

Conference Paper

Resilience Dynamics of Disability People in the Workplace

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Abstract.

The physical limitations of people with disabilities who work need resilience skills to survive and adapt at work. This study aimed to determine demands, resilience, and social support for disabled persons in the workplace. This study used a qualitative method with a case study approach. The participants were two physically disabled men who worked at the Warehouse division. Data collection was conducted through in-depth interviews. The study results showed that their work demanded a lot of loading of things that needed to be lifted, high stacking, and increased work if colleagues did not enter shifts. The resilience of disabled people in the workplace is emotion regulation, impulse control, empathy, optimism, causal analysis, self-efficacy, reaching out, and adaptability. Participants demonstrated fairly good resilience skills while at work. This is due to internal factors, including disabled people who have accepted their conditions, have a high sense of gratitude, and are hardworking. External factors included being the breadwinner of the family, difficulty in getting a job, the salary, and there is some social support from family, co-workers, superiors, and the company.

Keywords: Disabled People, Resilience, Working

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1. Introduction

Every individual basically has the obligation to work to fulfill their daily needs. By working individuals can guarantee survival, both for themselves and their families. Opportunities for work also apply to groups of people who have physical disabilities, which are referred to as disabled people (1). Machdan & Hartini (2) stated that disabled people are individuals who experience abnormalities/damage or defects in the body which cause disturbances in moving and carrying out daily activities. Physically disabled is a term for individuals who experience physical abnormalities, especially in limbs such as feet, hands, or body shape. Disabled people can be caused by illness, certain accidents/events, or congenital.

According to WHO (3) There are one billion people with disabilities around the world including 360 million people who are deaf, as many as 200 million people who are blind,

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70 million people who are quadriplegic, and 370 people with multiple disabilities. Based on data from the Data Center and Information (PUSDATIN) of the Social Affairs Ministry (4) it was noted that the number of people with disabilities reached 11,580,117 people and there were 3,010,830 of them were disabled people(5). Meanwhile, according to data from the Central Bureau of Statistics (BPS) in 2020, the number of people with disabilities in Indonesia has reached 22.5 million or around 5% (6). Opportunities for people with disabilities to get a job are very minimal compared to society in general. This is because when selecting prospective employees, the physical condition of the individual is very much a consideration in the hope of getting optimal performance from employees (7). Therefore people with disabilities, one of which is physically disabled, do not fulfill these criteria. According to the Ministry of Manpower in 2010 (8) it was recorded that the number of people with disabilities who worked was only around 1,852,866 people.

Machdan and Hartini (2) argued that individuals with disabilities have difficulty finding work due to the stigma that they do not have sufficient qualifications to work. People with physical disabilities who work are considered more troublesome and add to the company's expenses because they have to provide facilities and accommodation for work. When compared to others and disabilities, people with disabilities are easier to recognize because their disabilities are so obvious that they feel unable to develop their potential and abilities properly (8). Sayyidah (9) said that disabled people have incomplete physical conditions which have an impact on emotional attitudes. Individuals with disabilities tend to think negatively about themselves, have a sense of sensitivity to others, shy, feel like a failure in life, and depend on other people, and make it difficult to socialize. Senra et al (10) stated that physically disabled people feel psychological impacts including depression, shock, trauma, unable to accept their situation, irritability, stubbornness, feeling guilty, and even wanting to commit suicide. This impact affects the ability of disabled people to carry out their daily activities, especially at work.

The ability of disabled people to survive and rise from these difficulties is known as resilience. Reivich and Shatte (11) argued that resilience is an individual's ability to overcome, survive, rise, and adapt from the pressures of life experienced. Master (12) suggested that a resilient individual is characterized by the ability to deal with adversity, stress, resilience, and recover from trauma. It really needs to be owned by disabled people so that it doesn't drag on from the difficult conditions they feel, so that they are still able to work optimally. Research conducted by Dewi & Suwarti (13) explained that disabled people who work with good resilience then consider a limitation they have not as a barrier in doing something. The resilience that is carried out makes people with

disabilities able to control their emotions, have good relationships with co-workers, and have good future plans, and feel comfortable at work.

