

Influences of Family and Social Support on the Ability to Work of People with Disabilities in Hanoi City

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Abstract

To investigate the impact of family and social support on the ability to work with people with disabilities in Hanoi, the research team employed a combination of qualitative and quantitative research methods. Data were collected from a survey of 188 people with disabilities in Hanoi, and the team used SMARTPLS software to analyze the collected data. The research findings indicate, with 95% confidence, that the variables "Family Support" (FS) and "Social Support" (SS) influence the "Ability to work of People with Disabilities in Hanoi" (AW) with coefficients of 0.532 and 0.342, respectively. Based on these findings, combined with in-depth interviews, the research team provides some discussions and suggestions to support people with disabilities in becoming more confident, maximizing their abilities, and contributing positively to society.

Keywords: Familial Support, Social Support, Ability to Work, People with Disabilities, Hanoi

INTRODUCTION

According to the Department of Social Protection, Ministry of Labor, War Invalids, and Social Affairs, Vietnam currently has over 7 million people with disabilities. Among them, only 31.7% of people with moderate disabilities and 7.8% of those with severe disabilities (those who have lost or impaired function but can still work) are employed. Although in recent years, vocational training and job creation for people with disabilities, helping them integrate into society, have received significant attention, people with disabilities in Vietnam still do not have equitable and full access to education and employment opportunities. The number of people with disabilities aged 16 and over without qualifications accounts for up to 93.4%, with only 6.5% holding a vocational certificate or higher. Additionally, businesses have not yet paid proper attention to providing equal employment opportunities for people with disabilities (dangcongsan.vn, 2023).

The Hanoi Association of People with Disabilities reported that the city has nearly 110,000 people with disabilities, accounting for 1.38% of the capital's population. Currently, 100% of eligible people with disabilities are fully benefiting from the policies and regimes as prescribed. Relevant authorities are providing monthly social assistance to over 88,000 people with severe and particularly severe disabilities and over 14,000 families caring for individuals with particularly severe disabilities (Ha Hien, 2022).

However, the support can not be limited there. Among the over 100,000 people with disabilities in Hanoi, about 30,000 are capable of working. Providing employment support to help people with disabilities find suitable jobs not only boosts their confidence to overcome difficulties, and integrate into the community but also reduces the burden on families and society (nhandan.vn, 2023).

Therefore, providing good employment opportunities and a stable source of income for people with disabilities, and supporting their participation in the employment ecosystem has transcended social responsibility and become a value that every family member, business, and society aspires to achieve.

This research examines some basic concepts related to people with disabilities and provides an overview of research that looks at factors influencing the employment and ability to work of people with disabilities. The research then focuses on examining the impact of two factors, "Family Support" and "Social Support", on the

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"Ability to work of People with Disabilities" to assess the extent of these factors influence. Based on the research results, the team provides some discussions and suggestions to enhance the level of engagement of people with disabilities in the job market.

Basic Issues Regarding People with Disabilities

Some Definitions

People with Disabilities

According to Clause 1, Article 2, Chapter I of the Law on People with Disabilities, people with disabilities are defined as "those who have a defect in one or more parts of their body or suffer from a functional impairment that manifests as a disability, making it difficult for them to work, carry out daily activities, or study" (National Assembly, 2010).

Causes of Disabilities

Disabilities can occur at any point in a person's life. There are various causes of disabilities, including congenital and acquired causes (Ministry of Labor, War Invalids, and Social Affairs, UNICEF, 2016).

Congenital Causes

Congenital causes may include chromosomal mutations or inherited diseases. This type of cause accounts for a relatively small proportion of people with disabilities. Some types of disabilities due to congenital or genetic disorders: Down syndrome, brittle bone disease, etc. (Ministry of Labor, War Invalids and Social Affairs, UNICEF, 2016)

Acquired Causes

Acquired causes include the impacts from the surrounding environment at different points in time (Ministry of Labor, War Invalids and Social Affairs, UNICEF, 2016), such as:

The mother's pregnancy and childbirth process: The environment, exposure, and the mother's pregnancy or childbirth history are factors that can impact the fetus and newborn.

Brain damage or sequelae from illnesses can result after the body is attacked by infectious diseases such as bacterial or viral infections. Some diseases carry the risk of leading to brain damage or sequelae.

Trauma in life: Factors such as accidents, war, aging, or burns are also considered causes of disability.

The aforementioned causes can lead to various types of disabilities, including intellectual, language, social communication, or motor function disabilities, with varying degrees of severity.

Employment

According to Clause 1, Article 9, Chapter II of the Labor Code, employment is defined as "work activities that generate income and are not prohibited by law" (National Assembly, 2019).

Employment for People with Disabilities

Employment for people with disabilities refers to lawful work activities that provide them with income, serving their interests as well as the community's (Phung et al., 2022).

