

Examining Inclusion:
Social Entrepreneurship for People with Disabilities in Taiwan

BY

CHIH-CHIEH HSU
B.S., St. John's University, 2002
M.S., University of Illinois at Chicago, 2016

DISSERTATION

Submitted as partial fulfillment of the requirements
for the degree of Doctor of Philosophy in Disability Studies
in the Graduate College of the
University of Illinois at Chicago, 2020

Chicago, Illinois

Defense Committee:

Sarah Parker Harris, Chair and Advisor
Tamar Heller
Kueifang Hsieh
Maija Renko, DePaul University
Randall Owen, University of California at San Francisco

ACKNOWLEDGMENTS

I would like to thank my thesis committee, Professors Sarah Parker Harris, Tamar Heller, Kueifang (Kelly) Hsieh, Maija Renko, and Randall Owen for their unwavering support throughout the process of developing this research project in Taiwan. I am particularly appreciative of Sarah and Kelly for providing guidance in all areas that helped me accomplish my research goals and enjoy myself in the process. If one day I am honored to be an academic advisor to others, I hope to become an academic advisor like them who always give students opportunities and support without any hesitation.

A number of individuals in the data collection site were extremely helpful to me during data collection, and I would like to thank them as well – Taiwan Access for All Association, Chao-Fu Hsu and Li-Chi Yu; RP Taiwan Association, Dr. Jau-Ming Lin. Thanks to their strong support for my research, I now have the opportunity to reach out and recruit fifteen talent Taiwanese social entrepreneurs with disabilities in my study.

Finally, this study abroad journey was impossible without the support of family and friends. My mom and dad, dear wife Yung-Tsen; the Best Academic Coordinator, Maitha Abogado; Newport's families, Chien's family, Huck, Jeff, Shih-Chao, and my lovely cat Didi. Whether you are in Taiwan or Chicago, your bright and warm smiles allow me to survive in the cold winter. Heartfelt thanks.

TABLE OF CONTENTS

<u>CHAPTER</u>	<u>PAGE</u>
I. INTRODUCTION.....	1
II. REVIEW OF LITERATURE.....	5
A. Background.....	5
B. Theoretical Framework.....	6
C. Key Concepts for the Study.....	7
1. The Convention on the Rights of People with Disabilities	8
a. The main concepts of the Convention on the Rights of People with Disabilities	8
b. The function and influence of the Convention on the Rights of People with Disabilities in disability employment rights	10
c. The limitation of the Convention on the Rights of People with Disabilities in disability employment.....	11
2. Entrepreneurial studies and disability	12
a. What is social entrepreneurship?	13
1) The definition of entrepreneurship	13
2) The definition of social entrepreneurship	14
3) The differences among social entrepreneurship, conventional entrepreneurship, and self-employment	15
b. Startup reasons and the opportunity recognition in entrepreneurship	16
1) Startup reasons	17
2) Opportunity recognition in entrepreneurship	19
3) Critical factors of opportunity recognition in entrepreneurship	20
c. Opportunity recognition in the context of entrepreneurship and disability.....	22
1) The significance of entrepreneurship for people with disabilities	21
2) The entrepreneurial barriers of people with disabilities	23
3) Gap in understanding of entrepreneurship and disability in English literature	25
3. Disability employment and entrepreneurship in Taiwan.....	26
a. The development of disability social welfare policy in Taiwan	27
b. Disability employment and entrepreneurship policies of Taiwan ..	29
c. Disability and social enterprise in Taiwan	31
d. Social entrepreneurs with disabilities in Taiwan	32
e. Studies of entrepreneurship and disability in Chinese literature	34
D. Literature Review Conclusion.....	36
III. METHODS.....	38
A. Research Aims and Objectives.....	39
B. Use of Qualitative Methodology.....	39
C. Use of Interview Approach	40

TABLE OF CONTENTS (continued)

<u>CHAPTER</u>	<u>PAGE</u>
1. Interview setting and material preparation	41
D. Research Design and Procedures.....	42
E. Participant Recruitment.....	43
F. Participant Screening and Inclusion Criteria	45
G. Data Collection and Management.....	46
H. Index Coding and Thematic Analysis	47
I. Participants Demographics	50
IV. RICH PARTICIPANT DESCRIPTION	53
A. Interviewees in the Preliminary Stage (Group A)	53
1. Ada	53
2. Henry	55
3. John.....	56
4. Kevin.....	57
5. Jeff	58
6. Chapman.....	59
7. Wendy & Lance.....	60
B. Interviewees in the Startup Stage (Group B)	61
1. Richard.....	61
2. Jane	62
3. Will.....	63
4. Walker.....	64
5. Nick.....	65
6. Louis.....	67
7. Ted	67
C. Chapter Conclusion.....	68
V. SOCIAL MISSION, STARTUP REASONS, AND ATTITUDES OF THEIR FAMILY MEMBER TO THEIR SOCIAL ENTREPRENEURSHIP	70
A. Social Mission	70
1. Disability employment	70
2. Accessibility	72
3. Educational and Vocational Training Programs.....	73
4. Care for the elderly.....	74
5. Conclusion.....	75
B. Startup Reasons.....	75
1. Economic self-sufficiency.....	76
2. Self-actualization and improving society	77
3. Policy guidance.....	78
4. Conclusion.....	79
C. The Attitudes of Family Members Towards Their Social Entrepreneurship	80
1. Positive attitudes and perceptions	81
a. Emotional support	81
b. Free labor support	81
c. Financial support	82
2. Negative attitudes and perceptions.....	84
3. Conclusion.....	85

TABLE OF CONTENTS (continued)

<u>CHAPTER</u>	<u>PAGE</u>
D. Chapter Conclusion.....	86
VI. INTERVIEWEES IN THE PRELIMINARY STAGE (GROUP A).....	87
A. Background Information	87
B. Start-up Barriers and Resources Needed to Overcome the Barriers.....	88
1. Lack of employment	88
2. Lack of professional skills.....	89
3. Social environmental issues	91
4. Section conclusion	93
C. Interviewees' Experience in Developing Social and Human Capital.....	94
1. Professional skill training.....	95
a. Vocational Training for people with disabilities	95
b. Training for all citizens	96
2. Employment support	98
a. Employment Transition Services.....	98
b. Fix quota and employer incentive subsidy	101
3. Section conclusion	103
D. Financial Support.....	103
1. Private sector financial support	104
2. Public sector financial support	105
a. Administrative procedures	106
b. Qualification problems	106
3. Section conclusion	107
E. Chapter Conclusion.....	108
VII. INTERVIEWEES IN THE STARTUP STAGE (GROUP B).....	110
A. The Background Information of the Seven Interviewees	110
B. The Facilitators that Assist Interviewees in Launching Their Social Entrepreneurship.....	111
1. The experience of interviewees in obtaining human capital and startup funding.....	111
2. The experience of interviewees in obtaining social capital and startup funding.....	115
3. Financial support from the public sector	117
4. Section conclusion	121
C. Start-up Barriers and Resources Needed to Overcome the Barriers.....	122
1. Entrepreneurial barriers regarding policy	123
2. Entrepreneurial barriers regarding business operation.....	125
3. Section conclusion	127
D. The Experience of Interviewees in Dealing with Startup Barriers	128
1. Non-disability-oriented startup support	129
2. Disability-oriented startup support	131
3. Section conclusion	133
E. Chapter Conclusion.....	134
VIII. KEY STAKEHOLDERS' VIEWS ON DISABILITY AND ENTREPRENEURSHIP	137
A. Background Information of Seven Key Stakeholders	137

TABLE OF CONTENTS (continued)

<u>CHAPTER</u>	<u>PAGE</u>
B. Key Stakeholders' Views on Disability Employment	138
1. The lack of effective disability occupational training.....	139
2. The failure of disability employment service.....	141
3. Section conclusion	143
C. Key Stakeholders' Perspective on Disability and Entrepreneurship.....	144
1. Disability-oriented startup resources	144
2. Non-disability-oriented startup resources	148
a. Taipei City Foreign and Disabled Labor Office.....	148
b. The Small and Medium Enterprise Administration	150
3. Section conclusion	152
D. Chapter Conclusion.....	154
IX. CONCLUSIONS AND DISCUSSIONS.....	155
A. Primary Findings	155
1. Disability image reshape: from service users to service providers in social enterprises	155
2. Identification of the importance of employment in disability entrepreneurship	155
3. Identification of policy flaws in disability social entrepreneurship	157
B. Significance and Contributions.....	158
C. Policy Recommendations	159
D. Limitation and Future Directions.....	161
1. The representativeness of social entrepreneurs with disabilities in the study	161
2. The missing transition from service users to service providers in social enterprise.....	162
3. The limited role of government officials in the study	162
E. Conclusion	163
APPENDICES	164
APPENDIX A.....	165
APPENDIX B.....	166
APPENDIX C	167
APPENDIX D.....	168
APPENDIX E	169
APPENDIX F	170
APPENDIX G	171
APPENDIX H.....	172
APPENDIX I.....	175
APPENDIX J.....	177
CITED LITERATURE.....	178
VITA	184

LIST OF TABLES

<u>TABLE</u>	<u>PAGE</u>
I. SOCIAL ENTREPRENEURS IN THE PRELIMINARY STAGE (GROUP A) ...	51
II. SOCIAL ENTREPRENEURS IN THE STARTUP STAGE (GROUP B)	51
III. KEY STAKEHOLDERS	52
IV. DEMOGRAPHICS OF THE INTERVIEWEES IN THE PRELIMINARY STAGE	88
V. DEMOGRAPHICS OF THE INTERVIEWEES IN THE STARTUP STAGE	111
VI. BACKGROUND INFORMATION OF KEY STAKEHOLDERS	138

LIST OF FIGURES

<u>FIGURE</u>		<u>PAGE</u>
1.	The theoretical framework of the research	7
2.	The flow chart of the concept	43
3.	The flow chart of thematic analysis	48

LIST OF ABBREVIATIONS

CRPD	Convention on the Rights of Persons with Disabilities
ET	Employment transition
IRB	Institutional Review Board
NGOs	Non-Profit Organizations
ODEP	Office of Disability Employment Policy
PI	Principal Investigator
PWD	People with disabilities
RP	Retinitis pigmentosa
SE	Social Entrepreneurship
SMEs	Small and Medium Enterprises
TCM	Traditional Chinese Medicine
UN	United Nations
VR	Vocational Rehabilitation
VT	Vocational Training

SUMMARY

In Taiwan, social entrepreneurship is a trend regarded as an innovative mode of assisting people with disabilities to solve their life challenges and further reduce their consumption of social welfare resources. This perspective focuses on the role of people with disabilities as service users in social enterprises but ignores their roles as service providers in social enterprises. Especially when I reviewed studies on social entrepreneurship and disabilities in Chinese literature, the studies on social entrepreneurs with disabilities were almost nonexistent. By integrating literature on Disability Studies, Human Rights-based Approach, and social entrepreneurship theory, this dissertation conducted in-depth interviews with fifteen social entrepreneurs with disabilities and seven key stakeholders to explore disability entrepreneurial experience within a socio-political context of Taiwan, including their social impacts, startup reasons, and startup barriers. This research finding highlights the social contributions of fifteen disabled social entrepreneurs and further discovers the entrepreneurial resources that can assist them in strengthening their social impacts. The research result will bridge the research gap on disability and entrepreneurship and can be used as a reference for the Taiwanese government to improve current disability employment policy.

I. INTRODUCTION

Everyone has the potential to make contributions and be an asset to society. This is the core concept of Human Rights Theory and the United Nations Convention on the Rights of People with Disabilities (CRPD). With an in-depth review of the literature on disability and entrepreneurial studies, I have observed that most existing research focuses on the employment difficulties resulted from the impairments of people with disabilities, but rarely mention the systematic employment barriers they face in society, or their contribution to society. Particularly in the Chinese literature, research that focuses on systematic barriers almost does not exist. As a member of the disability community of Taiwan, I feel the need to fill the gap and want to ask "do people with disabilities contribute to the labor market?"

People with disabilities have long been seen as a burden on modern society due to their constant consumption of medical and financial resources in treating and dealing with their disabilities. Nonetheless, when I read some pioneer research about disability and social entrepreneurship (SE) from the scholars in Disability Studies, their studies inspire me. Their studies focus on how people with disabilities can contribute to society through their social innovation. Furthermore, their studies concentrate on the socially-constructed factors that influence the experience of people with disabilities in SE, instead of focusing on the individual factors or their impairments. These studies also triggered many questions for me. For example, are there any social entrepreneurs with disabilities in Taiwan? If so, what is their entrepreneurial experience in current socio-economic climate of Taiwan? Thousands of questions have arisen in my mind, and finally these questions led me to this research.

This research integrates social entrepreneurship theory, human rights-based approach, and disability studies to explore the experience of fifteen social entrepreneurs with disabilities in Taiwan, such as their startup reasons, entrepreneurial experience, and the entrepreneurial barriers they face. In addition, this study also includes the perspectives of seven stakeholders in the field of disability employment and entrepreneurship. Their inputs supplement this study to form a comprehensive understanding of the current social welfare and disability policies in Taiwan. The results of this study can reshape the role of people with disabilities in entrepreneurial studies and assist the Taiwanese government to develop better disability policy for the disability community of Taiwan.

The study received great assistance from multiple Taiwanese disability advocacy organizations. With their help, I was able to recruit fifteen social entrepreneurs with disabilities with limited time, location, and funds. Nevertheless, the interviewees recruited through limited channels also inevitably bring into some biases. For example, four of the fifteen disabled social entrepreneurs have graduate school degrees or above, which is not reflective of the actual educational distribution of people with disabilities in Taiwan. Many interviewees are the long-term participants in disability rights initiatives and have held management or higher positions in disability associations. Therefore, although this study focuses on social entrepreneurs with disabilities in Taiwan, it is undeniable that the participant self-selection bias has resulted in limitations of the research results, which need to be supplemented by further extensive studies in the future.

The dissertation is divided into nine chapters. This first chapter is the introduction. The second chapter presents a review of existing literature and key concepts in the fields

of Disability Studies, Human rights-based approach, Taiwanese disability employment policy, and Entrepreneurial Studies. This theoretical literature analysis sets up a systematic framework to explore the entrepreneurial experience of social entrepreneurs with disabilities in Taiwan.

The third chapter outlines the research method, approach, and techniques used in data collection and analysis. This research uses qualitative research methods, which is derived from a phenomenological paradigm. By conducting in-depth individual interviews, this study included vital entrepreneurial experiences and perspectives from the disability community that were rarely mentioned in the past. The data collection included fifteen social entrepreneurs with disabilities and seven key stakeholders. The aim of the study mainly focused on the experience of the fifteen social entrepreneurs with disabilities. The views of the seven key stakeholders provide contextual and supplementary information for the study. The interview and data analysis are presented in subsequent chapters.

The fourth chapter is the basic information of the fifteen social entrepreneurs with disabilities, including their entrepreneurial stories and growth experience. The fifth chapter presents the data analysis on entrepreneurial reasons and social impact from fifteen Taiwanese social entrepreneurs with disabilities. The sixth and seventh chapters explore the entrepreneurial experiences of the fifteen social entrepreneurs with disabilities, such as their management experience, startup barriers, and the entrepreneurial resources they need to overcome the barriers. The eighth chapter includes the seven key stakeholders' view in the fields of disability and entrepreneurship to further contextualize and supplement the data analysis from the perspective of disability policy.

The final chapter concludes the findings from of a total of twenty-two interviewees, and presents a comprehensive discussion about disability and SE in Taiwan. The results will also be an important reference for the Taiwan government in formulating related policies in the future.

II. REVIEW OF LITERATURE

A. Background

The United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) was adopted by the UN General Assembly on December 13, 2006, and entered into force on May 3, 2008. In 2014, the Legislative Yuan of Taiwan passed the Act to Implement the CRPD to give effect to the domestic law of this convention, requiring the government to reduce the gap between existing disability policies and international human rights standards. Since then, the Taiwanese government must ensure that people with disabilities have equal opportunities to fully participate in society by following the principles of the CRPD. This significant change ensures that the disability rights are human rights in Taiwan.