Entering the world of work, disabled people are required to be resilient. This is because disabled people in a work environment where almost all employees are normal or non-disabled individuals. Based on this background, the purpose of this research is to find out (1) how the job demands of disabled people are in the workplace; (2) how is the resilience of disabled people in the workplace; and (3) how is the social support for disabled people while working. With this research, it is hoped that people with disabilities can be well-resilient, communicate, and develop their potential in the workplace, and for companies it can be easier to meet the needs of employees with disabilities and adjust to the demands of work in the company.

2. Literature Review

2.1. Definition of Resilience

The concept of resilience was first proposed by Block in 1950 with the term *resiliency* (ER) which means the ability of individuals to adjust when in stressful situations both internally and externally (14). In English, resilience is known by the term *recilience* which means resilience. According to Richardson (15) resilience is a coping process against stressors, changes, difficulties, and challenges that are influenced by various protective factors. Reivich and Shatte (11) explain that resilience is an ability that individuals have to respond to *adversity* or trauma in a healthy and productive way. According to Luthar (16), resilience can be known when individuals are faced with a difficulty / obstacle which is then responded positively. Liwanto & Kurniawan (17) also suggest that resilience is a phenomenon where individuals are able to carry out a positive adaptation pattern that aims to deal with difficulties and risks.

Hendriani (18) suggests that resilience is a dynamic process carried out by individuals to recover from negative emotional experiences by involving various factors, both personally, socially, and environmentally. Individuals who recover and bounce back exhibit good personal function that manages to release positive emotions in the midst of difficult situations. In addition, resilience also includes how coping strategies are carried out when experiencing stress, thus encouraging more positive adaptations.

2.2. Aspects of Resilience

Reivich and Shatte (11) suggest that there are goals for resilience aspects, including the following:

1. Emotion Regulation

The *emotion regulation* aspect is an individual's capacity to control emotions, attention, and actions in order to remain calm and create appropriate emotions even in difficult conditions. Individuals who have good regulation will more easily manage responses when interacting with others in various situations. Vice versa, individuals who are less able to regulate their emotions will have difficulty building and maintaining relationships with others.

2. Impulse Control

The *impulse control* aspect is the ability that individuals have to control desires, urges, preferences, and pressures that arise from within. An individual's ability to control impulses is related to the ability to regulate emotions. Individuals who can control their impulsivity well will think rationally so as to give the right response in dealing with a problem. Conversely, individuals who have low impulse control abilities will tend to behave aggressively, impulsively, and reactively, making others less comfortable and impacting individual social relationships.

3. Optimism

A resilient individual is an optimistic individual where the individual has dreams or hopes for his future and believes that he is able to control the direction of his life. Resilient individuals will believe that things can be improved for the better, have hope for the future, are physically healthier, and more productive at work, and are not prone to depression. Optimism also signifies that the individual is able to overcome difficulties that occur in the future.

4. Causal Analysis

In the *aspect of causal analysis*, resilient individuals will try to identify and examine the causes of problems that occur. Resilient individuals have cognitive flexibility which is able to adjust from one thought to another, so as to identify the cause of a problem. Resilient individuals focus more on problem-solving control, so as not to blame others for mistakes made. Individuals who are unable to identify problems will tend to make the same mistakes.

5. Empathy

The aspect of empathy is that individuals are able to put themselves in a condition that is felt by other individuals. Empathy is closely related to an individual's ability to read the emotional and psychological states of other individuals. Individuals who have the ability to empathize will have positive social relationships. Conversely, low empathy will tend to generalize all the desires and emotions that others have, which can result in difficulties in establishing social relationships.

6. Self-Efficacy

The aspect of self-efficacy is an individual's confidence in his ability to solve a problem. With this confidence, individuals will find the right problem solver. Individuals who have high self-efficacy will not easily give up with perceived difficulties and are able to succeed and achieve success.

7. Reaching Out

The aspect of *reaching out* describes an individual's ability to achieve success. Resilient individuals are able to take risks from problems to achieve success, understand themselves well, and have life goals. Individuals who have *reached out* will achieve the positive aspects of the misfortune experienced.