Ability to work of People with Disabilities

Information from the National Committee for People with Disabilities of Vietnam indicates that the country currently has about 7 million people with disabilities, accounting for 7% of the population aged 2 years and older. Of those, 61% are of working age, and 40% still can work. However, only 31.7% of people with disabilities aged 15 and older are employed, compared to 83.8% of people without disabilities (NDO, 2023).

Approximately 87.27% of people with disabilities live in rural areas, where the poverty rate among this group is typically three times higher than the national average. The proportion of people with disabilities of working age is 61%, with 40% still capable of working. The educational level of people with disabilities is low, with more than 41% of those aged 6 and older being illiterate, and only 19.5% having completed junior high school or higher. In terms of professional qualifications, over 93% of people with disabilities aged 16 and older do not have specialized training, with only 6.5% holding a vocational certificate or higher (NDO, 2023).

Hanoi has 112,171 people with disabilities, of whom 7,704 are capable of working. Notably, many people with disabilities have risen to become owners of production and business establishments. People with disabilities are often hardworking, skillful, resilient, and have a strong desire to work to assert themselves. They always aspire to find suitable employment, earn an income to take care of themselves and contribute to society's development. Therefore, supporting employment for people with disabilities is not only a deeply humane action but also acknowledges the role of people with disabilities in social life. (vov.vn, 2024)

LITERATURE REVIEW, MODEL, AND HYPOTHESES

LITERATURE REVIEW

Many studies have examined the ability to work and factors influencing the employment rate of people with disabilities. Most agree that having a job can benefit people with disabilities both mentally and physically (Shakira Hanif, Halie Peters, Carolyn McDougall, Sally Lindsay, 2017). However, these studies often cover a broad scope, evaluating the impact of factors related to gender, social characteristics, and support from digital platforms.

Research by Brenda Gannon and Brian Nolan (2005) concludes that physical disabilities affect the ability to find employment and wages for people with disabilities, while also emphasizing the role of government and social support policies. The study initially explores the difficulties and resilience of people with disabilities to eventually build an "Adversity Quotient" (AQ) for those with physical disabilities. Significant effort is needed from people with disabilities to "overcome adversity," raising the issue of the need for family and society to create an enabling environment for people with disabilities.

According to the research by Phung Minh Thu Thuyet et al (2022), the unemployment rate is higher among women with disabilities than men, higher among single people than married, and higher in rural areas than in urban areas; the higher the education level, the lower the likelihood of unemployment. Both family support and social support positively impact the employment of people with disabilities. When they receive spiritual, material, or necessary information support, they will feel less inferior and motivated to strive for community integration, similar to the study by Opoku et al (2016).

Nguyen. T.K.N (2018) evaluates the current state of social work service provision in addressing employment for people with mobility disabilities in Hai Ba Trung district, while also analyzing and clarifying the employment needs of people with mobility disabilities in specific aspects such as salary level, and benefits needs. The study also points out the limitation that social work services are not yet fully professional and only stop at basic assistance. Nonetheless, it still emphasizes the usefulness of social work intervention in improving the living standards and quality of life for people with disabilities.

Nguyen. T.H.Y et al (2022) analyzed the factors affecting employment for people with disabilities on digital platforms in Đak Lak province. Primary data were collected from 110 in-depth interview surveys focusing on four groups: disabled workers, businesses and organizations employing people with disabilities, representatives of disability organizations, and representatives of government agencies. Many organizations and experts have recognized that digital platforms will open up more employment opportunities for people with disabilities. The research team assessed the current situation of access to digital platforms by people with disabilities based on four aspects: social, technological, financial, and motivational, to make recommendations for designing digital platforms for people with disabilities.

Digital platforms support people with disabilities in two main aspects: access to markets and new employment opportunities. Digital platforms help people with disabilities connect more closely with

consumers, promoting the introduction and sale of traditional products they create, such as handicrafts, brocade weaving, and stuffed animals. This helps them maintain their current jobs and potentially gain new employment if their business activities flourish. The proposals focus on the main types of work that people with disabilities can engage in, the markets they want to target, and the key channels for conveying policies on digital platform development to promote trade and employment. Additionally, the research team proposed specific technological requirements for designing digital platforms and financial support, such as creating budget opportunities to help people with disabilities access finance for starting businesses.

Le. T.A.V (2020) focused on analyzing and evaluating the implementation of policies for vocational training and employment creation for people with disabilities in Vietnam. The policies were analyzed for the period from 2016 to 2019. The implementation of these policies has significantly contributed to creating vocational training and employment opportunities for people with disabilities, improving their quality of life and that of their families. However, the reality also reveals limitations and shortcomings in policy formulation and implementation. The paper proposes five main solutions, including: improving state management capacity; promoting policy awareness; evaluating policy implementation; enhancing the role of vocational training centers; and developing the labor market information system.

From a social impact perspective, researchers view households as providers of material values and essential support or examine the effects of caring for a person with a disability on family members. Additionally, there is a body of research focusing on the self-effort of people with disabilities.