However, there is little research on disability employment and entrepreneurship incorporating this human rights-based approach in the Chinese literature today. Most of the studies in disability and SE fall into two categories. First, these studies focus on theoretical and disability employment policy discussions, so there are few empirical studies exploring the actual experience of people with disabilities in entrepreneurship, such as their startup reasons and entrepreneurial experience. Second, most research focuses on how social enterprises can help people with disabilities to overcome life challenges, but ignores how many people with disabilities also contribute to society through SE. In particular, empirical research on the experience of social entrepreneurs with disabilities does not exist in the Chinese literature.

This observation not only reflects the inadequate research on disability and entrepreneurship in the Chinese literature, but also reveals a gap in understanding the

substantial contributions that social entrepreneurs with disabilities make to society. In the following sections, I review key literature and concepts to better understand the entrepreneurial experience of people with disabilities in contemporary policies, so as to set a theoretical framework for the study. These concepts include CRPD, human rights-based approach, disability employment rights, SE theory, and social enterprise in Taiwan.

B. **Theoretical Framework**

The theoretical framework is the “blueprint” for the entire dissertation research. It serves as the guide on which to build and support the study, and also provides the structure to define how the researcher will philosophically, epistemologically, methodologically, and analytically approach the dissertation as a whole (Grant & Osanloo, 2016). The theoretical framework of this research is developed on four core studies: Disability studies, CRPD, SE theory, and disability entrepreneurial studies of Taiwan.

In order to achieve the research goal, this study first reviewed the research on Disability studies and CRPD to understand the context of the changing concept of disability in today's society. This understanding established a solid foundation for the subsequent discussion of disability employment rights and disability policies in general. Integrating SE theory assists this study to provide structural explanations for the experience of social entrepreneurs with disabilities in Taiwan. Furthermore, SE theory expands the discussion on the contributions of people with disabilities from focusing on their economic contributions to their broad cultural and social impacts to society.

Finally, despite the lack of empirical research on disability and entrepreneurship in the Chinese literature, several key research studies offer an understanding of the role of

entrepreneurship in the context of the development of disability employment policy of Taiwan. This research will further advance our understanding of social entrepreneurs with disabilities and reduce the research gap in entrepreneurial studies, as well as reshape the role of people with disabilities in SE. Figure 1 illustrates the theoretical framework of this study.

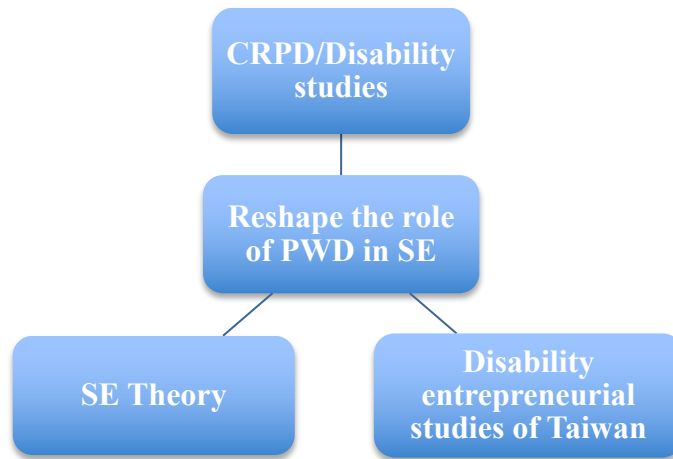


Figure 1. The theoretical framework of the research

C. **Key Concepts for the Study**

There are several key concepts integral to this research, which include both theoretical and operational definitions: CRPD, human rights, disability, SE, social impacts, and disability policy of Taiwan. The discussions of these key concepts are

included in the following three literature review topics: The CRPD, Entrepreneurial studies and disability, and SE and disability in Taiwan. The introduction of these concepts contributes to the theoretical framework driving this research and will be further applied for the data analysis throughout this research.

1. **The Convention on the Rights of People with Disabilities**

The CRPD is a milestone for the development of disability rights, which was adopted on December 13, 2006 and came into force on May 3 2008. As studying the employment issue of people with disabilities worldwide, the CRPD expands discussion from individual challenges to the level of human rights violation. In particular, when discussing the unemployment issue among people with disabilities, the CRPD sets up a foundation to clarify the root of the problem.

a. **The main concepts of the Convention on the Rights of People with Disabilities**

By studying the history and development of human rights and disability rights in the United Nations, it is noticeable that the perspective of disability rights has significantly shifted from rehabilitation, social relief, social welfare to a human rights-based approach (United Nations, 2007b; United Nations, 2008). The CRPD abandoned a primary focus on the medical model and adopted the concept of the social model into the convention. Furthermore, the CRPD clarifies and restates the meaning of human rights for people with disabilities worldwide, which means people with disabilities are entitled the same human rights just like people without disabilities.

Dignity, autonomy, equality, and solidarity are four core values of human rights. These rights protect people from the abuse of power and create a space for the

development of the human spirit (Quinn & Degener, 2002). Human dignity indicates that people are valuable not because of their economic contribution or social positions, but their inherent self-worth. Autonomy and solidarity mean that people have the capacities of self-directed action and behavior, but meanwhile they realize the mutual and obligations in society by sharing the membership of the political community. Equality is the foundation to society of basic freedom, where all people are equal in terms of self-worth.

In fact, the four core values of human rights are not vague symbols but are closely associated with three critical rights in today's society: civil rights, political rights, economic, social and cultural rights (Quinn & Degener, 2002). Civil rights protect and promote the values of autonomy and human dignity by negating state power and creating space for the free choice of their life. For example, the right to equality is to ensure the quality of state action, where the state should play an active role to ensure the equality of opportunities for all, regardless of the differences. Instead of negating state power by civil rights, political rights provide a foundation for all people to exercise domestic control over state power and to influence public policies. For instance, the right to vote has provided a way for people to access and influence the state power. Compared with civil rights and political rights associated with state power, economic, social and cultural rights underpin the system of basic freedom promoted by civil rights and political rights. They reflect on the value that the compositions of society are diverse, but all people can contribute positively and productively in society (Quinn & Degener, 2002).

The main purpose of the CRPD is to protect the human rights of people with disabilities by ensuring that they are away from the abuse of state power, accessing to

state power, and living in their own way (United Nations, 2007a). Moreover, the CRPD provides three main elements to drive the change and secure disability rights in practice, which are clarifications of rights, the official role of disability advocacy under the CRPD, and the innovations in the system of implementations and monitoring (Lord & Stein, 2008; Harpur, 2012; Kayess & French, 2008). The three main elements lower the potential risk of misinterpreting human rights for people with disabilities, ensuring that the voice of disabled people are addressed and heard by related agencies, as well as setting up the timeline and oversight committee for operating and monitoring the implementations of the CRPD across countries.

b. **The function and influence of the Convention on the Rights of People with Disabilities in disability employment rights**

Prior to the CRPD, the meaning of human rights for people with disabilities was vague. For example, the right to work as a key component of economic rights in human rights theory was already addressed under the Universal Declaration of Human Rights since 1948. However, how governments interpreted the right to work for people with disabilities was diverse and was based on different perspectives toward disabilities. For those countries that held the medical model of disability in society, the right to work could be interpreted as providing working opportunities in segregated settings. So, through the isolated working setting, people with disabilities can be ‘healed’ or rehabilitated and then go back to ‘normalcy’. In fact, the potential for interpreting the rights had weakened the foundation of the right to work. On the other hand, the CRPD decreased the potential for interpreting rights and provided details on how the right to work for person with disabilities in practice (Harpur, 2012).

There are two articles in the CRPD connected with employment directly, which are Article 5, Equality and Non-discrimination, and Article 27, Work and Employment (United Nations, 2007b). Article 5 prohibits all types of discrimination toward people with disabilities and guarantees the equality of opportunities in every level of life. Article 27 is more specific to protecting the employment rights of people with disabilities in an open labor market as well as outlining the duties and obligations of government in practice (United Nations, 2007a). Hence, for those countries that have ratified the CRPD, the state governments need to remove employment barriers (e.g. discrimination) and assist people with disabilities to be employed in an open labor market. Therefore, the importance of the CRPD is not only shifting the blames from individuals' impairments to socially constructed barriers, but also clarifying what employment rights are for people with disabilities specifically. This function fundamentally decreases the risk of misrepresenting employment rights for people with disabilities.

c. **The limitation of the Convention on the Rights of
People with Disabilities in disability employment**

Many countries reported that they confront challenges in applying the optional protocol of the CRPD, especially in disability employment (Quinn & Degener, 2002; Ferraina, 2012; Peterson, 2013). According to the statistics from the Office of Disability Employment Policy (ODEP, 2018), in 2018 only 21.5% of people with disabilities participated in the labor market, compared to 68.4% of people without disabilities. Although the CRPD provides many positive impacts to influence the life of people with disabilities, the employment gap still remains a major issue in the world.

Scholars further point out that the employment gap is, in part, as a result of the contradiction between human rights and capitalism (Parker Harris et al., 2013a). On the one hand, people with disabilities have the right to work in an open labor market and receive equal payment. The state government should provide support to secure the employment rights and fundamental human rights of people with disabilities in society. On the other hand, the pursuit of profit maximization/efficacy is the key principle of capitalism in society and this approach excludes many disadvantaged people from the economic market. Hence, the CRPD is supposed to secure the employment rights of people with disabilities by removing physical and attitudinal barriers from society. Yet, it is ineffective because the systematic contradiction among human rights and capitalism decreases the impact of the CRPD in practice as well as contributing to an ongoing employment gap.

This contradiction occurs at the social systematic level, so a large-scale social reformation is a fundamental way to deal with it, which will take a long period of time to complete. In contrast, exploring and increasing job opportunities for people with disabilities is another key way to deal with the employment gap in the short term. In particular, as people with disabilities have difficulties to find employment in traditional industries due to the systematic contradiction, enhancing the opportunities for entrepreneurship becomes a vital working pathway for people with disabilities in general (Caldwell et al., 2016).

2. **Entrepreneurial studies and disability**

Entrepreneurship has been promoted as an innovative strategy to address the employment of disadvantaged groups in society, which includes people with

disabilities, minorities, and immigrants (Dees, 2001; Peredo & McLean, 2006; Shane & Venkataraman, 2000; Parker Harris et al., 2014b). In particular, Social entrepreneurship (SE) has been considered as an innovative employment option from the public and disability community (Parker Harris et al., 2013b). As conducting research in the field of entrepreneurship and disability, several concepts need to be clarified in advance.

Clarifying the definition of social entrepreneurship and the forms of entrepreneurship is the initial step to conduct this research. By doing so, this research can distinguish social entrepreneurship from other forms of entrepreneurship. Secondly, the ability of recognizing opportunity is vital for every potential entrepreneur. Without this ability, they will have difficulty in discovering startup opportunities let alone to further start their businesses. Therefore, this section will review the research on the startup reasons of entrepreneurs and the factors that influence their opportunity recognition. Finally, this chapter will review studies on opportunity recognition in entrepreneurship in disadvantaged groups, such as immigrants, and people with disabilities. Although the main focus of this study is on disability entrepreneurship, there is a commonality of barriers that these groups face in society, such as inaccessibility and discrimination. Therefore, reviewing these articles will contribute to a deeper understanding of disability entrepreneurship in society.

a. **What is social entrepreneurship?**

1) **The definition of entrepreneurship**

The term “entrepreneur” originates from French during the 17th to the 18th century, which referred to someone who can find new ways of doing things. Although there is no unified definition of entrepreneurship, many scholars have

provided and utilized different angles to construct the concept of entrepreneurship (Swedburg, 2000). For instance, Schumpeter (1983) pointed out the foundational definitions of entrepreneurship and indicated the five main types of entrepreneurial behaviors, which include the introduction of a new good, the introduction of a new method of production, the opening of a new market, the conquest of a new source of supply of raw materials or half-manufactured goods, and the carrying out of new organization of any industry. In short, entrepreneurship enhanced the way to improve or revolutionize the patterns of production.

Profit is often the motivation that pushes entrepreneurs to start their ventures, yet gaining profits is not the requirement of entrepreneurship. Shane and Venkataraman (2000) indicated that though the definitions of entrepreneurship are diverse, innovation and efficiency improvement are two main considerations when studying entrepreneurship. Therefore, if a business can bring innovative ideas or increase efficiency to the market, this business can be considered as an entrepreneurship.

2) **The definition of social entrepreneurship**

SE is a relatively new concept in the studies of entrepreneurship theory and disability studies. SE is a flexible and effective strategy for making social changes compared with traditional entities such as charities or Non-Profit Organizations (NGOs). SE can be defined as an entity, such as a for-profit, a non-profit organization, or hybrid, that is related to social change directly by generating new combinations of people and resources that significantly improve society's capacity to address social issues (Dees, 2001; Renko, 2013; Parker Harris et al., 2014a).

Among various definitions of SE, Bornstein and Davis (2010) pointed out another angle to think about SE, considering SE as a process by which citizens build or transform institutions to advance solutions to social problems in order to make life better for all.

Bornstein and Davis (2010) also introduce the three key features of social entrepreneurship — innovation, efficiency improvement, and dealing with social problems. In particular, the element of dealing with social problems or making social changes distinguishes SE from other forms of entrepreneurship.

Moreover, the SE theory literature demonstrates that some of the most successful social entrepreneurs use their personal experience and familiarity with social issues to inspire relevant and effective strategies to solve the social problems (Shaw & Carter, 2007; Zahra et al., 2009; Caldwell et al., 2016). In integrating the view of the social model of disability and SE theory literature into the discussion, people with disabilities can be seen as a group who has long-term experience in social oppression and have insightful views for social injustice, poverty, and uneven distribution of social resources (Parker Harris et al., 2014a; Caldwell et al., 2016). In this context, the role of people with disabilities can be seen as an expert role in relevant social issues and their disability experience provides an insightful view for those issues as well.

3) **The differences among social entrepreneurship, conventional entrepreneurship, and self-employment**

The word “entrepreneurship” usually misleads the public to believe that creating financial value is the most crucial component of entrepreneurship. This assumption may lead people to assume that any organization that involves income-generating activities can be defined as entrepreneurship. Similarly, existing disability

research and policy studies conflate the terms self-employment and entrepreneurship, using the two interchangeably and stopping short of engaging with entrepreneurship literature on a theoretical level (Yamamoto et al., 2011; Parker Harris et al., 2013a). Therefore, comparing the features of SE with entrepreneurship and self-employment, we can have a better understanding about SE.

First, self-employment and entrepreneurship both aim for economic self-sustainability. It is innovation that differentiates entrepreneurship from self-employment (Shane & Venkataraman, 2000). Furthermore, there are two forms of entrepreneurship, which are conventional entrepreneurship and SE. Conventional entrepreneurship is profit-oriented and growth-oriented, which intends to result in creation of other jobs that come with the growth of the business (Dees, 2001; Caldwell et al., 2016). Although social enterprise is also profit-oriented and growth-oriented, it has a social mission that is center in the business and distinguishes it from conventional entrepreneurship (Austin et al., 2006; Caldwell et al., 2016). Therefore, by reviewing the entrepreneurial mission, the difference between social entrepreneurship and conventional entrepreneurship can be clearly pointed out.

To sum up, innovation distinguishes entrepreneurship from self-employment. Furthermore, social missions of social enterprises are the key feature that distinguishes SE from other forms of entrepreneurship.

b. **Startup reasons and the opportunity recognition in entrepreneurship**

There are many factors that influence a person's decision for his or her entry into entrepreneurship. This section will focus on two topics that are related to

people's startup decisions, which include the studies on startup reasons and the opportunity recognition in entrepreneurship.

1) **Startup reasons**

The reasons for people to start businesses are diverse and complex, and many studies have focused on this topic. Hessels et al. (2008) indicate that maintaining the life in needs is the basic necessity driver of entrepreneurship. Moreover, Maslow's self-actualization concept expands the idea why people start entrepreneurship (Maslow, 1943), suggesting that people will not be satisfied until they are able to operate their own businesses, to work independently, and realize their potential as human beings. This concept assists my research to think that social entrepreneurs may approach their work with a need for self-actualization, as this will enable them to meet needs beyond the basic necessities.

Many scholars also integrate these important concepts to further examine the startup reasons among different groups and make these startup reasons concrete. Carter et al. (2003) explore the reasons why nascent entrepreneurs start their own businesses and further conclude several factors: self-actualization, financial success, innovation, recognition, and independence. The study shows the diversity of startup reasons of nascent entrepreneurs: in addition to financial success and self-actualization, there might be other unique startup reasons based on different startup journeys.