2.3. Physically Disabled Persons

Physically disabled comes from the word "tuna and daksa" which means tuna is a loss or lacking, while daksa means body, so disabled is defined as an individual who has imperfect or lacking limbs/part of body (19). According to Abiyoga & Sawitri (2018) physical disability is the inability of a limb to carry out its normal functions caused by disease, injury or imperfect growth. Based on *the Laws of the Republic of Indonesia Number 8 about disabilities people* (20), which includes disabilities people are individuals who are impaired in movement functions such as amputation, paralysis, paraplegia, cerebral palsy, due to stroke, and others. Losing one or part of the body, of course, will hinder individuals in carrying out daily activities, giving rise to various problems, namely physical, psychological, and social.

Halimah et al (21) explained that there are three levels of impairment in the disabled, namely mild, moderate, and severe. Individuals with mild disabilities have limitations in physical activity but can still be helped with therapy, for moderate levels of impairment have motor and sensory limitations. While the level of weight is having total limitations in moving and is unable to control physical movements.

3. Method

This study used a qualitative research method with a case study approach. The sampling technique was purposive sampling with the criteria namely (a) physically disabled people working at DC; (b) aged 18-59 years; (c) Male; (d) has worked > 3 months. This study used two sources of data, namely primary data and secondary data. The primary data were two disabled people, namely (1) with the initials E, aged 33 years, has limitations in the legs where the hinges of his legs are loose so he walks with a limp; (2) The second participant with the initials J, 27 years old, has a defect in the hand where the wrist between the hand and elbow is broken so that it becomes bent to the left, thinner and shorter. While secondary data, there were three people including HRD and colleagues.

Data collection techniques in this study were interviewed. By using the interview method, you can explore more deeply what and how resilience is experienced by research subjects. The research was conducted for two months from September to October 2022. The data analysis technique used in this study was thematic analysis in a theory driven manner. Theory driven is data analysis based on the theory chosen from the start. The procedure for thematic analysis according to Heriyanto (22) is to understand the data, determine the code, look for themes, and evaluate and draw conclusions. The validity of the data used the triangulation process. Sugiyono (23) explained that triangulation is a technique that combines various kinds of data collection techniques and data sources that already exist.

4. Result and Discussion

4.1. Job Demands

Based on the data found, there are several job demands felt by disabled people which are summarized based on the following table:

From these participants, it can be seen that both of them have demands while working with limitations they have. However, both of them can complete the demands of the work even with limited movement and mobility. This is in accordance with what was stated by Hendriani (2018) that persons with disabilities with physical changes result in limited movement and mobility, resulting in dependence on other people. The tasks assigned to the two participants were adjusted to the abilities and skills possessed by each, so that the work demands were not too heavy.

TABLE 1: Summary of Job Demands.

Participant	Disability Description	Work demands
E	The leg hinge comes off so it works with a limping leg	Many stuff need to be lifted into the cargo truck
		Stacking of stuff (pallets) high
		Items have a measure of weight
		Work increases more if there are colleagues who do not enter shifts
J	The wrist between the hand and elbow was broken so that the hand became slightly bent to the left, becoming thinner and shorter	Lifting heavy items and pulling pallets (stuff)
		Completing targets to maximize stuff in the Warehouse (DC) so they don't pile up

4.2. Resilience

The limitations of the two participants as well as the demands at work do not make the disabled people give up and are still able to carry out various activities, work, and develop their own potential. This makes J and E participants resilient in the workplace. Resilient individuals reflect the toughness and strength within the individual in facing difficulties (18). Based on the results of the research that has been done, there were several aspects that show the resilience dynamics of disabilities people in the workplace, namely as follows:

Gross (24) suggested that the aspect of emotion regulation is a strategy carried out by individuals both consciously and unconsciously to maintain, strengthen, or reduce negative emotional experiences and behaviors. The individual's ability to regulate emotions becomes one of the strengths in dealing with the environment and makes the individual feel socially accepted. The aspect of impulse control is the ability possessed by individuals to control desires, urges, preferences, and pressures that arise from within Hendriani (2018) suggested that individuals who can control their impulsivity will be very careful in taking action, so as to provide the right response. Individuals with low impulse control will quickly experience emotional changes and tend to show reactive traits and aggressive behavior.