Self-esteem and the level of acceptance of disability among people with physical disabilities significantly impact their social participation. Efforts to improve self-esteem and disability acceptance are necessary to enhance the social involvement and integration of people with physical disabilities. (Kim, H.M 2022)

Nguyen T.H.T's (2020) research addresses the factors affecting the psychological state of people with disabilities and their social integration process, while also highlighting the importance of the family as a key provider of regular and essential support for people with disabilities. The number of people with disabilities living in poverty and facing psychological crises is not large. The author emphasizes the following solutions: improving the effectiveness of psychological counseling services, enhancing livelihood support activities, and increasing the effectiveness of connecting to resources.

In this series of studies, only Lee & Park's (2008) study showed different results when the author pointed out that the more practical support from family or community members, the lower the chance of the disabled getting a job.

In other words, there has been little academic attention to the mental effect and familial support in finding work for people with disabilities, which is also the reason why in this study, the authors focus on the aspects of support from family, support from society and the ability to work of the beneficiaries.

Research Models, Assumptions and Scales

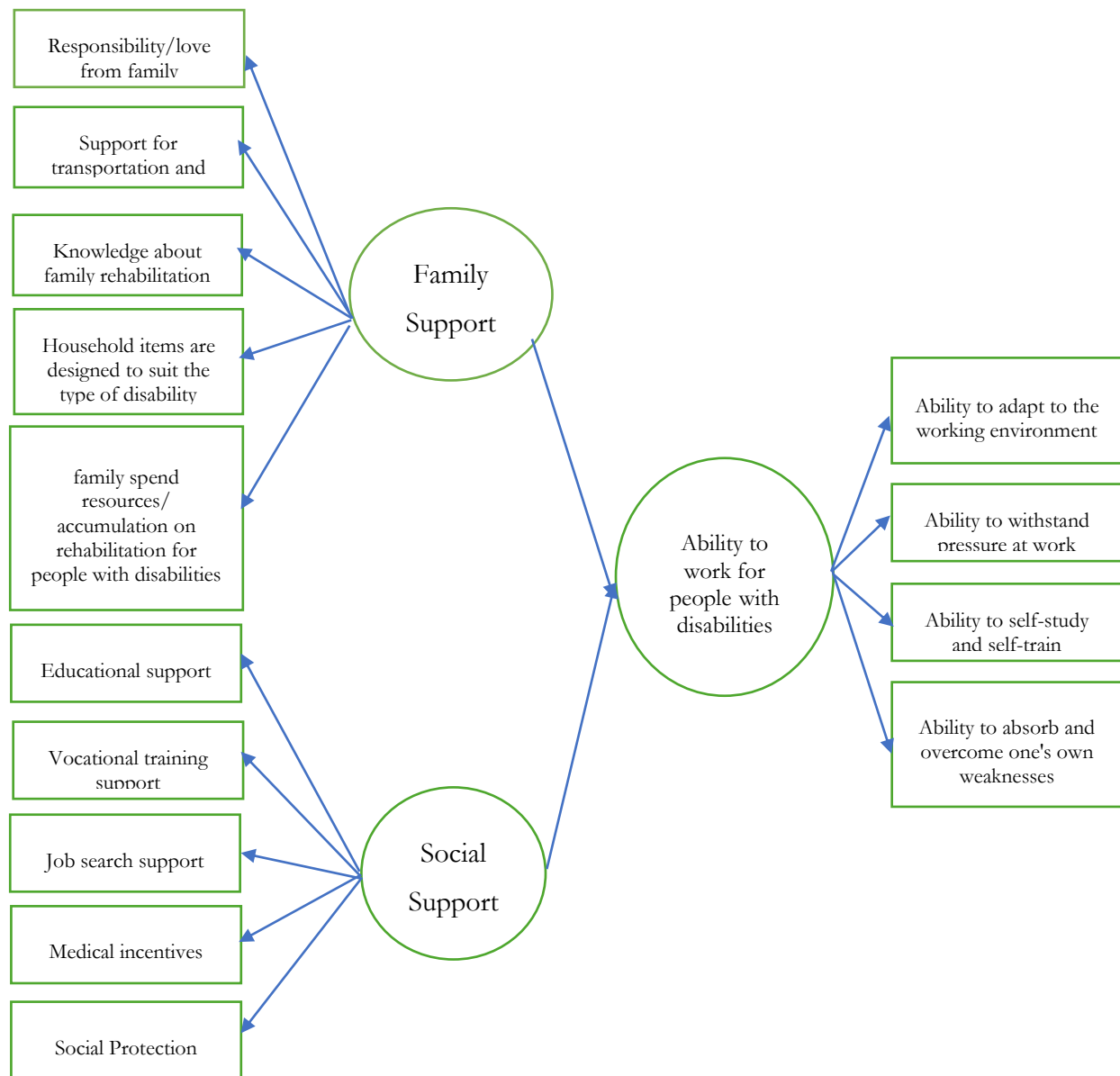


Figure 1. Proposed research model

Source: Research team's proposal

Research Hypothesis

H1: Support from family has a positive relationship with the ability to work for people with disabilities