Furthermore, some scholars also have explored the startup reasons by considering social identities, such as social classes, gender, and disability. For instance, Tsuchiya (2010) indicates that Japanese workers in small businesses are more likely to start a business than those in larger firms. According to the research, startup reasons for

employees of small companies include a need for self-fulfillment, a need for flexibility in work schedule, a need to solve a career problem, and a need to secure a livelihood.

Moreover, Dhar & Farzana (2017) explore the startup reasons of entrepreneurs with disabilities in Bangladesh and indicate four main reasons: social inclusion and acceptance, economic empowerment, breaking the social and family barrier, and lack of job opportunity in the traditional labor market. From the above empirical research, it can be found that entrepreneurs with different social identities may use different terms to interpret their startup reasons and meanwhile these reasons may contain slightly different meanings between each startup reason. However, serving basic life needs and self-actualization are indeed the common startup reasons for the groups across different social identities.

On the one hand, policy changes may also be the reason that triggers people's startup decisions. For example, Mahuteau et al. (2014) indicate that the immigration law of Australia was revised in 1995 and changed from providing welfare support to immigrants to not supporting immigrants. This policy change forced immigrants to start their own businesses to support themselves.

On the other hand, policy change may also be the positive factor that leads people to start their own businesses. For example, Hwang & Roulstone (2015) point out that the Korean government introduced the Promotion of Disabled Persons' Enterprise Activities Act in 2005. The act mainly focuses on improving the disability employment challenges by assisting and encouraging disabled people to start their own business. Similar policy guidance exists in other Asian countries, such as Taiwan. From the above review, it can

be found that the factor of policy changes is also an important factor that influences people's startup decisions.

To sum up, although each group has different focus and goals when starting a business, their startup reasons can converge into three main categories: maintaining basic life needs, self-actualization, and policy related reasons. These three factors assist this study to set up a foundation for the subsequent analysis in discovering the startup reasons of social entrepreneurs with disabilities in Taiwan.

2) **Opportunity recognition in entrepreneurship**

Opportunity is one of the core research topics in entrepreneurship. Without opportunities, entrepreneurial activities will not be able to take place. Shane and Venkataraman (2000) point out that entrepreneurial opportunity recognition is a process that people recognize and discover potential opportunities to create new business, markets, and technology. Scholars also approach and study this concept from different angles and perspectives. Some discuss the origin of the opportunities while others discuss the factor of generating opportunity in society.

The origin of opportunities is a main question in academia. Short et al. (2010) indicate that some scholars view opportunities as chances to introduce innovative goods, services, and processes. Because of these opportunities, entrepreneurs may be able to start ventures. On the other hand, others focus on the operational process of opportunities in entrepreneurship. They believe that opportunities are the results of creativity, where opportunities are generated and shaped gradually between the individual's creativity and social environments (Short et al., 2010).

However, Fletcher (2003) points out that when discussing the origin of opportunities, mostly people focus on individual abilities but ignore socially constructed factors that influence how people perceive startup opportunity. In particular, those socially constructed factors that shape the individual's cognitive process of recognizing opportunities include language, culture, history, nationality, identity, and gender. Therefore, in addition to analyzing the individual factors that affect people's perception of opportunities, these social constructed factors will also be the focus of this study.

3) **Critical factors of opportunity recognition in entrepreneurship**

Social capital, financial capital, and human capital are three crucial factors for entrepreneurship because they influence whether people are able to recognize and pursue startup opportunities. In particular, potential entrepreneurs will have a hard time recognizing entrepreneurial opportunities without having social and human capital.

First, human capital involves behavioral, cognitive, and action learning as well as past experience (Short et al., 2010). This perspective points out the importance of the individual's socio-economic and educational background and experience as human capital in opportunity recognition of entrepreneurship. Opportunity recognition is the result of the interaction between an individual's background and related opportunity information, which entrepreneurs perceive, gather, and interpret based on their prior knowledge and experience. In addition, Baron and Ensley (2006) indicated that experienced entrepreneurs have the sense of pattern recognition in entrepreneurship. Thus, entrepreneurs with prior successful experience are able to identify meaningful patterns in

complex arrays of events or trends. Thus, having a successful startup experience is important for entrepreneurship.

Second, social capital refers to the personal relationship and network that can contribute to the organization, which is also crucial in opportunity recognition. Especially for potential entrepreneurs, if they have personal relationships in the industry they want to start up, they will be more accessible to gather the crucial information that can benefit their startup. Ozgen and Baron (2007) further indicate that social capital can assist potential entrepreneurs to obtain vital industrial information, which enlightens them of how the target industry operates and what to prepare before the start-up. Therefore, entrepreneurs with social capital will have more chances to prepare the startup resources needed in advance and put their entrepreneurship at an advantage at the beginning.

The importance of having social and human capital to entrepreneurs is emphasized in the above literature. When people have a solid educational background and ability, but lack of channels to obtain key information from the industry, it will greatly reduce their opportunity recognitions for entrepreneurship. On the other hand, when people lack a solid educational background or experience, even if they can access to important industrial information, they may not be able to interpret and analyze the information accurately. Therefore, human and social capital are indispensable for opportunity recognition.

c. **Opportunity recognition in the context of entrepreneurship and disability**

1) **The significance of entrepreneurship for people with disabilities**

People with disabilities have difficulties in finding employment or starting business due to their individual impairments and the social barriers. It is especially difficult to overcome the systematic social barriers, such as inaccessibility and prejudices, through individual efforts. Therefore, many people with disabilities are unemployed or are directed to sheltered workshop due to these systematic barriers (Parker Harris et al., 2014a). Recently, SE is receiving more attention in the disability community. Although further research is needed, SE as a feasible way to stimulate social and economic growth is a proven employment strategy for people with disabilities if they have suitable supports (Parker Harris et al., 2014b; Reid, 2004). Therefore, removing these systematic barriers can mitigate disability unemployment issues and allow people with disabilities to have the equal opportunities to contribute to society as everyone else.

People with disabilities as an oppressed group that frequently confronts discrimination, stereotypes, and many other social barriers that impact their life. On the other hand, these oppressed experiences of people with disabilities may provide an insightful perspective for society to rethink about these social issues (Parker Harris et al., 2013b). Furthermore, these insightful perspectives may also trigger social entrepreneurs with disabilities to generate unique innovative ideas for their social businesses.

Therefore, facilitating people with disabilities to participate in both SE and conventional entrepreneurship not only provides another job option for people with disabilities, but also an alternative way to benefit the whole society. Currently, the research on disability and entrepreneurial barriers still needs more attention from academia. Many scholars have done relevant studies with other oppressed groups, such as immigrants and minority groups, but not many have been done with people with disabilities. Therefore, the existing studies with other oppressed groups can be considered as vital references to construct the study of entrepreneurship and disabilities.

2) **The entrepreneurial barriers of people with disabilities**

People with disabilities do not have equal opportunities to fully participate in society due to the systematic barriers. Furthermore, these systemic barriers also affect their chances to obtain human and social capital that are important to opportunity recognition and thus further prevent them from starting their businesses. Therefore, this section will review studies on opportunity recognition by people with disabilities and oppressed groups to set up a research foundation for the subsequent analysis.

First, people with disabilities confront systematic barriers in acquiring entrepreneurial knowledge and training due to prejudices and the lack of physical accessibility in society (Maziriri et al., 2017). Moreover, many other oppressed groups also face these systematic barriers in acquiring human capital, even though the systematic barriers may represent in different forms. For example, Bates et al. (2007) indicate that immigrant groups confront more start-up barriers than local residents due to the lack of common cultural background and social relationships with local residents.

These systematic barriers prevent immigrants from obtaining the important knowledge and experience for their entrepreneurship. In summary, although immigrants and people with disabilities have different life experiences, it is clear that prejudice is a main barrier, which prevents oppressed groups from accessing the important human capital for their entrepreneurship.

Second, social capital in entrepreneurship refers to social connections and personal relationship in the specific industry. The barriers of obtaining social capital are not simply associated with accessibility issues in the environment. The attitudinal barriers or discrimination towards oppressed groups also hinder their opportunity to obtain important social capital. For example, Caldwell et al. (2012) show that one of the main startup barriers for people with disabilities is the traditional-expectation barrier. Due to the lack of working experience with disabled people and the stereotypes against disability, small business owners or service providers in vocational rehabilitation do not view people with disabilities as potential entrepreneurs in practice. The most direct impact of this barrier is that people with disabilities find it difficult to build their social capital, which further impacts the chance of obtaining crucial information that can benefit their entrepreneurship.

Furthermore, such attitudinal barriers may also cause the failure of the social welfare system and generate extra startup barriers for people with disabilities. For example, Parker Harris et al. (2014a) indicate that many disabled people received employment support or life subsidies to maintain their basic life needs. However, these subsidies and support should be regarded as reasonable accommodations or social benefits, for which there is still no accurate line. Therefore, once disabled people get a

paid job, they may have to risk losing their social security and health benefits in the system. The root cause of the policy flaw is the ambiguous attitude in the social welfare system towards disability unemployment, considered to be attributed to their disabilities or to the lack of employment support. This ambiguous attitude is functioning like an attitudinal barrier, which causes the failure of social welfare system, as well as further discourages people with disabilities live independently by getting employment and starting a business.

In summary, people with disabilities face systematic barriers in obtaining human capital and social capital. In particular, the attitudinal barrier prevents disabled people from developing entrepreneurial knowledge and the social networks that are essential to their entrepreneurship. This attitudinal barrier also causes the failure of the social welfare system. Therefore, removing those attitudinal barriers is crucial for every potential entrepreneur with disabilities.

3) **Gap in understanding of entrepreneurship and disability in English literature**

Entrepreneurship and self-employment are strategies intended to promote autonomy and reduce dependence on entitlement-based services as well as to reduce employment disparities and stimulate business and job creation for disadvantaged groups (Peredo & McLean, 2006; Caldwell et al., 2016; Renko et al., 2016). Yet as reviewing relevant studies in the field of entrepreneurship and disabilities, the voices of people with disabilities are rarely included in the discussion. Generally, very little evidence-based research applies the social model of disability to examine broad socio-cultural constructed factors that influence the entrepreneurial reasons and

entrepreneurial experience of people with disabilities in current academia (Parker Harris et al., 2013b; Caldwell et al., 2016).

Some scholars in Disability Studies have noticed the gap and have been conducting several studies to respond to the need as well as include the voice of people with disabilities into the entrepreneurial studies. In this section, I have reviewed these critical studies in disability and entrepreneurship (Parker Harris et al., 2013b; Parker Harris et al., 2014a; Caldwell et al., 2016, Renko et al., 2016). My study will draw on their findings to explore the startup reasons, entrepreneurial experience and contributions of people with disabilities in SE in Taiwan.

Since Taiwan has different social, cultural, and economical factors compared with the western society, next section will review the studies in disability and entrepreneurship in the Chinese literature to understand the changing perspectives of people with disabilities in Taiwan.

3. **Disability employment and entrepreneurship in Taiwan**

Taiwan is a democracy in East Asia. In addition to Taiwan's solid economic strength, it is also a country that attaches great importance to human rights. For example, the Taiwan Legislative Yuan passed the Marriage Equal Rights Act in 2019, making Taiwan the first country in Asia to legalize gay marriage. Although Taiwan is not a member of the United Nations, Taiwanese government is often willing to take the initiative to amend existing laws to comply with international norms regarding international treaties and declarations that contribute to the protection of human rights.

In this context, the People with Disability Rights Protection Act of Taiwan was revised in 2007 and enacted in 2015 due to the influence of the CRPD. This Act aims to

protect the legal rights and interests of people with disabilities, secure their equal opportunity to participate in social, political, economic, and cultural activities fairly while contributing to their independence and development (Ministry of Health and Welfare, 2015; Huang, 2017). This important policy change not only shifted the medical model to social model of disability, but also confirmed the view that disability rights are human rights. Hence, any behavior that prevents people with disabilities from participating equitably in social activities may be considered a violation of their human rights.

Taiwan, as a part of international society, confronts the same challenges in employment issues of people with disabilities just like many other countries that have ratified the CRPD in the world. On the other hand, Taiwan's unique historical and developmental factors also influence the changing perspective of disability and the formation of disability policy at the same time. Therefore, in order to better understand the experience of Taiwanese social entrepreneurs with disabilities in the current socio-economic context, this section reviews a number of important Chinese literatures on the topics of disability social welfare policy of Taiwan and presented them in subsequent sections.

a. **The development of disability social welfare policy in Taiwan**

People with disabilities in Taiwan were viewed as a family burden that should be taken care of by relatives for a long time. It wasn't until the western missionaries first introduced special education in the 19th century to Taiwan did people with disabilities finally got the chance to participate in education (Chiu, 2014). However, there was no clear definition of disability during this period. It was not until the 1980s

that the first Handicap Welfare Act was passed into law and the definition of disability was written and defined under this law in Taiwan.

Many scholars view the Handicap Welfare Act as a crucial watershed when studying the development of disability social welfare policies in Taiwan (Chang, 2014; Chang, 2007; Wang, 2002; Lin et al., 2009) who believe that there are three main impacts on the development of disability social welfare policy. First, this act clarifies the definition of disability. That is, people had to go through medical examinations in order to get the disability card and to be eligible for the disability social welfare, which is the medical model of disability. Second, the government has the responsibility to ensure the citizenship of people with disabilities in society. Before the Handicap Welfare Act, the social resources and life support available to most people with disabilities were from NGOs. This act clearly states that the government agencies must provide the necessary assistance to people with disabilities to protect their disability rights (Chang, 2014). Third, though it was the first time the government recognized the term disability rights, disability accommodations are considered as social relief rather than an approach to secure disability rights.

In the following three decades, the Taiwanese government modified the Handicap Welfare Act to People with Disability Rights Protection Act and introduced many important concepts into the act, such as the social model of disability, disability employment rights, and people-first language. However, despite these major changes in disability policy of Taiwan, the disability service system developed with the medical model and social relief as the core has changed little as of today.

b. **Disability employment and entrepreneurship policies of Taiwan**

According to the statistics from the Ministry of Labor in 2016, the total number of the disability population in Taiwan was around 1.14 million (4.9% of Taiwanese population). The unemployment rate and labor participation rate of people with disabilities were 11% and 19.7%, while those of the general population were 3.78% and 58.7% (Ministry of Labor, 2016a). In general, the unemployment rate of people with disabilities were about three times higher than people without disabilities.

In order to reduce this employment gap and ensure the disability employment rights, Taiwanese government requires “the competent authorities of individual levels in charge of labor shall, according to the willingness of people with disabilities to work and the evaluation of their capacities and needs conducted by the occupational reconstruction case managers, set up appropriate individualized occupational reconstruction service programs” (Ministry of Health and Welfare, 2015). The individualized occupational reconstruction service programs include “occupational reconstruction case management service, occupational guidance assessment, occupational training, employment services, occupation redesign, and entrepreneur guidance” (Ministry of Health and Welfare, 2015). Through these employment services, the government looks forward to ensuring the disability employment rights and enabling them to achieve self-sufficiency.

In this act, the government firstly recognizes the importance of the social model of disability and provides corresponding services to assist people with disabilities to remove the physical obstacles in the work environment through the services of disability occupation redesign. However, these services mostly focus on the individual level, and it

is powerless to deal with employment discrimination and overall inaccessible environment in society (Kuo & Chang, 2011). Therefore, the disability unemployment rate has not been substantially reduced by the implementation of this act and thus many people with disabilities can only rely on the disability employment service for getting a job, such as Employment Transition (ET) service, employer subsidy, and disability quota system.

With ET services, the government agency appoints occupational reconstruction case managers to integrate relevant employment resources based on the employment needs of people with disabilities, so as to assist them enter the labor market. Furthermore, the government also provides employer subsidies to encourage private companies to hire people with disabilities. Employer subsidy policy states “an enterprise shall be encouraged and guided when it invests a certain amount of money to the subsidiary companies or employs a certain number of people with disabilities” (Ministry of Health and Welfare, 2015).

Among these services, the disability quota system is essential for the disability community because around 40% of disabled people find employment through this service. The disability quota system regulates “any given government department of individual levels, public school, or public business agency whose total number of employees is no less than 34 shall employ people with disabilities with capability to work and the number of employees with disabilities shall be no less than 3% of the total number of the employees” (Ministry of Health and Welfare, 2015). According to the Survey Report on the Working Conditions of Persons with Disabilities of 2016, approximately 80,000 (40% of total disability labor force) of them obtained job

opportunities through the quota system (Ministry of Labor, 2016b). This number greatly exceeds the government's statutory employment quota of 57,000 for the public and private organizations and will hardly provide more employment opportunities for the disability community in the foreseeable future.