The ability to control impulses is related to the ability of individuals to regulate emotions. The aspect of optimism is an individual's hope or expectation of good things in the future and a positive response to the events or conditions of life experienced. Reivich and Shatte (2003)said that in the aspect of causal analysis a resilient individual

TABLE 2: Summary of Resilience.

Resilience Aspect	Participant E	Participant J
<i>Emotion Regulation</i>	Takes as a joke when co-workers make fun of their limitations	Be patient and avoid unwanted words, & explain your physical condition
	Be more careful when making mistakes	
<i>Impulse Control</i>	Taking painkillers when in pain so you can still do your job	Wear long sleeves including when working
<i>optimism</i>	Have plans to open their own business	Have a dream of becoming a successful person, focus on work, maintain the positive things that have been achieved
<i>Empathy</i>	Feeling sorry for co-workers when always on sick leave and trying to force myself to finish work together with co-workers	Take the initiative to help colleagues when experiencing difficulties
<i>Causal Analysis</i>	Absence from work can be difficult for co-workers	There are repairs in the warehouse so you have to share work with others
<i>Self-Efficacy</i>	Able to do any work except running	80% believe they can finish their job properly
<i>Reaching Out</i>	Level up the Position	Level up the position to become a Picker
	Hope as a means of erasing sins	
<i>Adaptability</i>	Trying to several departments to find work comfort	
	Choose a department that colleagues can work with	

will try to identify and examine the causes of the problems that occur. Hendriani (2018) also explained that resilient individuals are individuals who have cognitive flexibility which can identify the causes of obstacles and are determined to get up and achieve success. The aspect of empathy is feeling sympathy for the emotional conditions felt by others and trying to find solutions to problems based on other people’s perspectives. Individuals who empathize by showing sensitivity and concern for the conditions experienced by other people will make these individuals remain resilient by being careful in responding to problems. High empathy in individuals will have positive relationships with others (18).

The self-efficacy aspect is an individual’s belief in estimating the ability possessed in carrying out a task or an action in order to achieve success. Self-efficacy is actually not from individual abilities but from belief in the individual. The reaching out aspect describes the individual’s ability to achieve success. Reivich and Shatte (2003) also explained that reaching out is an individual’s ability to achieve positive aspects or

wisdom from the misfortune that befalls. Individuals with the ability to reach out have great curiosity, try new things, and don't limit themselves in doing things, so they are able to establish good relationships with others. The Adaptability aspect means the individual's capacity to be flexible and have reason to cope with an uncomfortable environment and adapt to changing conditions. Hendriani (2018) explained that the adaptation step by looking for new ways to be comfortable in carrying out activities allows individuals to be realistic and assess things objectively. This makes individuals, especially disabled people, able to see stressful situations in order to be balanced, and not get carried away with negative thoughts and makes it easier for individuals to find a pleasant way of life.

4.3. Social Support

Social support is an act or treatment given by the family and social environment to help individuals deal with the limitations of disabled people (18). Based on the results of the study, participants E and J received a lot of social support so they were able to survive in the workplace, namely as follows:

TABLE 3: Summary of Social Support.

Social Support	Participant E	Participant J
Family	Give consideration when you feel like quitting your job	Support whatever the participant does
Superior	Understand the conditions of the participants	Directing hand in hand when lifting heavy objects
	Allows rest when in pain	Does not discriminate between fellow subordinates
Work colleague	Helps when you have to lift heavy things	Help when asking for help
	Help when you are in pain	Does not discriminate between one co-worker and another
Company	Given the policy try all departments to find comfort	Provide policies to choose the location of the desired work placement
		Permit to wear long sleeves when working

Based on the results of the research, Participants E and J both received family social support at work such as giving advice to participants when they felt tired at work, thus making participants more enthusiastic at work. Hendriani (2018) argued that the family is the most important source of social support for persons with disabilities. The results

of the study also show that the social support of co-workers, superiors and the company plays an important role for both participants in carrying out tasks while working. This makes the two participants survive and feel comfortable at work and can face the difficulties they face. According to Rosalina and Apsari (25) social support provided to disabled people can help them overcome difficulties in their daily activities.

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