H2: Social support has a positive relationship with the ability to work for people with disabilities

Variable And Scales

Table 1. Research variables and scales

TT	Encryption	Observation variable	Reference source
1	FS	Family support	
1.1	FS1	Responsibility/love from family	Ministry of Labor, War Invalids and Social Affairs, Unicef (2016)
1.2	FS2	Support for transportation and movement	
1.3	FS3	Knowledge about family rehabilitation	
1.4	FS4	Household items are designed to suit the type of disability	
1.5	FS5	Families allocate resources/savings for rehabilitation for people with disabilities.	
2	SS	Social support	
2.1	SS1	Educational support	Ministry of Labor, War Invalids and Social Affairs, Unicef (2016)
2.2	SS2	Vocational training support	
2.3	SS3	Job search support	
2.4	SS4	Medical incentives (orthopedics/rehabilitation, medical examination and treatment)	
2.5	SS5	Social Protection	
3	AW	Ability to work	
3.1	AW1	Ability to adapt to the working environment	Nguyen Thi Thanh Van (2016)
3.2	AW2	Ability to withstand pressure at work	
3.3	AW3	Ability to self-study and self-train	
3.4	AW4	Ability to absorb and overcome one's own weaknesses	

SOURCE: COMPILED BY THE RESEARCH TEAM

RESEARCH METHOD

Data Collection Method

Based on the theoretical framework and literature review on factors affecting the workability of people with disabilities in Hanoi, the factors included in the research model are: (i) Family Support (FS); (ii) Social Support (SS); which influence the dependent variable "Ability to work of People with Disabilities" (AW).

The survey questionnaire was constructed using a 5-point Likert scale:

Completely disagree

Disagree

Normal

Agree

Completely agree

A quantitative research method was employed to gather opinions from people with disabilities in Hanoi (those who are still able to work). After constructing the survey, the research group conducted a random pilot survey with 5 people with disabilities living and working in Hanoi. The preliminary survey results indicated agreement with the factors included in the model.

Due to time and resource constraints for the survey, the research group used a convenience sampling method. The minimum sample size was calculated according to Hair et al. (2014) using the 10 times rule to determine the minimum sample size in PLS (Partial Least Squares). This rule states that the minimum sample size should be 10 times the number of observed variables in the construct with the most observed variables.

With the number of factors and observed variables in this study, the minimum sample size is $5 \times 10 = 50$. The target respondents are people with disabilities in Hanoi who are still capable of working. To ensure the stability of the impact, the research group decided to distribute more than 150 questionnaires, aiming to collect as many responses as possible. The survey was conducted both online via a link (<https://docs.google.com/forms/d/e/1FAIpQLSdC6dtLVuPVRG53CjMi0ovnR54D7DBKvesHbZFarbTeUrSOUw/viewform>) and by directly distributing the questionnaires. A total of 192 responses were received, of which 188 valid responses from people with disabilities in Hanoi were included in the analysis (exceeding the minimum of 50).

In addition, the study conducted in-depth interviews with Mr. Pham Viet Hoai - CEO of "KymViet" and Ms. Hoang Thi Hoan - Representative of Sunflower Garden Club, which are units that have created many jobs for people with disabilities in Hanoi, thereby adding more bases for the discussion.

DATA PROCESSING METHOD

The SMARTPLS software was used to test the hypotheses and evaluate the impact levels of the factors.

Evaluate the Measurement Model

The measurement model is evaluated by considering the contribution of observed variables (outer loadings), the reliability of the scale (Cronbach's Alpha), convergence (Convergence), and discriminant validity (Discriminant Validity).

Evaluate the Structural Model

When the measurement model meets the requirements, the structural model is evaluated by examining the impact relationships, path coefficients, overall determination coefficient R square, and the effect size coefficient f square.

Additionally, to assess the influence of each factor, the group determined the gap value and the average value of each factor and assessed which response range the average score falls into.

$$\text{Gap Value} = (\text{Maximum} - \text{Minimum}) / n = (5-1)/5 = 0.8$$

Evaluation thresholds based on average score values:

1.00 - 1.80: Strongly Disagree

1.81 - 2.60: Disagree

2.61 - 3.40: Neutral

3.41 - 4.20: Agree

4.21 - 5.00: Strongly Agree

RESEARCH RESULTS

Description of survey objects

Table 2. Descriptive statistics of survey participants

Gender	Number	Proportion (%)	Employment situation	Number	Proportion (%)
Male	74	39.4	Unstable employment	84	44.7
Female	114	60.6	Stable employment	104	55.3
<i>Total</i>	<i>188</i>	<i>100,0</i>	<i>Total</i>	<i>188</i>	<i>100</i>
Income	Number	Proportion (%)	Age	Number	Proportion (%)
Under 1 million VND	32	17	< 22	52	27.7
From 1 - under 3 million VND	48	25.5	22 - < 32	48	25.5
From 3 - under 5 million VND	65	34.6	32 - < 42	50	26.6