Furthermore, the Taiwanese government also provides disability entrepreneurial support for those disabled people who are unable to find employment or having intentions to start a business, such as the Assistance for Self-reliance Entrepreneurship. The goal of the startup subsidy is to reduce the pressure of starting a business and achieve the goal of self-reliance by providing applicants with rent and facility subsidies. However, the results of this policy are not significant in terms of reducing the disability unemployment rate. For example, there are fewer than 30 people with disabilities in Taipei city applying for this subsidy to start a business in 2019 (Taipei City Foreign and Disabled Labor Office, 2019). Consequently, figuring out how to reduce the disability unemployment rate and ensuring disability employment rights is a major social problem in Taiwan.

c. **Disability and social enterprise in Taiwan**

SE has become a crucial topic worldwide because the innovation of SE provides an alternative way to deal with social problems. This new wave also affects the reformation of current disability policies in Taiwan. Since 2012, the Taiwanese government has enacted pilot projects to explore the implementation of SE and plans to develop a corresponding policy to promote SE. According to the 2015 Report of Social Enterprises in Taiwan, 80% of social enterprises in Taiwan are transferred from non-profits organizations or charity organizations, and 45% of these

social enterprises provide social relief services or assist vulnerable groups to find employment. Among these services, 23% are directly related to people with disabilities (Huang & Huang, 2015). This study shows that around a quarter of social enterprises in Taiwan that are associated with disabilities believe disability-related issues can be improved through their services. For instance, Children Are Us bakery, founded by a group of parents of children with intellectual disabilities, is one of the most well-known social enterprises in Taiwan. This social enterprise provides job training for people with intellectual disabilities and assists them in re-entering the labor market.

These social enterprises provide significant support for people with disabilities to maintain their life, but mostly they still view disability-related issues at the individual level, rarely focusing on the socially constructed barriers that influence the life of people with disabilities. Fortunately, some social entrepreneurs notice this phenomenon and begin to start their SE to deal with these socially constructed barriers. In fact, some of them are from the disability community.

d. **Social entrepreneurs with disabilities in Taiwan**

Innovation is one of the key components for SE. Several social entrepreneurs with disabilities in Taiwan reflect on their disability experience as a unique perspective to provide alternative solutions to deal with the current social issues of the country. For example, Ting-Shuo Wu is the founder of Hou-Dong Ecological Education Park in Taipei, Taiwan. As a wheelchair user, he recognizes the importance between the human body and the natural environment. Through working with local farmers and providing organic crops for customers, this social enterprise earns its financial support for

the social mission: promoting the concept of environmental sustainability for the young generation (Hou-Dong Ecological Education Park, 2013).

Moreover, some disability rights advocacy groups have been thinking about the model of SE and have adopted it into their groups in Taiwan, although they do not claim or realize that its operating model is a potential social enterprise already. For example, Taiwan Access for All Association is one of these groups. Their purpose is to foster an inclusive society that enables people with disabilities to live fully as active participants (Taiwan Access for All, 2009). Instead of focusing on the individual's impairments, this association focuses on those socially constructed barriers that restrict the participation of disabled people in society. In order to sustain the operation, the association gets financial support from the local government, but it also makes income from the public by providing public education, disability awareness trainings and workshops, and assistive technology rentals.

Their operational model not only considers experience with having a disability as a valuable knowledge for facilitating social entrepreneurial ideas, but also demonstrates how disabled people can contribute their knowledge and experience to make social changes, as well as balance their financial needs in current economic situation of Taiwan. Their contributions to the labor market and the society are significant, yet rarely included in the research. Therefore, it is important that the scholars who work in disability studies, entrepreneurship theory, and policy studies play active roles to respond to the unmet needs in research in Taiwan, and urge the government to improve the current disability policies to meet their actual needs.

e. **Studies of entrepreneurship and disability in Chinese literature**

Taiwanese government has ratified the CRPD and recognized the importance of the social model for people with disabilities. However, when reviewing the existing studies on disability and entrepreneurship, there are two major weaknesses in Chinese literature.

Firstly, the literature continues to focus on the medical model rather than the social model of disability. Furthermore, most studies in entrepreneurship and policy of disability employment focus on the impairments that people with disabilities have and the interventions that can assist disabled people to overcome individual problems. However, very few studies discuss the socially constructed barriers or apply the social model of disability into the discussions. For instance, Liang (2015) analyzes the service model of vocational rehabilitation (VR) for people with disabilities and indicates that self-employment and entrepreneurship are viable employment options for people with disabilities because they are hard to employ in traditional industries. Also, some studies apply SE and disability into their research and suggest a need for transforming current charities and shelter workshops to social enterprises in order to provide better services to people with disabilities in everyday life (Tsai & Kao, 2013; Tai, 2016; Kuan et al., 2018). Among these studies, the research focuses on the individual level based on the medical model, but rarely explores the broader socio-economic barriers that people with disabilities face in employment.

Secondly, prior sections have shown that the terms self-employment and entrepreneurship are problematically being used interchangeably in the English literature. Since self-employment and entrepreneurship convey different definitions and require

different start-up needs, it is critical to distinguish the difference in the studies. As examining the fields of disability and entrepreneurship in Chinese literature, there is no clear distinction between self-employment and entrepreneurship as well. For instance, Wu (2013) explores the innovative entrepreneurship model and strategy within social services organizations that can assist disability organizations to get important resources from the government in order to start up their own new businesses. Hung (2016) identifies the entrepreneurial process and operational difficulties of public welfare lottery retailers with disabilities. Neither Wu (2013) or Hung (2016) has distinguished between self-employment and entrepreneurship in their studies.

To further examine the lack of Chinese literature in SE and disability using the social model, a comprehensive search on search engines such as Google Scholar has been performed on literature published between 2008 and 2019 using the combination of key words “disability”, “social model”, and “social entrepreneurs with disabilities.” There were zero results returned, which shows a lack of research in Chinese literature, nor does any relevant Taiwanese research exist in English literature.

The two limitations in research as outlined above resonate with the findings in the Western literature, such as Parker Harris et al. (2013a), Caldwell et al. (2016), and Renko *et al.* (2016), in which they conclude that there is little evidence-based research applying the social model of disability to examine broad socio-cultural constructed factors that influence the startup decision and management process of people with disabilities in current academia. Furthermore, although the concept of SE is consistently associated with disability in current academia of Taiwan, there is no research that reflects on the experience, contributions, and expectations that people with disabilities have for SE. In

particular, many social entrepreneurs with disabilities have been contributing to society, but their voice still has not been included. Clearly, there is a research gap that needs to be filled.

D. Literature Review Conclusion

Three key points can be concluded from this literature review section. First, the CRPD restates that disability rights are human rights and reaffirms that everyone has the potential to contribute to society. The government must ensure that every citizen has equal opportunity to fully participate in and contribute to society. This significant change shifts the discussion on disability employment from focusing on individuals' impairments to the broader socially-constructed barriers that disabled people face in labor market.

Second, SE offers alternative work opportunities for the disability community, as well as provides a platform for people with disabilities to contribute to society through their social innovation. Meanwhile, SE theory expands the meaning of contribution from economical influences to the broader social and cultural impacts to society. Furthermore, social capital and human capital are two important factors that affect whether people can recognize entrepreneurial opportunities. Without having the two capitals, entrepreneurs will have difficulties in recognizing startup opportunities. However, when studying disability entrepreneurship and opportunity recognition, few studies have adopted the social model of disability to explore the social constructed barriers faced by people with disabilities in obtaining social and human capital. Fortunately, some pioneer researchers have begun to discover this research gap and are conducting research to respond to this research need. These pioneer studies also greatly assisted this dissertation in establishing a solid research foundation.

Third, the Taiwanese government has promoted SE in recent years, so many people with and without disabilities have begun actively to involve in this industry. Yet, as reviewing the research on disability and SE in the Chinese literature, most studies focus on the role of people with disabilities as service users in social enterprises and the benefit of transforming disability organization to social enterprises, but rarely mention the role of people with disabilities as service providers in social enterprises. Furthermore, there is no research applying the social model of disability and including the voice of people with disabilities to analyze their entrepreneurial experience, such as their startup reasons, startup barriers, and social impacts, under the current social-economic climate of Taiwan.

Therefore, this research aims to address the research gap in the Chinese literature on disability and SE. Moreover, by including the voice of people with disabilities, this study aims to contribute to shifting the perspectives of people with disabilities as being service recipients of social enterprises, to meaningful contributors for social enterprises.

III. METHODS

The research provides an understanding of the contributions of people with disability to SE in Taiwan and of the supports, services, and resources entrepreneurs with disabilities need. This research offers insight into how to maximize disability resources to the Taiwanese government, which has recently started to reform the current entrepreneurial policies.

Social enterprises are often regarded as an innovative business model to assist people with disabilities in solving their life challenges. However, as discussed in the previous section little research mentions the contributions of social entrepreneurs with disabilities made in the development of social enterprise in Taiwan. In particular, research on entrepreneurs' startup reasons, contributions, and entrepreneurial resources needed from the perspective of social entrepreneurs with disabilities does not exist in Chinese literature. This underscores the need for research that embraces the voice of social entrepreneurs with disabilities, which can be explored through the three research questions addressed in this current study: (1) What are their startup reasons and what are the social impact being made/to be made through SE? (2) What are the startup barriers prevent entrepreneurs in the preliminary stage from starting their SE? (3) What are the facilitators that assist entrepreneurs in the startup stage to launch their social enterprises and the barriers that prevent them from strengthening their social impacts? In view of the insufficiency of existing empirical studies on disability and entrepreneurship in the Chinese literature, qualitative methodology is most conducive for the purpose and objectives of this research. A total of twenty-two participants were interviewed in this research. This study first explored the entrepreneurial experience of fifteen social

entrepreneurs with disabilities. Next, seven stakeholders provided contextual supplemental information on the experiences of social entrepreneurs with disabilities from the perspective of government agencies and disability policies. The research method and the procedure of participant recruitment and selection are detailed later in this chapter.

A. **Research Aims and Objectives**

The main purpose of the study is to reshape the role of people with disabilities in SE by exploring their social entrepreneurial experience and the startup supports they need, this research complements the research gap in disability and entrepreneurial studies and facilitates to revise a better disability employment policy in Taiwan. There are three specific research questions that were responded in the research.

(1) What are their startup reasons and what are the social impact being made/to be made through SE?

(2) What are the startup barriers prevent entrepreneurs in the preliminary stage from starting their SE?

(3) What are the facilitators that assist entrepreneurs in the startup stage to launch their social enterprises and the barriers that prevent them from strengthening their social impacts?

B. **Use of Qualitative Methodology**

Qualitative research is derived from a phenomenological paradigm. Compared with the assumption that there exists an objective reality consisting of social facts, the qualitative methodology suggests that there are multiple realities that are socially constructed (Firestone, 1987; Taylor et al., 2015; Mertens, 2014). Quantitative

researchers use objective, empirical designed to limit prejudice to determine the causes of social facts, while qualitative researchers immerse themselves in the phenomena they are studying to understand the phenomenon from the perspective of the observer (Yilmaz, 2013). Since the area of SE and disability in Taiwan is under-studied, this study applied qualitative research approach to discover the diverse experience of people with disabilities in SE, instead of generalizing the role of people with disabilities in SE with quantitative research method.

C. **Use of Interview Approach**

Qualitative research methodology provides multiple research approaches to explore the diverse human experiences, such as observation approach, focus group approach, and interview approach. In the study, the researcher applied the interview approach because it allows the researcher to tailor the questions based on the specific situations of interviewees, which is essential for under-studied fields. With the assistance of the interviewees' response to a specific topic, the researcher can obtain important information and better understand the view of the interviewees in this topic (Qu & Dumay, 2011).

For question format and interview style, this research applied for the semi-structured interview approach to maintain a conversational style during the interview and meanwhile to ensure the specific topics are addressed by the interviewees (Patton, 2002). Furthermore, Prosser and Bromley (1998) suggested ten guidelines such as using single-clause sentences to develop a semi-structured interview guide for interviewing people with intellectual disabilities. Although this study did not eventually recruit people with intellectual disabilities, these guidelines still assisted this study to generate a short,

simple, and clear semi-structured interview guide. Additionally, since fifteen interviewees are in different stages of entrepreneurship, the semi-structured interview approach allows them to respond to the research questions based on their unique circumstances, which is critical for under-studied fields that need further development. The interview guide for social entrepreneurs with disabilities and stakeholders are shown in appendix chapter, which include A, B, C, and D.

1. **Interview setting and material preparation**

Since the fifteen social entrepreneurs with disabilities of the study come from different disability communities, this study drew on current research in disability and entrepreneurship to develop the corresponding interview strategy. For example, several scholars have provided key points to ensure a successful interview with the disability community, such as accessibility, question format, and interview style (Perry, 2008; Prosser & Bromley, 1998). For accessibility, the researcher must first confirm that the environment is accessible and comfortable for the interviewees. For instance, many interviewees of this study chose to be interviewed at the place they work or in a coffee shop near their residence, because such environment is where they feel most comfortable and is accessible. However, these environments are often very noisy. Therefore, in addition to confirming the accessibility of the interview environment, the researcher should also test the audio recording equipment before conducting the interview to ensure the quality of the interview recordings can be transcribable for the subsequent data analysis.

Moreover, the interview materials must be accessible for the interviewees. Researchers are responsible for providing interview materials corresponding to the

different needs of interviewees, such as a larger print of the interview guide or an electronic version of the consent form. Prior to the formal interview, the researcher conducted a pre-interview to assist interviewees in clarifying the research materials, consent form, and any concerns they have about the study. As a result, the interviewees could have a clear understanding of the risks and benefits from participating in the study before participating in the formal interview.

D. **Research Design and Procedures**

This study offers an alternative understanding of SE and disability by focusing on the experience that people with disabilities have in SE and how key stakeholders such as government officials perceive people with disability in entrepreneurship. Below is the flow chart (Figure 2) that describes the conceptual structure of this study. Two main groups of individuals were recruited as participants: social entrepreneurs with disabilities and stakeholders. Three actionable research questions were asked for social entrepreneurs with disabilities and stakeholders through individual interviews, respectively. These questions are: (1) What are their startup reasons and what are the social impact being made/to be made through SE? (2) What are the startup barriers prevent entrepreneurs in the preliminary stage from starting their SE? (3) What are the facilitators that assist entrepreneurs in the startup stage to launch their social enterprises and the barriers that prevent them from strengthening their social impacts? Through conducting this qualitative research, the results can be informative of future policy making for people with disabilities for the Taiwanese government, as we may better understand how to maximize these assets in SE and to shed light on ways of smooth transition in the society.

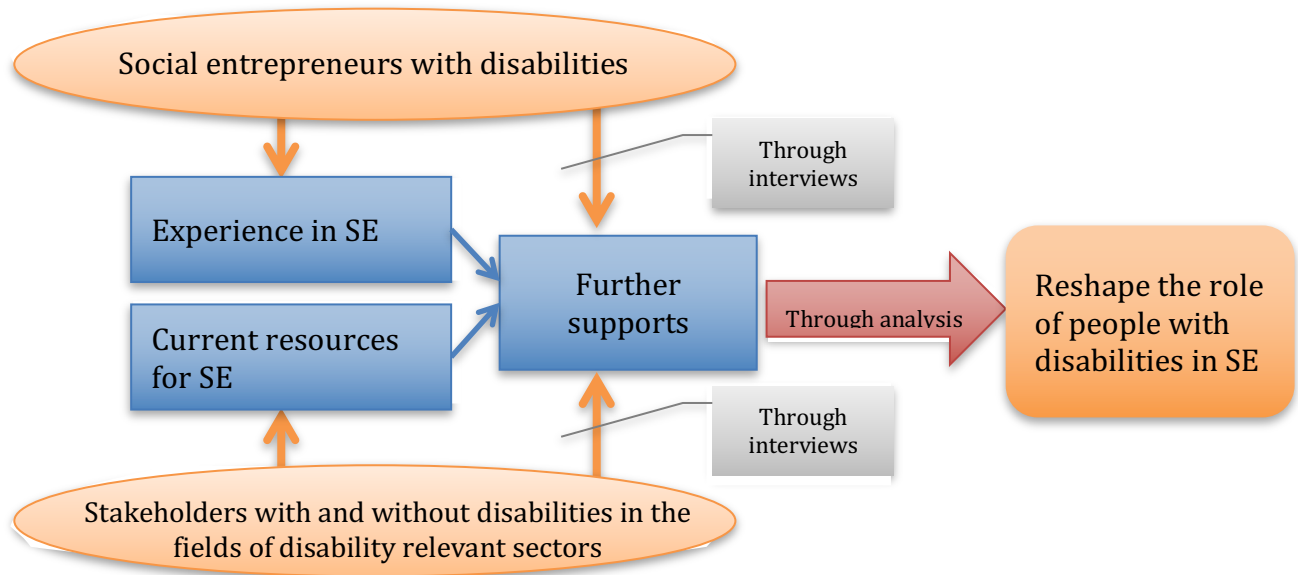


Figure 2. The flow chart of the concept

E. **Participant Recruitment**

The participant recruitment was conducted in Taipei, Taiwan. Taipei is the political, economic, educational, and cultural center of Taiwan and it also began several pilot projects to promote SE in Taipei since 2012. For instance, Taipei Social Entrepreneurship Square was opened in 2014, which is the first city-owned building both in Taiwan and in Asia that aims at facilitating disability employment and social enterprises. Taipei city government has recognized the importance of SE. Therefore, conducting research and recruiting participants in Taipei will receive more support and resources than in other cities.

