

THE ROLE OF INCLUSIVE EMPLOYMENT FOR PERSON WITH VISUAL IMPAIRMENT ON SELECTED RESTAURANT IN QUEZON CITY

ABSTRACT

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This study examines the challenges and procedures involved in employing visually impaired individuals in Quezon City-based restaurants. It aims to assess how disability employment is perceived by both employers and restaurant staff, particularly in terms of its impact on service quality and operational efficiency. The findings suggest that the inclusion of visually impaired individuals in the restaurant workforce can enhance both efficiency and quality of service. Moreover, such employment promotes social and economic integration, supports individual development, and fosters positive attitudes among employers and employees toward disability inclusion in the workplace. This research design aims to present data-driven narratives to support future studies, with a focus on efficiency and precision. The study involves 50 visually impaired (VI) employees from selected restaurants in Quezon City, chosen through purposive sampling. A phenomenological approach is employed to explore their lived experiences, with participants selected based on specific criteria: visual impairment, age, educational enrollment, and communication skills. To ensure ethical standards, anonymity is maintained through the use of questionnaires, and participant confidentiality is protected through pseudonyms. This study adheres to psychological quantitative research methods to ensure the validity and reliability of findings. This research analyzed the profiles of respondents from selected restaurants in Quezon City based on age, sex, educational attainment, and length of work experience. The majority of participants were aged 26–30 (50%), female (56%), held a bachelor's degree (62%), and had 1–3 years of work experience (48%). Respondents strongly agreed on the effectiveness of disability awareness training, particularly those focusing on tolerance and collaboration. Disability-inclusive hiring practices were also positively received; however, recommendations were made to improve the accessibility of job advertisements and the implementation of related policies. Lastly, while restaurant design accessibility received broad support, participants identified the need for improvements in restroom accessibility and the usability of work tools for visually impaired employees. This study on restaurants in Quezon City highlights prevailing inclusive practices concerning visually impaired employees while identifying key areas for improvement. Although younger employees exhibited positive attitudes toward inclusion, gaps were noted in the provision of specialized training related to visual impairment. Significant issues identified included limited restroom accessibility and communication barriers, underscoring the need for enhanced structural support and greater integration of Employee Resource Groups (ERGs) to foster an inclusive and accommodating work environment.

RECOMMENDED CITATION

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