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From 5 - under 10 million VND	33	17.6	> 42	38	20.2
From 10 - under 20 million VND	10	5.3	Total	188	100
Over 20 million VND	0	0	Type of disability	Number	Proportion (%)
Total	188	100	Movement disability	32	17.02
Monthly financial support	Number	Proportion (%)	Hearing and speaking disabilities	38	20.21
Not receiving support programs	15	8.0	Visual disability	65	34.57
Regular monthly support according to policy	80	42.6	Neurological and mental disabilities	33	17.55
Not supported regularly, but according to charity programs	60	31.9	Intellectual disability	10	5.32
Regularly supported and also under charity programs	33	17.6	Other disabilities	10	5.32
Total	188	100	Total	188	100

Source: Survey Results

Regarding the Gender of Survey Participants: Of the 188 survey participants, 74 were male (39.4%), and 114 were female (60.6%).

About the Income of Survey Participants: Of the 188 survey participants, there were 32 people with income under 1 million VND (17%), 48 people with income from 1 - under 3 million VND (25.5%), 65 people with income from 3 - under 5 million VND (34.6%), 33 people earn from 5 - under 10 million VND (17.6%), 10 people earn from 10 - under 20 million VND (5.3%).

Regarding the Age of Survey Participants: 52 people are younger than 22 years old (27.7%), 48 people are aged from 22 to under 32 years old (25.5%), 50 people are aged from 32 to under 42 years old (26.6%), and 38 people have Age over 42 years old (20.2%).

Regarding the Age of Survey Participants: 52 people are younger than 22 years old (27.7%), 48 people are aged from 22 to under 32 years old (25.5%), 50 people are aged from 32 to under 42 years old (26.6%), and 38 people have Age over 42 years old (20.2%).

Regarding Financial Support for Survey Participants: 15 people do not receive support programs (8%), 80 people receive regular monthly support according to policies (42.6%), and 60 people do not receive regular support, but according to programs. charity (31.9%), 33 people receive regular support, and also through charity programs (17.6%).

Regarding the Age of Survey Participants: 32 people have movement disabilities (17.02%), 38 people have hearing and speech disabilities (20.21%), 65 people have vision disabilities (34.57%), 33 people have neurological mental disabilities (17.55%), 10 people with intellectual disability (5.32%) and 10 people with other disabilities (5.32%).

Regarding Employment Status: 84 participants had unstable employment (44.7%), and 104 had stable employment (55.3%).

INSPECTION RESULTS

Check the Quality of Observed Variables

The quality of observed variables is assessed through the outer loadings. In the initial data run, the SS3 scale had outer loadings less than 0.7, so the SS3 scale was removed from the model. The research team ran the data again a second time and the quality of the observed variables is shown in Table 3.

Table 3. Outer loadings of factors affecting the ability to work of people with disabilities

	AW	FS	SS
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AW1	0.831		
AW2	0.829		
AW3	0.888		
AW4	0.879		
FS2		0.903	
FS3		0.916	
FS4		0.892	
FS5		0.837	
SS1			0.883
SS2			0.856
SS4			0.857
SS5			0.787
FS1		0.893	

Source: Testing results of the research team

Results from Table 3 show that the outer loadings of all total variable correlation coefficients of variables affecting the ability to work of people with disabilities in Hanoi city (all > 0.7) (Hair & et al, 2016) show that the observed variables are meaningful.

Scale's Reliability Evaluation

Evaluate the reliability of the scale of factors affecting the ability to work with healthy people in Hanoi city on SMARTPLS through two main indices: Cronbach's Alpha and Composite Reliability (CR).

Table 4. Cronbach's Alpha and Composite Reliability of factors affecting the ability to work of disabled people in Hanoi city

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
AW	0.879	0.879	0.917	0.735
FS	0.933	0.935	0.949	0.789
SS	0.868	0.873	0.910	0.717

Source: Testing results of the research team

According to Table 4, after analyzing and checking the reliability using Cronbach's Alpha coefficient of the factor, all scales meet the condition > 0.7 (DeVellis, 2012) and do not violate any exclusion rules. which has no variable type and can be reliably accepted.

Composite reliability The composite reliability (CR) of all surveys was also > 0.7 (Bagozzi & Yi, 1988) (Table 4). Therefore, the scale has high reliability, has analytical significance, and is used in subsequent factor analysis.

Convergence

According to the data analysis results in Table 4, the average variance extracted index AVE (Average Variance Extracted) of all variables is > 0.5 (Hock & Ringle, 2010), which shows that the image satisfies the criteria. terms and conditions of gathering.

Discriminant Validity

The results in Table 5 of the Fornell-Larcker index of the figure researching factors affecting the ability to work of people with disabilities in Hanoi city ensure discrimination because all cubic values The two AVEs on the diagonal are both higher than their off-diagonal values. Therefore, in terms of discriminant validity in

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the two criteria including the cross-loading system and Fornell and Larcker criterion, the condition is satisfied.