The participant recruitment was divided into three phases. The first phase of recruitment began with identifying service provider agencies and community

organizations that serve people with disabilities in Taipei city, Taiwan. A specific contact person was identified at each organization whose role involves employment services and community outreach. Progress was tracked using a Microsoft Excel spreadsheet. An initial email was sent which includes the recruitment materials (APPENDIX E) as attachments as well as hyperlinks to where the recruitment materials were posted online. These recruitment materials included an image-based flyer and an accessible version of the flyer in a Microsoft Word document. The text of the initial email introduced the project and asked if they would be willing to share information about this research opportunity with any individuals, mailing lists, or organizations that may be appropriate. The email was followed up by a phone call as the individual who is working at those organizations does not respond.

The second phase of recruitment relied upon a snowball sampling technique: by distributing emails containing the recruitment materials directly to potential participants and mailing lists that are active in the local disability community such as Taipei SE Square and using social networking to recruit potential participants. A recruitment announcement was posted on the Facebook group pages of specific organizations working in the fields of disability, employment, entrepreneurship and SE such as the association of Independent Living for Disabled People. These recruiting channels could not only raise the public awareness on the issue that this study focuses on, but also helped build trust with potential participants and key stakeholders.

The final phase of the recruitment began by contacting the legislator who serves in the majority party and is responsible for developing social welfare policy of Taiwan. Through connecting to the legislator, this study not only got the insightful knowledge

about the future disability relevant policy's direction, but also reached out to the key stakeholders related to the study. These stakeholders include the government representatives in disability employment services, social enterprises in the disability sector, and scholars in the field of Taiwan's social welfare's policy.

F. **Participant Screening and Inclusion Criteria**

After the initial contact, potential participants were selected based on a criterion-sampling strategy. Participants were divided into two parts: Social entrepreneurs with disabilities and key stakeholders. For participants in the social entrepreneurs with disabilities group, the researcher conducted a preliminary interview with potential participants (APPENDIX A). Through the preliminary interview, fifteen participants who meet the following criteria 1, 2, 3, and whose role in social enterprises falls within either A or B were recruited. (1) Disability status: people who identify themselves as having a disability. (2) Working age: people between 18 and 64 years of age. (3) Location: people who reside in Taipei area. (A) People are currently preparing to start a social enterprise, which they are in the preliminary stage of their SE. (B) People already set up their social enterprises and are looking for resources to enhance their social impacts, which they are in the startup stage of their SE. In the recruitment process, this study included equal numbers of participants by applying inclusion criteria (A) and (B) in order to reflect the holistic view from diverse experience of social entrepreneurs with disabilities in Taiwan. The qualified participants received an e-mail (APPENDIX F) and phone call to follow up, to reflect any concerns or questions about this research, and to schedule a date for the individual interview.

For participants in the key stakeholder group, the researcher also conducted a preliminary interview with potential participants (APPENDIX B). The preliminary interview provided critical information to determinate whether the interviewees are qualified to be included into study. In the end, this research recruited seven key stakeholders who meet one of the following criteria. (A) Local and central government representatives from disability related departments, including but not limited to employment, education, or small business. (B) People who work in disability advocacy organizations. (C) Staffs who work in the disability funded social enterprise. The qualified participants received an e-mail (APPENDIX G) and phone call to follow up, to reflect any concerns or questions about this research, and to schedule a date for the individual interview. This study balanced the participant composition based on their expertise to ensure each selection criterion includes enough participants to reflect their view about people with disabilities in SE.

G. **Data Collection and Management**

This study obtained valuable and analyzable qualitative data through conducting one-to-one interviews with the seven stakeholders and fifteen social entrepreneurs with disabilities. Because all interviews were conducted in Taiwan, the spoken language used in the interviews was Mandarin Chinese. After informed consent, the interview sessions were audio-recorded using voice recorder. There is a total of twenty-two audio recordings collected, each is about 30 minutes to 1 hour long. These recordings were converted into twenty-two Chinese transcripts and further translated into twenty-two English transcripts. Lastly, the both the Chinese and English transcripts were verified by a bilingual

(Mandarin Chinese and English) dissertation committee member. Transcripts were de-identified and assigned pseudonyms for analysis.

H. **Index Coding and Thematic Analysis**

This research applied thematic analysis to coding data. Thematic analysis is the process of identifying patterns or themes within qualitative data (Maguire & Delahunt, 2017). Coding and analysis in this research focused mainly on the experience of fifteen social entrepreneurs with disabilities. The data of the seven stakeholders is supplementary information to assist in understanding of entrepreneurial experience of social entrepreneurs with disabilities from the perspective of disability policy. The index coding and thematic analysis processes were divided into four steps (Figure 3).

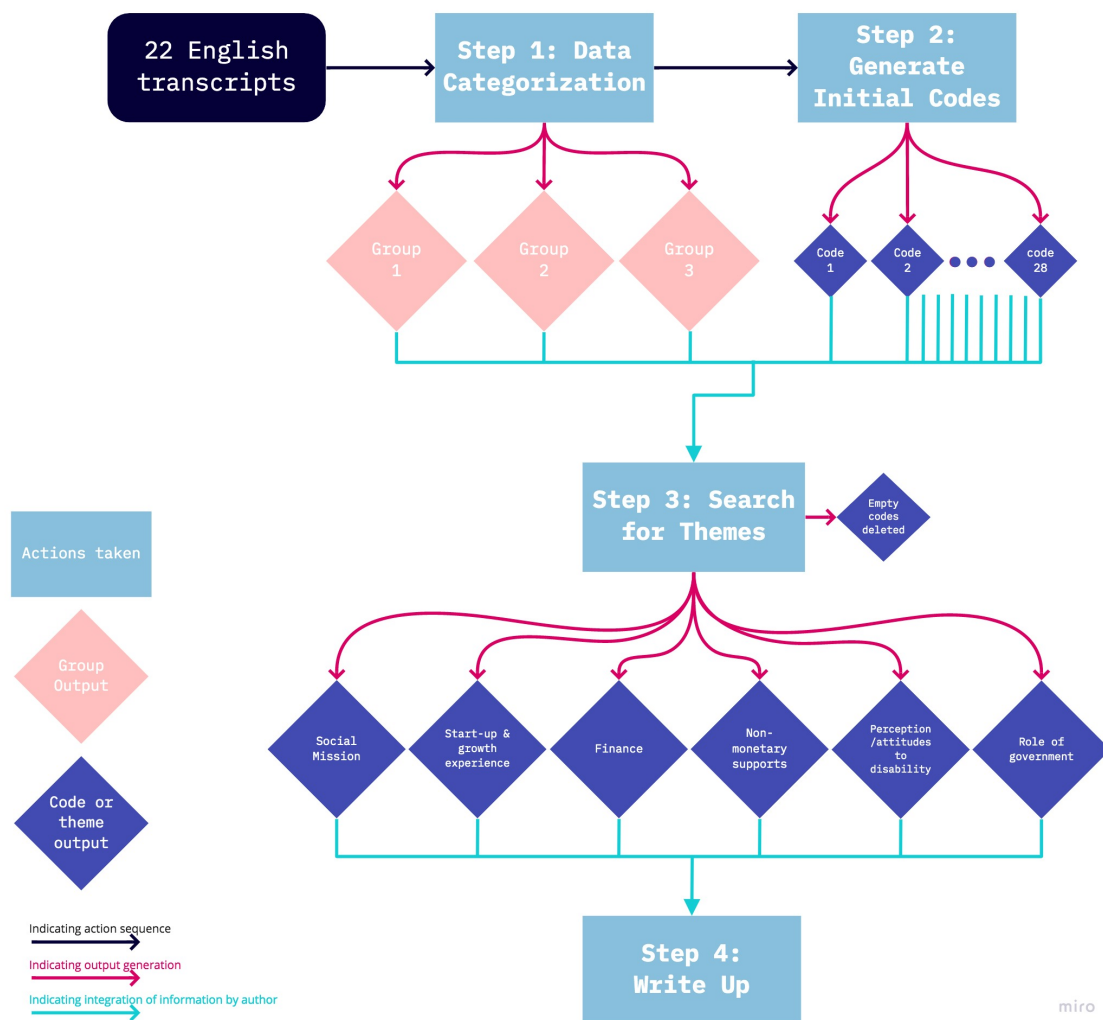


Figure 3. The flow chart of thematic analysis

Step 1. Familiarity with data and data categorization: Reading and familiarity with transcripts is important for thematic analysis. The de-identified transcripts of twenty-two interviewees were imported into qualitative data management software (ATLAS.ti) and divided into three subgroups based on the requirement criteria for the purposes of coding and data extraction. The three subgroups include social entrepreneurs with disabilities in

the preliminary stage (group1), social entrepreneurs with disabilities in the stage-up stage (group 2), and key stakeholders (group 3).

Step 2. Generate initial codes and conduct initial coding process: Initial codes were developed based on the research questions and transcripts, such as social mission, social impacts, and startup barriers. A total of 28 initial codes were generated in this step (APPENDIX I). After that, the researcher used the 28 codes to conduct the initial coding process. For example, the researcher used the Start-up reasons (Push) code to exam the raw data of the fifteen social entrepreneurs with disabilities. Start-up reasons (Push) refers to their entrepreneurial reasons regarding pursuing personal needs (e.g. financial self-sufficiency). Of the fifteen social entrepreneurs, eleven entrepreneurs' startup reasons fit under this code. On the other hand, the entrepreneurial reasons from eight social entrepreneurs with disabilities were categorized under the code of Start-up reasons (Pull), which means their start-up reasons is about pursuing community needs (e.g. provide better service for the community). This result of the initial analysis indicated the diverse entrepreneurial reasons of fifteen disabled social entrepreneurs. The total results of the initial coding process are shown in APPENDIX J.

Step 3. Search for themes: A theme is a pattern that captures something significant about the data and research question (Maguire & Delahunt, 2017). By applying the 28 initial codes to examine the transcripts, the empty codes were firstly removed and the related codes were merged into six master themes: social mission, start-up and growth experiences, finances, (non-monetary) supports for the business, perceptions/attitudes to disability, the role of government in entrepreneurship (structural, policy, laws).

Step 4. Write up: The researcher reviewed the six master themes and merged quotes into similar paragraphs, as well as wrote up rough drafts of similar sub-themes within the master theme to respond to the research purpose. The results of this thematic analysis were divided into five chapters and are presented in the next chapter.

I. **Participants Demographics**

The study included a total of twenty-two interviewees. Fifteen of them are working-age social entrepreneurs with disabilities who are either preparing to start a business or have already established a social enterprise. The other seven interviewees are key stakeholders in the field of disability and entrepreneurship, including government officials, scholars, and an employee of a social enterprise funded by a disabled person. All interviewees in the study have been assigned pseudonyms to protect their anonymity. To ensure the anonymity of the interviewees, their pseudonyms have no literal or meaningful association with their legal names in Mandarin or English.

Table I summarizes the demographics and background information of the eight social entrepreneurs with disabilities who are in the preliminary stage (group 1), which means that they are preparing for SE. Table II summarizes the demographics and background information of the seven social entrepreneurs with disabilities who are in the startup stage (group 2), which means that they have established social enterprises and are looking for resources to increase their social impacts. In terms of education level, a total of nine social entrepreneurs had a college or junior college degree. Four social entrepreneurs had master or doctoral degrees. Three social entrepreneurs had high school diploma. In terms of age range, the majority of the interviewees (10 of them) are between ages 25 and 45.

Table I
Social entrepreneurs in the preliminary stage (Group A)

Name	Age	Education	Entrepreneurial idea	Other work
Henry	55-65	Junior college	Long-term care facility	Disability association manager
Chapman	35-45	PhD	Disability Care Association	Disability association manager
Lance	25-35	Bachelor	Disability Job Matching Company	Contract masseur
Wendy	25-35	Bachelor	Disability Job Matching Company	Contract masseur
Ada	55-65	Junior college	Disability Association	Self-employed
Kevin	35-45	Bachelor	Marketing company	Self-employed
John	25-35	Bachelor	Sex toys shop	Self-employed
Jeff	25-35	Bachelor	English cram school	Unemployed

Table II
Social entrepreneurs in the startup stage (Group B)

Name	Age	Education	Entrepreneurial ideas	Other work
Richard	35-45	Master	Assistive technology rental service	None
Louis	45-55	Junior college	Assistive technology rental service	None
Walker	55-65	High school	Massage shop	None
Will	35-45	PhD	Technology company (Mobil App)	Software engineer
June	25-35	Junior college	Independent coffee shop	None
Nick	35-45	PhD	RP village	Professor
Ted	45-55	High school	Universal design	None

Table III summarizes the demographics and background information of the seven key stakeholders in this study, including pseudonym, job title, and organization. These seven key stakeholders provided very different perspectives to assist this study in understanding the entrepreneurial experience of social entrepreneurs with disabilities from the view of disability policy and governmental officials.

Table III
Key stakeholders

Name	Organization name	Job title
Stakeholder A	Taipei City Foreign and Disabled Labor Office	Staff
Stakeholder B	Labor Affairs Department, New Taipei City Government	Staff
Stakeholder C	Disabled person funded social enterprise	Manager
Stakeholder D	Human Rights Advisory Council	Scholar
Stakeholder E	Ministry of Labor	Supervisor
Stakeholder F	Social Innovation Lab	Supervisor
Stakeholder G	Taipei City Foreign and Disabled Labor Office	Supervisor

IV. RICH PARTICIPANT DESCRIPTION

The main goal of this chapter is to introduce the background information of fifteen social entrepreneurs with disabilities in the study and their social entrepreneurial ideas. According to their stage of entrepreneurship, I divided the fifteen respondents into Group A and Group B. Group A contains eight respondents who are currently preparing to start a social enterprise, which they are in the preliminary stage of their SE. On the other hand, Group B contains seven respondents who already set up their social enterprises and are looking for resources to enhance their social impacts, which they are in the startup stage of their SE. This classification provides a quick overview of the life experiences of these respondents and facilitates subsequent deeper data analysis about their social entrepreneurial experience.

A. Interviewees in the Preliminary Stage (Group A)

This section provides a quick overview of the background information, entrepreneurial reasons and the social entrepreneurial ideas of the eight respondents who are preparing their SE. These interviewees include Ada, Henry, John, Jeff, Kevin, Chapman, Wendy and Lance.

1. Ada

Social mission: Assisting disabled people fight for their legitimate right to sell goods on the streets.

Ada is a vendor selling snacks on the street. She is preparing to set up a social enterprise to help people with disabilities to fight for their legitimate right to sell goods on the streets.

Ada began to work in the family business (Buddha shop) at the age of 18 and she is very proud of her sales skills. When Ada was 48, the family business permanently closed due to the death of her family members. This major family accident caused her depression and had kept her from going outside for two and a half years until she decided to regain the focus of life. She then actively participated in multiple disability job training and later got employment through the assistance of disability employment service. However, she found that the work acquired through the assistance of the disability employment service was either a short-term job or a low-paying job that could not sustain her basic needs. Therefore, she decided to use her most sales ability to sell snacks on the street.

