67	40	48
8	Start a conversation	3.55	1.40	93	52	52	31	32

Source: the survey primary data

Note: 1) "SD (Standard Deviation)"

2) the numbers 5, 4, 3, 2, 1 show number of respondents evaluated the situation

Table 3. Comparison of the results

MAS	<u>Mongolia</u> ¹⁾		<u>Ethiopia</u> ²⁾		<u>Israel</u> ³⁾	
	Mean	SD	Mean	SD	Mean	SD
MAS-Affects	2.12	1.30	2.37	0.66	2.32	0.63
MAS-Cognitions	3.36	1.42	3.00	0.59	2.73	0.59
MAS-Behavior	2.51	1.38	2.50	0.72	1.99	0.72

Source: survey primary data

Note: 1) Results of the current survey

2) Results of the survey conducted by Almaz Tamene Getachew (2011)

3) Results of the survey conducted by Vilchinsky (2007), Findler et al., (2007)

4) SD stands for (Standard Deviation)

Particularly, affection subscale of the survey mean was more positive than those in the two countries survey results. Also, cognition and behavior subscales mean showed the positive results. In the further we should investigate if the economic situation¹, and business incomes would impact to the attitudes toward to the physically disabled people.

4.2. Compared results of the respondents by age, sex, and work

The attitude of the respondents is analyzed (t-test) by age, sex, and work (see table4).

Male respondents evaluated more positively than female to the subscale items such as “Stress”, “Helplessness”, “Calmness”, “Depression”, “Move to another table”, and “Read newspaper or talk on the cell phone”. It can be concluded that the male likely to show more positive attitude toward to the disables people (see table 4).

Table 4. An attitude toward physically disabled people

(difference by sex)

		Male (n=119)	Female (n=139)	Sig
Affects hold the respondents				
2	Stress	1.76	2.14	**
3	Helplessness	1.72	2.14	***
4	Nervousness	1.86	2.30	***
6	Relaxation	2.48	2.88	**
8	Calmness	2.33	2.81	***
9	Depression	1.79	2.12	**
Cognitions hold the respondents				
6	S/he will enjoy getting to know me	3.35	3.06	*
Behaviors demonstrate the respondents				
2	Get up and leave	1.87	2.18	*
3	Read the newspaper or talk on the cell phone	2.10	2.50	**

Source: Survey results

Note: 1) Only the significance dissimilarity is shown.

2) ***- means 1%, **means 5%, *-means 10% of the significance.

3) Comparatively high values are highlighted.

By age, for the items “Helplessness” and “Shame” the respondents under age of 30 gave less positive evaluation than those who are older than 30 years old. As the majority of the respondents were older than 30 years old made is not possible to make a conclusion that younger respondents hold negative attitude (table 5).

Table 5. Age differences of respondents

Sub scale		30 and older (n=134)	Below 30 yrs old (n=126)	Sig
Affects hold by respondents				
3	Helplessness	2.13	1.74	**
5	Shame	1.96	1.71	*

Source: survey results

Note: the same as the table 4

Comparison of respondents by an income level on items “Tension”, “Stress”, “Helplessness”, “Nervousness”, “Shame”, “Calmness”, “Serenity”, “Depression”, “Fear”, “Alertness” and “Read newspaper or talk on the cell phone” the respondents who have an

income more than 1 mln MNT evaluated lower than those who earn less than 1 mln MNT (see table 6).

Table 6. Results shown by household income level

Sub scale		Households with more than 1 mln MNT income (n=136)	Households with less than 1 mln MNT income (n=124)	Sig
Affects hold the respondents				
1	Tension	2.24	1.92	*
2	Stress	2.15	1.75	**
3	Helplessness	2.12	1.74	**
4	Nervousness	2.27	1.89	**
5	Shame	2.00	1.66	**
6	Relaxation	2.97	2.40	***
7	Serenity	2.45	2.07	**
8	Calmness	2.81	2.37	**
9	Depression	2.16	1.75	*
10	Fear	2.18	1.71	*
11	Upset	2.04	1.74	**
16	Guilt	2.20	1.74	***
Cognitions hold the respondents		Shyness		
2	Pity	3.14	3.41	*
6	Disgust	3.01	3.39	**
9	Alertness	3.23	3.69	***
Behaviors demonstrate the respondents				
3	Read newspaper or talk on the phone	2.44	2.16	*

Source: survey results

Note: the same as the table 4

Comparison of the businesses and organizations by history on the items “ Stress”, “Helplessness”, “Shame”, “ Calmness”, “ Depression”, “ Serenity”, “Move to another table”, “ Alertness” and “Disgust” the employees of the organizations and businesses with long-term history responded more positively than the newer organizations and businesses (see table 7).