Table 5. Fornell-Larcker criteria of the model to study factors affecting the ability to work of disabled people in Hanoi city

	AW	FS	SS
AW	0.857		
FS	0.776	0.888	
SS	0.721	0.712	0.846

Source: Testing results of the research team

Function value f^2

The function value f^2 represents the influence of the structure (factor) when removed from the model. The f^2 values correspond to 0.02, 0.15, and 0.35, corresponding to small, medium, and large influence values (Cohen, 1988) of the exogenous variable. If effect size < 0.02 , it is considered to have no influence.

Table 6. Summary table of f^2 values

	AW	FS	SS
AW			
FS	0.412		
SS	0.170		

Source: Testing results of the research team

The f^2 value of the FS variable reaches 0.412 (f^2 value > 0.35), so the influence of FS on AW is large. The f^2 value of the SS variable is 0.170, the influence of this variable on AW is at an average level (value $0.15 < f^2 < 0.35$)

Results Of Assessing the Level Of Influence Using The Structural Model

Evaluate Influence Relationships

The relationship and level of influence of factors affecting the ability to work with people with disabilities in Hanoi city on SMARTPLS is shown in Figure 2.



Figure 2. Factors affecting the ability to work of people with disabilities in Hanoi city
 Source: Testing results using SMARTPLS by the research team

The results of Bootstrap analysis to evaluate the influencing relationships are shown in Table 7. The variable “Family support” (FS) affects the variable “The ability to work of people with disabilities in the area into Hanoi City” (AW) with an impact coefficient of 0.532 and P Values <0.05, this reflects that the CE factor is statistically significant enough to show a relationship with AW (*Hypothesis H1 is accepted*). The variable “Social support” (SS) affects the variable “Ability to work of people with disabilities in Hanoi city” (AW) with an impact coefficient of 0.342 and P Values <0.05. This reflects that the SS factor is statistically significant enough to show a relationship with AW (*Hypothesis H2 is accepted*).

Table 7. Path Coefficient of the structural model

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
FS => AW	0.532	0.536	0.063	8.508	0.000
SS => AW	0.342	0.341	0.067	5.131	0.000

Source: Testing results using SMARTPLS by the research team

The test results in Table 7 show that with 95% confidence, we can get the regression equation as follows:

$$AW = 0.532*FS+0.342*SS$$

Evaluate the overall coefficient of determination R² (R square)

The results of the PLS Algorithm analysis give the **R²** value, reflecting the level of explanation of the independent variable for the dependent variable. The **R²** index measures the overall coefficient of determination (R-square value), which is an index to measure the degree of model fit of the data (the model's explanatory ability). According to Hair & et al (2010), R-square values are suggested at 0.75, 0.50, or 0.25.

Table 8. Explanatory coefficient of the independent variable for the dependent variable (R Square)

	R Square	R Square Adjusted
AW	0.660	0.657

Source: Testing results of the research team

Results from Table 8 show that: R^2 is 0.660 and adjusted R^2 is 0.657, so the FS and SS variables in the model explain 66.0% of the variation in the AW variable.

Standardized Root Mean Square Residual (SRMR)

Standardized Root Mean Square Residual (SRMR): This index indicates the suitability of the research model. According to Hu & Bentler (1999), usually a suitable model will have an SRMR value of less than 0.08 or 0.1.

Table 9. Standardized Root Mean Square Residual (SRMR)

	Saturated Model	Estimated Model
SRMR	0.052	0.052

Source: Testing results of the research team

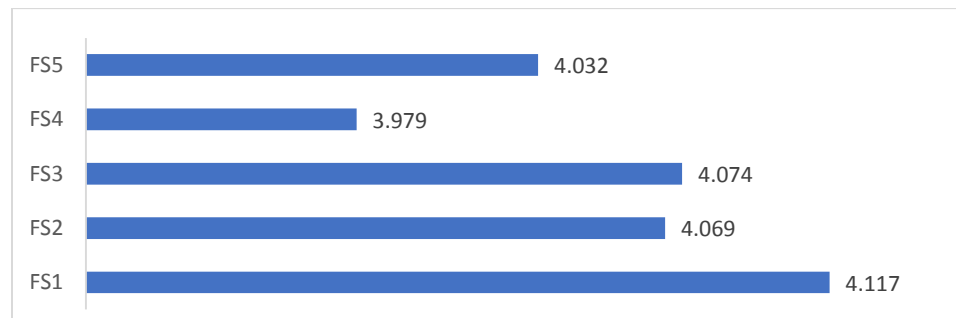
The SRMR research results in Table 9 of the research model with the Saturated Model is 0.052; the Estimated Model is 0.052 which is smaller than 0.1. Therefore, this model is suitable for data analysis.