Because selling goods on the street is an illegal activity in Taiwan, she needs to avoid the police every day. A single ticket can wipe out a day of her income. Ada later found that many people with disabilities have the same experience as hers, which has become her most important startup reason for SE.

“If I am not producing today, I am so poor; the government has to subsidize me, because I am a low-income household. But I don’t want this, I still can work. Since I still work, why shouldn’t the government help me?”

Although Ada's current street income has made her life a struggle, she still tries to create this social enterprise in her free time and hopes that disabled people living on the street can rely on their own efforts to support themselves and have a life with dignity.

2. Henry

Social mission: Provide day care support to seniors and people with disabilities, and reduce the caring pressure on their family relatives.

Henry is a wheelchair user who currently works as a project manager in a disability association. He wants to set up a long-term care facility to provide low-cost care services for people with disabilities and elderly people and thereby reduce the financial burden on family caregivers.

Henry was a senior engineer. As Henry became a disabled person at his late 40s, he left his job and attended a disability Vocational Training (VT) course and later briefly worked in some companies. Finally, he decided to work in the disability association where he can share his working experience with the younger generation with disabilities and assist them to get employed.

His primary startup reason to start a business is related to his work experience and government policy. Because he has long participated in the disability rights movement, he is very familiar with the current direction of the Taiwan government's administration, especially the policy on social welfare. He found that the long-term care social welfare policy currently being implemented by the Taiwan government matches his personal interests and life goal.

“There are ABC stages in the Long-term care 2.0 policy, from elderly care, elderly day care and living assistance, to respite care service. So far, I want to do the day care service based on my current idea.”

Although the main target of this policy is the elderly, he knows that many people with disabilities will also be affected by this policy guidance. Therefore, he decided to

apply for these governmental supports to set up a social enterprise in order to benefit more elderly and people with disabilities in Taiwan.

3. John

Social mission: With the assistance of sex toys, people with disabilities can have a better understanding of their disabled body and then regain their autonomy.

John is a fortuneteller who has long been involved in disability rights advocacy. He wants to set up a social enterprise about sex toys, which disabled people can learn about their bodies and gain confidence through the assistance of sex toys.

Interestingly, the reason that inspired John to participate in disability rights advocacy and then trigger his social entrepreneurial idea is related to dating.

“The main purpose of my participation in social movements is dating! I want to have more places for eating and dating. We [he and his wife] can't just open a magazine or a blog and choose one of the restaurants to date like other people. I can't get into about 80 or 90 percent of these restaurants. It is my motivation to join these movements! I need more convenient transportation so I can go further to date. I also want accessible restaurants, hotels, and so on.”

In his experience of participating in the disability rights movements, John found that many people with disabilities have a lack of confidence in themselves, especially in their disabled bodies. The biggest reason for this phenomenon is that people with disabilities have never had a chance to really understand their bodies during their growth. Therefore, he wants to set up a social enterprise with the assistance of adult toys to help people with disabilities to regain confidence in their disabled bodies.

“In my initial idea, you can get some consultation about the products if you are our member and buy the products. You can ask the staff to teach you how to use in the small room if needed. Actually, it's not easy (for people with disabilities) to learn how to use these adult products.”

Currently, the social enterprise idea is still in the preliminary stage. At the same time, John also knows that such a unique business plan is difficult to get support from the public sector, so he is currently looking for other entrepreneurial resources to assist him to implement this business idea.

4. **Kevin**

Social mission: Create an employment platform where the disabled and non-disabled people can work, learn and grow together.

Kevin is a graphic designer who has long been involved in disability rights advocacy. His social entrepreneurial idea is to create an employment platform where the disabled and non-disabled people can work, learn and grow together.

Kevin was a student with academic excellence since childhood. After graduating, he had many years of work experience in different fields, including being an art editor in a marketing company and a research assistant at a university. Currently, he is a freelance artist. From his many years of work experience, he believes that the biggest reason for the disability unemployment is that people with disabilities often lack opportunities for teamwork experience, which has caused them at the disadvantage in the job market. Therefore, he wants to set up a social enterprise to assist them.

“If I have the opportunity be a leader or instructor, I hope the person can have some inspiration and growth in this beginning period, which I hope that I can create a somewhat inspiring job opportunity and then everyone is open-minded, but not creating a long-stayed job. If the person has a different job in the future, he will be a better model in this society.”

At present, this business plan is still in the preliminary stage, and what kind of model the social enterprise will eventually be presented is still not finalized. But, Kevin believes that the establishment of this social enterprise will be his most important life goal for the next few years.

5. **Jeff**

Social mission: Improve the English ability of adults with visual impairment, so that they can be more competitive in employment and study in the future.

Jeff is a person with visual impairments who currently participates in the disability job training. His social entrepreneurial idea is to start up a social enterprise to assist adults with visual impairment improve their English and thus enhance their competitiveness in the study and workplace.

Jeff was studying at the Special Education School for the Blind. Because of his outstanding achievements, he is the first student in the special education system admitted to a national university. When he was growing up, English was his favorite subject. However, he found that adults with visual impairments in Taiwan have no way to improve their English, since these opportunities are either only available for children with visual impairments, or inaccessible for adults with visual impairments. His disability experience has become his most important startup reason and further inspired his social entrepreneurial idea.

“I would like to start up a English cram school to help visually impaired adults who are interested in improving their English. If possible, I also want to help them prepare the TOEFL or TOEIC examinations, so that they can be more easily to get a job or enroll in a higher education system.”

At present, Jeff participates in disability job training, while also looking for like-minded entrepreneurial partners to implement this entrepreneurial plan.

6. **Chapman**

Social mission: Setting up a social enterprise to provide assistance to all those in need, regardless of their gender, age and type of disabilities.

Chapman is a social worker with visual impairments who works in the disability association. He wants to set up a social enterprise to provide assistance to all those in need, regardless of their gender, age and type of disabilities.

Chapman attended a national university after graduating from the Special Education School for the Blind and is currently a doctoral candidate in Social Work. He has worked in the public sector and several disability groups for years. He is currently a secretary general in a blind association. From his years of work experience, he found most disability organizations or NGOs only provide support to the objectives they set. For groups that are not within their target, those people will struggle to get assistances from these organizations. However, he believes that these people are mostly the most vulnerable group in this society. Hence, he wants to help them.

“For example, there are many elderly people living alone doing the recycling in our community. I want to help them but I didn’t know how, because they are not visually impaired.”

Although Chapman is still thinking about setting up a new social enterprise or transfer the disability association that he works into a social enterprise to this problem, he believes this is what everyone in Taiwan should pay attention to and the issues he wants to focus on in the future.

7. Wendy & Lance

Social mission: Improve the existing disability employment matching system, so that both employers and employees can be benefited.

Lance and Wendy is a visually impaired couple that runs a massage studio together in Taipei. Their entrepreneurial idea is set up a social enterprise to improve the existing public sector disability employment services.

Lance studied in the Law school and originally wanted to be a lawyer. Yet, because of the family economic needs, he switched his career track to learn massage and currently is a professional masseuse. Moreover, Wendy worked as a congressional assistant after graduating from the college, and later she went blind due to an illness. She met Lance while she was studying massage at the Massage Association. Finally, they got married and decided to start a massage studio together.

“We were talking about getting married at that time. Meanwhile, we're looking for a place to live. Then we thought, why don't we just set up a massage studio, and then we can reserve a small place in the studio to live, which we can save some money on rent.”

Before they founded the massage studio, they used the disability employment service of the public sector several times. They found that these disability employment services are not effective in helping people with disabilities to find stable jobs, but the services also allow people with disabilities to be exploited by unscrupulous middlemen. For example, some unscrupulous middlemen or organizations may indirectly prevent visually impaired people from obtaining stable job opportunities, so that they can continuously assist them find jobs and get subsidies from public sectors every year.

Therefore, in order to deal with this problem, they want to create a social enterprise to improve this disability employment system. By creating an open employment matching system, they expect both blind people and the employer can benefit from the new approach and will further eliminate the middlemen's exploitation.

B. **Interviewees in the Startup Stage (Group B)**

This section provides a quick overview of the background information, entrepreneurial reasons and the social impacts of the seven respondents who already set up a social enterprise. These seven interviewees include Richard, Jane, Will, Walker, Louis, Ted, and Nick.

1. **Richard**

Social mission: Providing assistive technology rental and consultation for people with disabilities to assist them live fully as active participants in society

Richard is a wheelchair user who worked as the general secretary in a disability association and is currently the founder of a social enterprise. His social enterprise is committed to helping people with disabilities to choose the assistive technologies they need in order to further achieve the goal of independent living.

Richard held a master's degree in Physical Therapy and Assistive Technology. After graduating, he worked for the disability organization that is committed to assisting people with disabilities to participate actively in society. In his years of running the disability organizations, he found that the reason why people with disabilities can't actively participate in society is related to the fact that they can't choose the suitable

assistive technologies that meet their real needs. The factors contributing to this phenomenon are also related to the current government system in assisting disabled people to obtain assistive technologies.

“Our spirit of this enterprise is that people rent if they need. When you rent a car, nobody will ask you why. You can ask them (car rental company) to provide the options, but they won't ask you why. If you enter the government system, the government will examine your qualifications for receiving services. Are you are a disabled person? Is your age over 65 years old? Do you live in this district? Are you a Taipei citizen? After so many questions, you thought you finally can rent the equipment, but they ask you to start to line up”

Currently, Richard's social enterprise employs six full-time disabled employees and has provided multiple services to assist disabled people in assistive technologies selections. He is also actively looking for possible resources to expand his social enterprise and then to benefit the entire disability community.

2. Jane

Social mission: Provide job opportunities and training so that coffee lovers with disabilities can develop their skills and find employment.

Jane is a social entrepreneur and the first blind person who held a British barista license in Taiwan. For customers, her social enterprise is an independent coffee shop that serves good coffee and dessert. For people with disabilities, it is a social enterprise that provides internships and job opportunities for those disabled people who are passionate in the coffee industry.

Jane has worked in many areas including a cashier at Costco and a salesperson in the direct selling industry before opening this social enterprise. After doing these jobs, she found that she was most interested in the coffee industry. With the support of her

family, she set up her own coffee shop. This entrepreneurial experience gave her the opportunity to share her experiences with many young people with disabilities, and finally became her biggest startup reason to turn this coffee shop into a social enterprise.

"I really want to do something for them (young people with disabilities). If I just give a normal speech for two hours, everybody may forget it tomorrow. It's only my story sharing. So, I would like to do something more. At the end of the speech, I mentioned that "I would like to do something for you, but I don't know what I can do. Hum. If I expand my business, I can provide more jobs. I can provide a chance to let my friends with disabilities have more diversified employment opportunities."

Jane's social enterprise has been certified by the Taipei City Government as a Good Social Enterprise Award and has received entrepreneurial support from the public sector. However, Jane also encountered many operational challenges in running this social enterprise. Therefore, she is presently seeking more entrepreneurial support to help her solve these entrepreneurial challenges.

3. Will

Social mission: With the assistance of mobile app and audio description agents, people with visual impairments can overcome their daily challenges and then live independently.

Will is a social entrepreneur with visual impairments and also works in the government's information department. His social enterprise provides services for people with visual impairments to deal with their daily challenges, such as reading bills through the mobile app he developed.

Will holds a PhD degree in information engineering. After graduation, he worked as a software designer for many large international companies, such as Google. By the

time he was in his late twenties, his health had caused him to go blind, and eventually left the job due to his visual impairments. His experience as a blind man made him realize that the information gap is the biggest challenge that cause his life challenges and later also inspire his startup decision.

“It's so-called information equality. Take watching a movie for example, although we (blind people) can hear everything we will zone out while others are laughing when there are so many acousto-optic effects in the scenes. If the dialogue can't match the scene or there is the only image in the scene like shaking hands slightly, we will doubt why all the other people feel so touched. This is the importance of information equality. The missing pieces need to be added.”

With his expertise in software design, he developed a mobile App, which combine video call and audio description agents, to assist blind people solve their difficulties in reading bills and books, and further allow them to live more independently.

At present, Will's social enterprise not only assists the blind people to solve their daily life difficulties, but also employs several disabled people who have mobility difficulties as audio description agents in his social enterprise. However, he also faces many challenges in running social enterprises like Jane, so he is also looking for resources to assist him overcome these problems.

4. Walker

Social mission: Provide job training and opportunities for people with visual impairments, so that they can support themselves with their professional skills.

Walker is a person with visual impairments who has worked in massage industry with 40 years of experience. He funded his social enterprise ten years ago and currently employed over 40 masseurs with visual impairments in Taipei city.

Walker grew up in the Special School for the Blind. After graduating, Walker took a disability job-training course and started to learn massage. Later, he became a professional massage therapist and started a massage studio until today. Because of his enthusiasm and seriousness, his business was thriving.

However, the government opened the massage industry ten years ago, that is, not only blind people can engage in the massage industry, but also all those who are willing to engage, which this policy change has greatly affected the livelihoods of many people with visual impairments in Taiwan. As a result, Walker and many like-minded visually impaired masseurs have created this social enterprise to help these visually impaired people who are affected by the policy.

By providing job training and job opportunities to young masseurs, his social enterprise currently employs more than 40 visually impaired masseurs. He also pointed out that the benefits of visually impaired masseurs working together are many, like,

“Some people with visual impairment are more active, but others are not. So if they work at my studio, the communications will be better with the people with visual impairment, since we are all the same.”

Walker's business has long worked with the Department of Labor and received the Good Enterprise Award from the city government years ago. Now he is planning to expand his business to assist more people with visual impairments who can rely on their professional skills to live.

5. **Nick**

Social mission: Establish a RP village, so that all people with visual impairments, especially those who living alone, can live independently.

Nick is a person with Retinitis pigmentosa (RP), university professor, and social entrepreneur. His social enterprise is to build a community (RP village) where people with visual impairments, especially for those living alone, can live with dignity.

Nick was studying for a PhD in physics in the United States when he became blind. The sudden shock made him almost gave up pursuing this doctorate. With the help of the American RP association, he got out of his depression and got his PhD in the end. After returning to Taiwan, he met many like-minded friends, so he set up the Taiwan RP association to help those who are becoming blind in middle age. In his experience of operating the RP Association, Nick found that the needs of many blind people who are living alone are often overlooked by the public. This observation has also become the biggest startup reason for his SE.

“The original intention was that we had a member who lived alone 8 years ago, but she finally couldn't go on, she committed suicide... Then she left three letters, one of which was for me. A prosecutor in Chiayi county at the time, he called me and said, “what is my relationship with her?” I'm just describing our relationship. Then he asked “why she left two letters for the relatives, and one is for you?” Then I said that “because my eyesight is not good, can you open the letter and read for me?” The prosecutor wanted to interview me, but later he said no. Because the letter was full of her thanks. She lived in a small house on the edge of the field. Her family would put food on the table as they passed. Her family couldn't take care of her, because they needed to earn money. She felt lonely. So if there's RP village, the people living alone will not be so helpless.”

Currently, with the assistance of the RP Association's volunteers, Nick has set up an online coffee bean sales platform with many like-minded friends to support his social enterprise, which is the RP village. Meanwhile, he is also studying Taiwan's social housing law, and looks forward to combining the concept of this RP village with social housing in the future, so that both people with and without disabilities can benefit at the same time.

6. Louis

Social mission: Every user who needs wheelchair assistance can live independently by selecting a suitable wheelchair.

Louis is an experienced entrepreneur. He founded his social enterprise in 2016 and provides the service of wheelchairs rental to assist people with disabilities live independently. He believes that whether people with disabilities can get the appropriate wheelchair is the key factor for the independent living.

Louis does not have a prominent educational background, but he has always had a passion for entrepreneurship. After graduating from high school, he tried out some temporary jobs and later decided to create his own business, a printing company.

“Our company's printing machines are very professional and expensive, one for 1.5 million New Taiwan dollars. One machine can print an average of 3.5 million leaflets every two weeks”

Yet, the advent of the digital age hit his business and made him to look for other entrepreneurial opportunities as he closed his printing company. Lastly, he discovered from his own experience as a wheelchair user and found out a market need for wheelchair rental service.

Today, Louis's social enterprise operates well and has two service locations in Taipei. He also expects to add more locations in Taipei to serve and benefit the whole disability community.