Table 7. Results shown the number of years in business

Sub scale		More than 20 yrs in business (n=130)	Less than 20 yrs in business (n=130)	Sig
Affects hold the respondents				
1	Tension	1.86	2.31	**
2	Stress	1.75	2.17	**
3	Helplessness	1.78	2.10	**
5	Nervousness	1.65	2.03	***
6	Shame	2.42	2.97	***

7	Relaxation	2.11	2.43	**
8	Serenity	2.42	2.78	**
9	Calmness	1.82	2.12	*
13	Depression	1.81	2.08	*
15	Fear	1.68	2.07	**
16	Upset	1.73	2.23	***
Cognitions hold the respondents		Guilt		
5	Shyness	3.34	3.63	*
9	Pity	3.62	3.27	**
Behaviors demonstrate the respondents		Disgust		
1	Alertness	2.01	2.38	**

Source: survey results

Note: the same as the table 4

Moreover, the analyses of the employee numbers on the items “ Stress”, “Helplessness”, “Nervousness”, “Shame”, “ Relaxation”, “ Serenity”, “Calmness” and “ Alertness” showed that the employees of the bigger organization, businesses likely show more positive attitude to the disabled people than those who worked in the organizations with less than 25 employees.

In addition to the above conditions, the employees of the organizations that employee more than 26 employees evaluated positively the items such as “ S/he will enjoy getting to know me”, I can always talk with him/her about the things that interest both of us”, “Why not get to know him/her better?”. It can be concluded that the employees working in a big organizations and businesses may have positive attitudes to the disabled people (table 8).

Table 8. Results shown the number of employees of the business units

Sub scale		Business units with more than 26 employees (n=136)	Businesses with less than 25 employees (n=124)	Sig
Affects hold the respondents				
2	Stress	1.76	2.17	**
3	Helplessness	1.77	2.12	**
4	Nervousness	1.95	2.24	*
5	Shame	1.67	2.02	**
6	Relaxation	2.54	2.87	*
8	Serenity	2.41	2.81	**
9	Calmness	1.81	2.14	**
15	Alertness	1.67	2.10	***
Cognitions hold the respondents				
6	S/he will enjoy getting to know me.	3.46	2.90	***
7	I can always talk with him/her about things that interest both of us.	3.66	3.14	*
8	I can make him/her feel more comfortable.	3.47	3.07	**
9	Why not get to know him/her better?	3.68	3.19	***

Source: survey results

Note: the same as the table 4

By the sector, the responses of the employees working in production sector were more positive than the employees who served in the service industries on the items such as “Tension”, “ Nervousness” “ Guilt”, and Relaxation (table 9).

Table 9. Results shown by industries the respondents belong

Sub scale		Mining, production, handcraft etc., (n=167)	Commerce, service, banking and finance etc., (n=93))	Sig
Affects hold the respondents				
1	Tension	1.93	2.37	**
4	Nervousness	1.97	2.30	**
6	Relaxation	2.56	2.95	*
1 2	Guilt	1.69	2.02	**
Cognitions hold the respondents				
4	S/he looks friendly.	3.50	3.25	*
6	S/he will enjoy getting to know me.	3.32	2.96	**
7	I can always talk with him/her about things that interest both of us.	3.66	2.97	**
8	I can make him/her feel more comfortable.	3.46	2.96	***
9	Why not get to know him/her better?	3.61	3.15	***
1 0	S/he will appreciate it if I start a conversation.	3.87	3.52	**

Source: survey results

Note: the same as the table 4

5. Conclusion

According to the survey that applied the multidimensional attitudes scale (MAS) instrument demonstrated that the affections hold the respondents showed below 3 or valued lower can be concluded that they would have a positive attitude toward to the physically disabled people.

The results showed that men likely hold positive attitude toward to the physically disabled people and low income people more likely show a positive attitude to the disabled people than high income people. Moreover, if we take the employees of the businesses with long history or more than 20 years, they more likely approach positively to the disabled people. According to the results of our survey, employees who served in the production sector likely show a positive attitude than those who worked for the service industries.

Researchers considered that the main challenges for the employment of the physically disabled people were discrimination at the work place, social perception, humiliation and negative attitudes of groups and individuals¹.

By the results of our survey it can be concluded that the attitude toward physically disabled people in our country is more positive and this condition accepted more positively than in Ethiopia and Israel and suffer less from the discrimination.

According to the survey results we concluded that the employment agencies engaged in head hunting of the physically disabled people should take in account the following issues such as production plant where big number of male employees and less need for communication with co-workers, big number of employees in the business unit, long-term experience and sustainability of the businesses, and income or livelihood of the employees.

It was observed that more the country economically developed and living conditions of improved the attitude of the people toward to the physically disabled people may lead to more negative. We consider that there is a need for continuing the current research to better investigate if the economic conditions, income size of the businesses would impact the attitude of the workers toward to the physically disabled people.

For the human resources personnel of the businesses should consider numerous factors in regard to the Employment Law and job related issues such as production plant where big number of male employees and less need for communication with co-workers, big number of employees in the business unit.

We assume that the consideration of above issues will lesson discrimination and improve the attitudes of the co-workers. The positive attitude will make the physically disabled people more self-confident, ambitious and contribute to the increase of the employment of the physically disabled people as well as may reduce the unemployment and poverty.

The current study is based on a given situation to measure the attitudes of the workers toward to the physically disabled people using Multidimensional Attitudes Scale (MAS) instrument earlier applied by numerous researchers. The current study suffers from lack of measuring the attitude of employers and their psychological aspects toward the physically disabled people. Another issue of the study is the current instrument heavily relies on respondents' self-reports. In the future the study should seek the possibility of measuring behavior such as observation of real-life situations using the same instrument.

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