RESULTS DISCUSSION

Research results show that support from family and society will have a positive impact on the ability of people with disabilities to work. Support from family and society is needed to help people with disabilities become more confident, maximize their abilities, and contribute positively to society.

From the Family Perspective

Figure 3. The average value of the observed variable of the factor "Support from family"



Source: Survey Result

The observed variables for the factor “Family Support” affecting the ability to work of people with disabilities received high average scores, with the mean values of the observed variables exceeding 4, except for the variable FS4, “Family-designed accommodations suitable for the type of disability”, which is very close to 4 with a score of 3.979.

It is evident that the family plays a crucial role in supporting people with disabilities. Below are some measures that families can take to support and enhance the quality of life for people with disabilities:

Create a loving and supportive environment: Build a family environment that is loving, supportive, and free of discrimination. Encourage people with disabilities to participate in family and social activities.

Provide education and training: Ensure people with disabilities have access to appropriate education and support people with disabilities in their learning process. Find and participate in appropriate courses and career training programs.

Provide Psychological support: Listen, share, and sympathize with the difficulties that people with disabilities are facing. Encourage people with disabilities to seek support from psychological experts if necessary.

Ensure material conditions and health care: Provide necessary support equipment such as wheelchairs, mobility aids, and appropriate medical equipment. Take people with disabilities to medical facilities for periodic health checks and care.

Create opportunities and encourage independence: Encourage and support people with disabilities to participate in independent activities, from personal activities to daily work. Help people with disabilities develop life and work skills to be more confident in life.

Help people with disabilities connect with the community: Encourage and support people with disabilities to participate in social, sports, and cultural activities. Find and join support groups and clubs for people with disabilities.

Facilitate access to technology: Support people with disabilities to use technological devices and assistive software to improve their quality of life and work performance. Find and apply technology solutions that suit the needs of people with disabilities.

Legal advice and support: Understand the benefits and support policies for people with disabilities. Seek legal advice when necessary to protect the rights of people with disabilities in the family.

Encourage the development of personal talents and interests: Create conditions for people with disabilities to develop personal talents and interests such as music, art, and sports. Encourage people with disabilities to pursue personal dreams and goals.

By implementing these measures, families can help people with disabilities feel loved, and respected and have opportunities to develop themselves, while also creating conditions for people with disabilities to integrate and contribute to society.

Box 1. Family is the fulcrum in finding employment for people with disabilities

Ms. Hoang Thi Hoan - Representative of Sunflower Garden Club said: "Family is my fulcrum. In terms of employment, they helped me access many different sources of support. Coming to the Sunflower Garden Club was not only thanks to her family, but they also helped me a lot.

The disabled community itself always wants to help each other, so as long as one person finds a job, they will call others to do the same. That's why the Sunflower Garden Club was created. If society creates conditions for more communities to develop where people with disabilities feel open and without prejudice, the employment problem will also improve."

Regarding family, what she appreciates most is that they are her spiritual support. With support, she dares to look for job opportunities. Thus, the help from them is not only direct but also indirect."

Source: Excerpt from an in-depth interview with Ms. Hoang Thi Hoan - Representative of Sunflower Garden Club

From the Society Perspective:

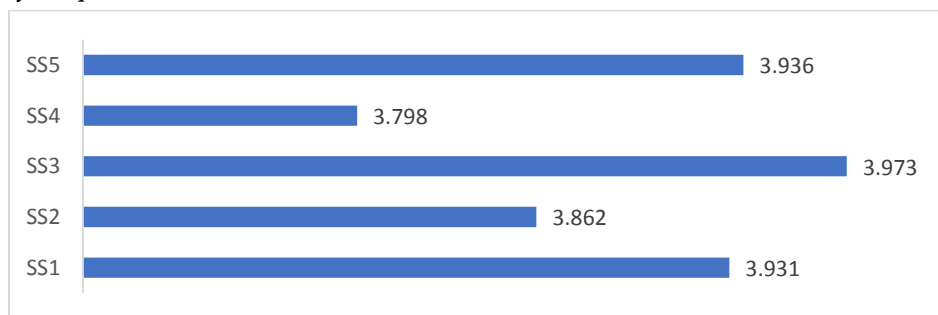


Figure 4. The average value of the observed variable of the factor "Social support"

Source: Survey Result

Survey data with questions about social support and observed variables showed average scores at the "agree" threshold, although lower than the average value of observed variables about family support. ranges from 0.1

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to 0.3 points. The scores of the observed variables SS1, SS3, and SS5 (education support, job search support, and social protection support, respectively) have the highest scores in the SS observed variable group. located at the upper threshold of 3.93. Support for vocational training and health reached the lowest threshold of 3,798.

There needs to be synchronous solutions from society to help support people with disabilities in finding jobs and improving their ability to work, such as:

Provide educational and training opportunities: Facilitate access to education for people with disabilities, from elementary school to university. Career training, providing appropriate skills courses.