7. Ted

Social mission: Promoting the concept of Universal Design to Taiwan

Ted is a social entrepreneur and disability rights advocate. His social enterprise intends to make Taiwan accessible by certifying universal design buildings.

“There is a concept called universal design, proposed by a professional team at North Carolina State University in 1987. The idea of universal design is to make buildings, products, or environments accessible to all people, regardless of age, disability or other factors.”

Before starting this social enterprise, Ted was a radical advocate. He wants to change Taiwan by bumping into the governmental system. Until he discovered the benefits of Universal Design, he thought it was a better way to fight for disability rights.

Ted's social enterprise is a pioneer in the development of Universal Design in Taiwan. At present, Ted works with many contractors and the public sector to promote Universal design by certificating universal design housing. He expects that the public space and architecture in Taiwan will be more accessible and in line with the needs of all people through his efforts.

C. Chapter Conclusion

This chapter provides a quick introduction to the basic information and entrepreneurial experience of fifteen respondents. For the eight respondents who are in the preliminary stage, Henry and Chapman currently have a full-time job. In addition, Lance and Wendy are freelance masseurs. Ada is a street vendor. Kevin and John are also freelancers. Finally, Jeff is currently attending disability VT programs, so he is unemployed. Furthermore, for the seven respondents in the startup stage, except for Nick and Will, who have a full-time job and work in their social enterprises at the same time, the other five interviewees are full-time employees in their social enterprises.

Moreover, this section also reveals the diversity of their social entrepreneurial experience. That is, fifteen respondents have different growth experiences, entrepreneurial reasons, and contributions to society. The study also reviews and analyzes their diverse experiences in subsequent chapters, and then responding to three key research questions of the study: (1) What are their startup reasons and what are the social impact being made/to be made through SE? (2) What are the startup barriers prevent entrepreneurs in the preliminary stage from starting their SE? (3) What are the facilitators that assist entrepreneurs in the startup stage to launch their social enterprises and the barriers that prevent them from strengthening their social impacts?

V. SOCIAL MISSION, STARTUP REASONS, AND ATTITUDES OF THEIR FAMILY MEMBER TO THEIR SOCIAL ENTREPRENEURSHIP

In the previous chapter, this study briefly introduced the growth experiences, entrepreneurial ideas and their contribution to society of fifteen respondents. This chapter further analyzes these interviews data and divides their startup experience into three topics, including social mission, startup reasons, and attitudes of their family members toward their SE.

A. Social Mission

This section focuses on how fifteen interviewees contribute to society through their social innovation. The social missions of their enterprises, regardless of the developmental stages of their social enterprises, can be divided into four major themes: disability employment, accessibility, vocational and educational training, and elderly caring,

1. Disability employment

Because of discrimination and lack of disability accommodations, finding suitable jobs to maintain self-sufficiency has been a great challenge for many people with disabilities in Taiwan. Under this situation, five interviewees (Ada, June, Walker, Lance, and Wendy) developed their social entrepreneurial ideas to assist the disability community to solve these employment challenges.

Firstly, Ada believes that many disabled people who are unable to enter the workplace, have to illegally sell goods on the streets to survive. She thinks the government should help these street vendors with disabilities who want to live off of their

efforts, instead of banning them. Therefore, she wants to set up a social enterprise to help the disability community fight for the right to legally sell goods on the street.

“The biggest advantage is that the people with disabilities can support ourselves when we are capable.”
(Ada, 55-65, preliminary stage)

Furthermore, Walker and June's social enterprises are directly related to the topic of disability employment and training in Taiwan. Walker's social enterprise offers job training and opportunities to people with visual impairments interested in the massage industry and shares the company's profits with them. Jane is the founder of a social enterprise dedicated to training and providing employment opportunities for people with visual impairments who are passionate in the coffee industry. Before Jane started the social enterprise, people with visual impairments in Taiwan had few chances to work in the coffee industry. With the assistance of Jane's social enterprise, her shop currently not only employs baristas with visual impairments, but also offers internships to students with visual impairments who are interested in coffee industry.

Wendy and Lance are two freelance masseurs with visual impairments and run a small massage studio in Taipei together. They point out that the current disability employment matching system are unable to effectively assist people with disabilities to find stable jobs and even make them as the targets of exploitation by unscrupulous intermediaries. As a result, they want to set up a new work-matching platform to replace the existing inefficient system, so that people with disabilities can choose appropriate jobs depending on their interests and career planning and further reduce opportunities for exploitation by middlemen.

2. Accessibility

Accessibility is a crucial factor that influences whether people with disabilities participate in social activities and live independently. There are four interviewees (Richard, Louis, Will, and Ted) aim to improve the accessibility of Taiwan and further enhance the quality of life for people with disabilities.

Richard and Louis believe the key factor of independent living is whether people with disabilities can obtain suitable assistive technology. As a result, both their social enterprises offer assistive technology rental services for people with disabilities to try out the equipment before buying them. By choosing the right assistive technology that suits their needs, people with disabilities will have a better chance of actively participating in social activities and achieving the goal of independent living.

Will's social enterprise is designed to provide services for blind people to overcome their daily challenges, such as reading bills, through the mobile application he developed. He explains,

“i-AM app is our product. First, the design of this software is accessible [for blind people]. And we trained a group of staff to provide audio description service through this app. The integration of product, technology and service has become our current system.”
(Will, 35-45, startup stage)

Ted's social enterprise is the pioneer in promoting Universal Design in Taiwan. Ted believes that if public buildings in Taiwan can integrate the concept of universal design into urban plan, these buildings will be accessible for every citizen. Therefore, the accessibility challenges faced by people with disabilities in public spaces can be solved.

3. **Educational and Vocational Training Programs**

Three social entrepreneurial ideas (John, Jeff, and Kevin) in the study want to provide vocational and educational training for people with disabilities, so that they can rebuild their confidence and gain the competitiveness in the workplace through their services. For example, Jeff is a blind person who loves learning English. He indicates that adults with visual impairments have a significant disadvantage in either study or employment due to the lack of opportunities to improve their English. Therefore, he wants to set up a social enterprise to provide a learning opportunity for those people who want to learn English and plan to study abroad in the future.

Furthermore, Kevin points out that people with disabilities often lack teamwork experience during their growth, which also creates a disadvantage when they are looking for a job. Thus, he thinks that if he can establish a social enterprise to allow people with and without disabilities to work together on projects, people with disabilities can gain teamwork experience and be more competitive in the workplace in the future.

Additionally, John's social entrepreneurial idea takes a different approach to rebuilding the confidence of people with disabilities. He believes that the roots of many people with disabilities who lack confidence are related to their unfamiliarity with their disabled bodies. As a result, his idea is to set up a social enterprise to assist people with disabilities to explore their disabled bodies and regain their confidence through the assistance of adult toys.

4. **Care for the elderly**

A large portion of society in Taiwan is aging, so meeting the increasing needs of care for the elderly is a challenge that the Taiwanese government is trying to overcome. In the interview, three interviewees' social entrepreneurial ideas (Henry, Chapman, and Nick) are related to care for the elderly.

In response to the Taiwanese government's long-term care policy, Henry wants to start up a care institution to increase the elderly care service and reduce the burden of family care for the younger generation. On the other hand, Chapman believes that the biggest reason why the existing care needs in Taiwan cannot be met is that social welfare resources cannot be effectively used. Therefore, he wants to set up a social enterprise or association to provide care services to all people in need, regardless of their disability type, gender, or age. He believes that this approach will significantly improve the efficiency of the use of social resources.

Nick's social enterprise focuses on the needs of elderly people with visual impairments in Taiwan. In the years he has served the disability association, he has found that many of its members (blind people) are barely able to support themselves because they lack adequate support. As a result, he and many like-minded volunteers and investors are trying to build a accessible residency where all people with visual impairments, in particular those elders with visual impairments living alone, can live in the community with dignity.

5. **Conclusion**

These fifteen entrepreneurs have demonstrated their entrepreneurial ideas for improving society. From the results, it can be found that regardless of their entrepreneurial stage, they have the potential to contribute to society and their experiences are also important assets in society.

The results of this data analysis complement the views that were rarely mentioned in the literature analysis on disability and SE in the Chinese literature, which is the potential contribution of people with disabilities to society. SE is not only a innovate way for the public to assist disabled people to solve their daily difficulties, but also a approach for people with disabilities to utilize their expertise to improve and contribute to society. Consequently, assisting people with disabilities to remove the difficulties they face in SE will enhance their social impact and benefit all people in Taiwan.

B. **Startup Reasons**

The social entrepreneurial ideas of the interviewees in the study and their social contributions to society are diverse and extensive. This chapter focuses on the question: what are their startup reasons for their SE?

The factors that drive behavioral changes are diverse and complex, so it is difficult to assume a single factor to explain why some people want to start a social enterprise and some don't. Although the startup reasons of each person are diverse, the conclusion of literature review has shown that economic self-sufficiency, self-actualization, and policy guidance are the three main factors that trigger people's startup decisions. Therefore, the analysis of this chapter will apply the three factors as an

analysis focuses to examine the startup reasons of the fifteen social entrepreneurs with disabilities.

1. **Economic self-sufficiency**

A number of interviewees indicate that their entrepreneurial reasons were triggered by employment difficulties they encountered in society. Because of the employment difficulties, they cannot achieve their economic self-sufficiency. Therefore, they decided to start their own business instead. Employment difficulties in this chapter refers to the situations that the interviewees choose to start up their social enterprises because they face discrimination, or that they find a lack of disability accommodations in workplace, or that they consider the existing jobs training and opportunities don't meet their career need.

First of all, three interviewees (Louis, Jane, and Kevin) mention that their original jobs and incomes were suddenly disrupted, and meanwhile it was very difficult for disabled people to find jobs in the society, so they chose to start businesses to make a living. For example, Jane originally worked in a family-run restaurant and she explains,

“My sister left because of her marriage and her baby. My brother also left after getting a better job. Thus, I went independent since It's not so easy to find a job for us [blind people].”

(Jane, 25-35, startup stage)

Moreover, three interviewees (Ada, Will, and Henry) say that the job training and job opportunities available for disabled people in Taiwan are either completely out of line with their interests, or they cannot even find a job after training, which casus their inability to meet their economic self-sufficiency. As a result, they decided to start their entrepreneurship. For example, Will holds a PhD in information engineering. When he tried to seek jobs through the assistance of disability employment service, he found that

these jobs are limited in massage industry or jobs related to answering the phone.

However, these jobs did not meet his interests and expertise, so he decided to start a business.

In summary, six of the fifteen interviewees mention that their entrepreneurial reasons were related to economic self-sufficiency. Although the six respondents faced very different employment difficulties, these employment difficulties eventually trigger their startup decisions.

2. **Self-actualization and improving society**

Starting a business is a way to make a living for many entrepreneurs, but for some of my interviewees it is also for self-actualization. In this study, many interviewees believe that starting a business has always been what they are interested in. Therefore, SE is a channel for them to give full play to their strengths and self-actualization. For example, John explains directly about the relationship between his SE and self-actualization:

“I have been interested in business since I was young. Yeah. I started to think if it is possible to find a way to help people and also get income.”
(John, 25-35, startup stage)

Furthermore, some interviewees also state that their main startup reason is to help those who have similar life difficulties. This thought can be regarded as a form of self-actualization. For example, Richard is a wheelchair user. From his experience, he observed the need for wheelchair rental services, which later became his social entrepreneurial idea.

“Because our (disability) association organizes many travel activities, I often meet a lot of disabled people who need to use disability accommodations. Sometimes they use canes, so they walk slowly or cannot travel far. Others rely on family members to push their manual wheelchairs, which can be a hard work for

caregivers. Back at time, I was wondering if there was a way to help them solve this problem.

(Richard, 35-45, startup stage)

Moreover, Jeff indicates that a lack of channels for adult with visual impairments to learn English greatly reduces their competitiveness in employment and study. So, his social enterprise is a way of dealing with this problem and assisting those people who face the same challenges that Jeff had as he grew up. Similarly, Walker is a masseur with many years of experience. He gave up his stable work and started his SE because he wanted to help other masseurs with visual impairments in Taiwan.

“Before I started the business, I made NTD 70~80 thousands a month when doing freelance Massage service. It was enough for me. I was thinking about hiring more people with visual impairment. Back that time, the government intended to open the massage industry for the general people, this impact is huge for the livelihood of blind people.”

(Walker, 55-65, startup stage)

This analysis shows that in addition to the pursuit of economic self-sufficiency, social entrepreneurs with disabilities also pursue self-actualization and attempt to improve society. This observation of their startup reasons is also consistent with the conclusion of the literature review in the section of startup reasons.

3. **Policy guidance**

From the literature review, it has shown that policy guidance is another vital factor that triggers people's startup decisions. This is also found true in the interview data. Three interviewees indicate that their entrepreneurial reasons are related to government policy guidance. For example, both Nick and Henry noted that the current government's long-term care policy has had a big impact on their startup decision. Because they realize that this policy is currently the government's policy focus, they

believe that if they can create a social enterprise related to long-term care, they will have more opportunities to receive government support and assistance.

Similarly, the Taiwanese government is currently actively assisting the transformation of disability organization into social enterprises, and expects that social resources can be used more effectively through their social innovation. Under this context, Richard found that many disability organizations have begun to respond to this government policy, so he also decided to use this opportunity to create his social enterprise. Therefore, he worked with the City Government to establish a social enterprise to serve disability community in 2018.

“In these two years, we started to see some groups, like the ABC Foundation and many disability associations, transform the service into the business as social enterprises. So I thought I could do the same!”
(Richard, 35-45, startup stage)

4. **Conclusion**

This analysis has shown how economic self-sufficiency remains a major factor driving many of the interviews decided to start a business, but it is not the only factor. Some interviewees consider SE as a way of self-realization. Others are turning their empathy into a social entrepreneurial behavior to assist people with similar life challenges. Some interviewees also make their startup decision due to the influences of policy guidance just like people without disabilities do. Therefore, the entrepreneurial reasons of social entrepreneurs with disabilities are diverse and complex.

The results of this analysis complement the current U.S. based research on the startup reasons of people with disabilities. The current disability employment policy of Taiwan focuses on providing startup assistance to people with disabilities who face economic difficulties. With the assistance of these entrepreneurial resources, they can

create small businesses and support themselves. However, these disability employment policies cannot serve those who have different entrepreneurial reasons. As a result, social entrepreneurs with disabilities with diverse/atypical startup reasons will face challenges in obtaining supports as they start their business. Further discussion on the topic is analyzed and presented in subsequent chapters.

C. **The Attitudes of Family Members Towards Their Social Entrepreneurship**

As analyzing the interview data, this research found that family members and friends' attitudes towards their SE also greatly affect their entrepreneurial experience. Since the main purpose of the study is to focus on the disability entrepreneurial experience, only a preliminary analysis will be conducted on this topic for setting up a foundation for a potential research topic in the future.

Family members are an important source of entrepreneurial resources for many entrepreneurs, including emotional support, financial support and free labor. Before analyzing the entrepreneurial experience of the interviewees, the section summarizes the attitudes of family members to their SE and how these attitudes influence their social entrepreneurial experience.

Of the fifteen respondents, thirteen mentioned the attitudes of their family and friends towards their entrepreneurial decision. Nine respondents said their family and friends supported their decision. Four respondents said their family and friends held reservations or objections about their decision. Therefore, the following sections will analyze these attitudes and further explore how they influence the interviewees' entrepreneurial experience.

1. **Positive attitudes and perceptions**

Nine respondents said their family and friends expressed positive attitudes towards their social entrepreneurial decision. These positive attitudes eventually became important resources for their SE, including emotional support, free labor support, and financial support.

a. **Emotional support**

Emotional support refers to the fact that the interviewees' family and friends agree and support their entrepreneurial decisions. For example, Henry's family and friends are very supportive of his entrepreneurial ideas.

*“My family and friends support me. They also know they will have to face the problem (elderly care), no matter for the elderly and young people.”
(Henry, 55-65, preliminary stage)*

Richard also discussed his entrepreneurial ideas with many people with disabilities before starting a business.

*“I didn't discuss with my families about this social enterprise recently, but I did discuss with my friends. Actually, they are positive because there is demand in the future indeed. Our rental system is one step ahead of the government, and the government determines to develop the system. It's a good thing.”
(Richard, 35-45, startup stages)*

Although the family and friends of the two respondents only provided emotional support to the interviewees, from the subsequent analysis, it can be found that these emotional supports have the opportunity to further transform into some important entrepreneurial support for their SE.

b. **Free labor support**

During the interview, many interviewees indicated that many of their family members and friends express support with actual actions, instead of just

verbal or emotional expression. For example, John said that his family has always supported his participation in the Disability Rights Initiative. Therefore, he believes that they will definitely support his SE in the future.