Create a friendly working environment: Ensure the workplace has appropriate and convenient conditions for people with disabilities. Apply policies that encourage the employment of people with disabilities, such as tax exemptions or financial support for businesses that employ people with disabilities.

Provide psychological and social support: Set up support groups and organize psychological counseling sessions. Create opportunities to participate in social, sports, and cultural activities.

Encourage personal skill development: Organize courses to develop soft skills such as communication, time management, and teamwork. Provide tools and resources to support learning and personal development.

Facilitate access to technology: Providing assistive technology devices and specific software for people with disabilities. Training on how to use technology to improve work and study performance.

Develop reasonable support policies: Apply policies to protect rights and ensure fairness in society. Financial, medical, and legal support for people with disabilities and their families.

Raise community awareness: Propagate and educate the community about the rights and abilities of people with disabilities. Organize campaigns and events to change perceptions and eliminate prejudices about people with disabilities.

Create opportunities for entrepreneurship and business development: Capital support and start-up consulting for people with disabilities. Connect with organizations and businesses to seek business cooperation opportunities.

From the perspective of disabled people themselves

However, through in-depth interviews, we realized that for all the support from family and society to be effective, people with disabilities themselves also need to make great efforts to motivate themselves.

The motivation to overcome low self-esteem of people with disabilities, according to previous studies, comes from receiving regular attention and support. Therefore, along with the personal struggles of people with disabilities, the combination of support sources and especially regular care from family are especially important.

Box 2. Great effort from people with disabilities and integration of support resources

Pham Viet Hoai - CEO of "KYMVIET" shared: "I myself am always aware of the very difficult problems of the community - of which the employment issue is of course always urgent.

The reason why it is difficult for people with disabilities to find jobs is related to many factors: society's perspective, infrastructure, and education level, which have many limitations. Helping and changing the ability to work for people with disabilities requires efforts from many sides.

In Hanoi, most people with disabilities do not belong to poor households and do not lack information, but they still feel guilty and have low self-esteem. If the family creates an open environment, it will help people with disabilities a lot. But that "openness" is not about being willing to provide for them, considering them as people who need to be cared for, but about encouraging them to work (because this is also a very natural human need).

If the family creates a good mental fulcrum, it is praiseworthy and beneficial. But that alone is not enough to make a change in employment

for people with disabilities. Employment problems are related to many different factors, and family plays a part in them.

Support from society will promote the ability to get a job, but the important thing is that people with disabilities have low self-esteem, they think they can't do it or think others think they can't do it. If you can't overcome that inferiority complex, it will be difficult to get a job."

Source: Excerpt from an in-depth interview with Mr. Pham Viet Hoai - CEO of "KYMVIET"

Data on self-assessment of people with disabilities about their ability to work has an average score ranging from 3,723 to 4,144 at the threshold of "Agree" with the statements made. In particular, the score of the observed variable AW2, the ability to withstand pressure at work, reached 4,144 points, the highest score.

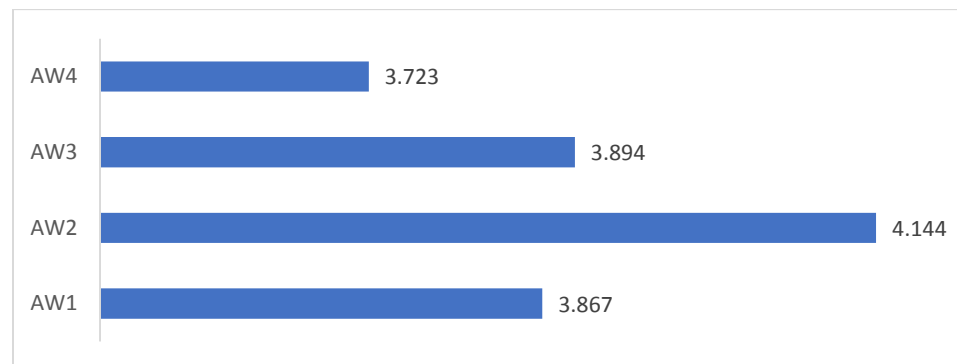


Figure 5. *The average value of the observed variable of the factor "Ability to work of people with disabilities"*

Source: Survey Result

Survey data shows that people with disabilities agree that they receive more support from family than from society; At the same time, they are most certain about their ability to withstand pressure when working.

CONCLUSION

The research results show that the factors "Family support" and "Social support" both indicated an impact on the "Working capacity of people with disabilities" with different levels of impact. In particular, the family support factor has a strong impact on the working capacity of people with disabilities in Hanoi with an impact coefficient of 0.532 while the social support factor has an impact level of 0.32. This points out that in addition to social support, the role of the family is very important for people with disabilities. The family can help people with disabilities feel loved, and respected and have the opportunity to develop themselves while creating conditions for people with disabilities to integrate and contribute to society. The results of the in-depth interviews are consistent with the results of the quantitative analysis. From the research results, the authors have proposed some measures from the family and society to support and improve the quality of life of people with disabilities.

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