*“Sure! My wife and child, who is only three years old, have always been volunteering in these events. They are familiar with wheelchair users”
(John, 25-35, preliminary stage)*

Nick also indicated that he has met a lot of volunteers and friends while running the disability association. These friends and volunteers are also important labor support for the social enterprise he is currently operating.

*“We have a lot of volunteers in this group and the centripetal force is strong. Everyone is very committed.”
(Nick, 55-65, startup stage)*

Family and friends are also an effective source of acquiring expertise for the respondents. For example, Jane said she knew nothing about the coffee industry when she started the coffee shop. Fortunately, she could operate the coffee shop with the help of her friend.

*“At the beginning, I had no clue to this. I didn't know how to make coffee in the first three months. But I got a person helping me for three months, who is my senior schoolmate at the university. At that time, I only made juice and some tea beverages.”
(Jane, 25-35, startup stage)*

The results of this data analysis show that family and friends are the source of labor. Meanwhile, they are also an important source of expertise and skills for respondents when operating a social enterprise.

c. **Financial support**

Seeking startup funding is a main challenge for many entrepreneurs. In this study, four interviewees pointed out that in addition to public and

private sources of financial support, friends and family members provided important financial support for their SE. This support includes providing startup funds, investing in their SE, or buying appliances to ease their initial entrepreneurial burdens.

For instance, Lance and Wendy mentioned that their family members are great supporters as they decided to start a massage studio. Lance's father in law bought sofas, water dispensers, and many of the equipment they needed of running a business, thus reducing their initial entrepreneurial burdens.

Several interviewees said their financial support came from sponsorships with like-minded friends. For example, Walker's startup funding is from several masseurs with visual impairments.

"I just saw a house for rent. My friends and I tried to rent it, because I thought if we could open a massage studio, we could hire more people with visual impairments here."
(Walker, 55-65, startup stage)

Further, Ted and Nick's startup capital comes from friends who share their startup philosophy.

"For example, a wife of a millionaire who has 4 children told me that she totally understood how necessary it is to make the environment accessible because she uses stroller every day. She knows that the accessibility really needs to be improved. Later, she became my biggest supporter."
(Ted, 45-55, startup stage)

From the data analysis of the four respondents, it can be found that the financial support of family and friends has a great impact on their entrepreneurship. With their financial support, interviewees can turn their entrepreneurial ideas into actual entrepreneurial behavior.

2. Negative attitudes and perceptions

Four interviewees mentioned that their family or friends held conservative attitudes toward their SE. In this study, conservative attitude means that family and friends do not support or even hold attitudes against for their entrepreneurial ideas. For example, John is currently a freelancer, so although he has many years of experience in design and art, his current job cannot bring him a steady income. This factor also led his family to disapprove of his entrepreneurial decision.

“I can go home if I have no food. But my mom just said to me, ‘it’s not that easy to be a boss.’ Anyway, she just didn’t approve my idea very much.”
(Kevin, 35-45, preliminary stage)

Further, Jeff is currently participating in disability job training. His family also believes that Jeff should first find a job and then start a business after accumulating enough management experience. Jeff explains,

“Yes, I discussed with my family. However, they suggested me to enrich my ability first. After having certain work experience, and then I can apply for start-up funding from the government agency. They believed that is more practical. Therefore, I want to enrich my ability and the working performance first, and then perhaps put the idea in practice later.”
(Jeff, 25-35, preliminary stage)

On the other hand, Will is a social entrepreneur and has a stable job in the government's information department. Despite this, his family still does not approve of his entrepreneurial plan. Because they think it is very difficult for people with disabilities to take care of themselves, they don't want him to take other risky moves.

“They just think ‘You’ve already been a person with a disability. Can’t you just be good to yourself?’ My parents are more traditional, and they have an expectation for children. They think please just be good and take care of yourself. You don’t have to do a great thing but just take care of yourself. So my family is not so supportive of me but they don’t interrupt me too. Of course, there is no encouragement as well.”
(Will, 35-45, startup stages)

In summary, from this data analysis, it can be found that the respondents' family members do not support their entrepreneurial decision due to two reasons. First, they believe that respondents currently lack stable jobs and income to support their lives, so they hope that respondents must solve this problem before considering whether they can start a business. Therefore, assisting respondents to employment is basically equivalent to removing their entrepreneurial barriers, and further make their families become potential entrepreneurial supports for their entrepreneurship. The second reason is related to these stereotypes against people with disabilities. The general public usually believes that people with disabilities are disadvantages in society and thus are relatively incapable of taking care of their own lives. Therefore, although Will is a social entrepreneur with a high degree of education and a stable income, his family is still unwilling to support his entrepreneurial decision.

3. **Conclusion**

This analysis first shows the positive impact of the respondents' family members and friends on their SE. These findings indicated that their family members and friends not only provide emotional support, but also are important sources of entrepreneurial funds and free labor. On the other hand, for those families who are less supportive for their entrepreneurial decision, their concerns mainly come from the fact that they believe that respondents do not currently have enough income to support their lives. Despite this, they are still willing to provide life supports for the respondents when they encounter economic difficulties.

D. **Chapter Conclusion**

This chapter begins with a presentation of fifteen respondents on how to improve Taiwan through their social entrepreneurial ideas. These findings pointed out that although they are in the different stages of SE, they all have the potential to contribute to society and are also important assets to Taiwan.

Furthermore, besides the two factors of economic self-sufficiency and policy guidance that trigger interviewees' startup decisions, many respondents also regard SE as a way of self-actualization and improving society. However, the focus of this analysis was not to summarize the entrepreneurial reasons of people with disabilities, but to show the diversity of their startup reasons. This research reveals the diversity and complexity of their experiences as human beings.

Finally, the analysis also shows the importance of the respondents' family and friends for their SE. They not only provide emotional support, but many of them also provide labor and entrepreneurial funds to support their business plans. On the other hand, the factors that prevent respondents' families from supporting their entrepreneurial decisions are related to their lack of stable income and these stereotypes against people with disabilities. These factors make the respondent's family disapprove their entrepreneurial decision and later also become entrepreneurial barrier for many interviewees to overcome.

VI. INTERVIEWEES IN THE PRELIMINARY STAGE (GROUP A)

The conclusions of the literature review indicated that human capital and social capital are two important factors affecting whether potential entrepreneurs can perceive entrepreneurial opportunities. Without them, it will be difficult for potential entrepreneurs to start their entrepreneurship. This chapter first apply the conclusions of the literature review as research directions to explore the experience of eight interviewees in the preliminary stage, particularly focusing on factors that hinder them from implementing their business plan. Then, this research conducts an in-depth analysis of their entrepreneurial experience, including the financial and non-financial entrepreneurial supports they used or want to use in their entrepreneurial process, and their reflection on these supports. The results can clarify whether Taiwanese disabled social entrepreneurs also face those systematic barriers, as mentioned in the English literature, that prevent them from obtaining human and social capital and make them hard to start up their business. In order to better understand the entrepreneurial experience of these eight entrepreneurs, I divided this chapter into five sections: (1) the background information of the eight interviewees, (2) start-up barriers and resources needed to overcome the barriers, (3) interviewees' experience in developing social and human capital, (4) financial support, and (5) conclusions.

A. Background Information

Eight of the interviewees in this study are currently in the preliminary stage. They either have ideas about their startups or have been taking actions to prepare themselves for starting up social enterprises. The demographic information is summarized in Table 4. Chapman and Henry work full time in management positions at disability associations.

Lance and Wendy are professional masseurs and currently working as contract employees at Company A. Ada, John, and Kevin are self-employed. Jeff is unemployed and attending a VT program. Among them, only Henry and Chapman have a stable job and income. The other six interviewees' work status is relatively unstable.

Table IV
Demographics of the interviewees in the preliminary stage

Name	Age	Education	Job
Henry	55-65	Junior college	Disability association manager
Chapman	35-45	PhD	Disability association manager
Lance	25-35	Bachelor	Contract employee
Wendy	25-35	Bachelor	Contract employee
Ada	55-65	Junior college	Self-employed
Kevin	35-45	Bachelor	Self-employed
John	25-35	Bachelor	Self-employed
Jeff	25-35	Bachelor	Unemployed

B. **Start-up Barriers and Resources Needed to Overcome the Barriers**

This section explores the entrepreneurial barriers that the interviewees encounter in the process of starting a social enterprise in the present stage, as well as the resources that can assist them overcome these barriers. The start-up barriers that they encounter during the preliminary stage are divided into three categories: lack of employment, lack of professional skills, and social environmental issues.

1. **Lack of employment**

Four interviewees (Jeff, Ada, John, and Kevin) mention lacking employment experience as an entrepreneurial barrier. Lacking employment has a detrimental effect on the start-up process for two reasons. First, without a job, they can barely make ends meet, let alone accumulate startup funding for themselves. Second, without solid work experience, it is extremely difficult for them to build up their social

capital or get external financial support because people might have doubts about their ability and working with them.

For example, Ada is a street vendor who has to shy away from the law enforcement on a daily basis. Therefore, how to maintain a stable income is her priority at present. Similarly, John is a fortuneteller and his income is not stable either. Therefore, for entrepreneurs who don't have a stable income, their family's financial support is an important resource for them to be able to adhere to their dreams. John explains,

“Since my work was relatively flexible, I had more time to participate in these movements (disability advocacy). I told my wife that I really wanted to do this and asked if she would like to give me a little financial support because I can't have enough time to make money if I participate in these movements.”

Jeff also believes that employment is important for entrepreneurship. Without employment, he cannot accumulate social capital that can benefit his social entrepreneurship.

“I think there are several difficulties at the moment. The lack of work experience and entrepreneurial experience are the biggest barriers for me. Because I don't have such experience, it's also hard for me to find the right people who can negotiate with the A organization (English cram school), or other English cram schools to buy their textbook copyright.”

According to their statements, employment not only affects income. The work experience and social capital accumulated or developed through employment are also crucial for entrepreneurship. In particular, if entrepreneurs lack social capital, they will have fewer opportunities to obtain potential human capital and financial support from the society, which will cause major negative impact on their SE.

2. **Lack of professional skills**

Three interviewees (Lance, Wendy, and Kevin) mention lacking professional skills as an entrepreneurial barrier. It is important for entrepreneurs to have

professional skills and management knowledge for their SE. Having professional skills and management knowledge not only increases the interviewees' competitiveness in the workplace, but also equips them the ability to perceive and discern important information related to entrepreneurial opportunities.

In the interview, three respondents indicate the need of improving either their area-specific professional skills or the knowledge of business management in general. Without these skills, these entrepreneurs perceive themselves as “not ready” and are hesitant to move forward with starting their social enterprise.

For example, Wendy and Lance have gained basic knowledge of massage through disability VT program and employed as Contract employee in a company after the training. However, when they want to further improve their skills to the next level, the existing disability VT programs cannot meet their needs. Lance explains,

“We have taken classes with many visually impaired people, but sometimes we feel that these classes are not very efficient. Therefore, if we really need to learn something, we will choose to study by ourselves.”

Moreover, Kevin believes that his lack of financial knowledge is a big entrepreneurial barrier at present. Kevin explains,

“What I have been avoiding to do is the finance. It does affect me, and people think that the project I am doing (startup idea) is unclear. To make the project clear, I must plan the certain inventory, the rental of the office, but I hate dealing with finance, so I am simply, I just do case by case (freelancer), so this does affect me (to implement the start-up idea).”

Based on the analysis of what the interviewees reported, two conclusions can be drawn. Firstly, disability VT programs provide basic professional skill training to enhance the professional competence of people with disabilities, as well as allow them to be employed. However, when they want to improve these job skills to the next level, the

existing VT system can't meet their needs. Secondly, obtaining knowledge about business management and finance will help entrepreneurs with disabilities conceive their start-up ideas and allow people to better understand their business plan, as well as to provide support and resource they need for their SE.

3. **Social environmental issues**

In the interview, three interviewees (John, Henry, and Chapman) mention that their current start-up barriers are related to social environmental issues, such as the general population's attitude toward disability or perception of their intended industry, usually derived from misunderstanding or lack of education.

For example, John wants to start a social enterprise on adult toys. He thinks that public attitudes toward sex education is the biggest variable affecting his entrepreneurship. Therefore, John indicates the referendum on gay equality at the end of 2018 will have a big impact on his SE, because the resolution of the referendum represents the overall attitude toward sex education in Taiwan society. He explains,

“If a disabled person sees a sex toy store, he or she may go there, but may also choose not to go because if the society is more conservative about sex. So I think it's really important for us (his social entrepreneurship), whether it's sex education or gender equality.”

Moreover, Henry's social enterprise is about long-term care. Henry believes that the current low salary of caregivers is the most important barrier he needs to overcome for his social enterprise in the future. He explains,

“Maybe many people don't want to try the nursing assistant jobs. It is involved of the problems of humanity, profession, and physical strengths, so many people don't want to try this job. That means the government's policies were not good enough before. Now, there is a new policy [Long-Term care 2.0 policy] for the self-training of nursing assistants. Before that, nursing assistants had to go to the specific association for training and get the certificate to get the jobs. Now,

government pushes forward the policy of self-training. I thought it can solve the problems.”

Therefore, he thinks if the Long-Term Care 2.0 policy that the government is now pushing can be successfully implemented, it will help solve the problem of the shortage of caretakers fundamentally.

Lastly, Chapman indicates that high housing price and rent in Taipei is a common challenge for new social enterprises or disability associations. Chapman believes that the government should play an active role to assist these new social enterprises to reduce their initial operating costs. In particular, there are two important resources that he suggests the government can provide to fundamentally assist the organizations. He firstly suggests,

“I hope that the government can open up office rooms for these associations to rent with a low rental rate, just like Wenchuang Center or Qingchuang Center.”

Chapman further suggests,

“Every year, the government allots a certain percentage of the surplus of public welfare lottery as a reward. I’ve found that most of the public welfare lottery reward is a source of funding for the government to fill the budget gaps. Yet instead of filling the government budget gaps, the reward should subsidize the private sector to do more creative and innovative things for society.”

From this analysis on the social environmental issues, these interviewees clearly explain their entrepreneurial ideas, current start-up barriers, and the support they need. Additionally, the barriers they are facing are closely related to the overall entrepreneurial and social environment in Taiwan. Such start-up barriers are difficult to overcome by individual efforts. The removal of these social barriers must rely on the intervention from the government.

4. **Section conclusion**

The goal of this section is to explore the entrepreneurial barriers encountered by the interviewees who are currently in the preliminary stage and the support they need. This finding indicates that Chapman, Henry, and John's entrepreneurial barriers are related to social environment and public attitude whereas the other five interviewees' entrepreneurial barriers are related to employment experience and professional skills.

For the five interviewees (Ada, Wendy, Lance, Kevin, and Jeff) who have difficulties in employment and obtaining professional skills, most of them at this stage are in a state of lacking stable income to maintain their living standards. This may explain why when being asked about their start-up barriers, most of the time they focus on employment or skill training, because these two factors directly influence whether they can obtain resource to secure an adequate living standard and further launch their SE to the next step. Furthermore, the lack of employment experience and professional skills also makes it difficult for them to accumulate human capital and social capital needed to SE, and also makes their business plans remain in the preliminary stage.

On the other hand, the startup barriers of Chapman, Henry and John are related to social environmental issues, and less associated with human capital and social capital. Although they are also in the preliminary stage, compared with the other five interviewees, their human capital and social capital are relatively abundant. First, Chapman and Henry have been managers of some disability associations and have had stable income for years. Currently, John does not have a steady job, his family is willing to financially support his start-up idea. Meanwhile, John has years of experience in

disability advocacy and working with the public sector. Thus, compared with the other five interviewees, Chapman, Henry, and John have more opportunities and time to focus on developing their entrepreneurial ideas and overcoming barriers, as well as on finding support they need in the start-up processes.

The above analysis is consistent with literature review. That is, having social capital and human capital is vital to the potential entrepreneurs. Without having these capitals, they will face difficulties in starting their SE. In the next section, I continue to explore their entrepreneurial experience, in particular to focus on what factors contribute to their inability to obtain social and human capital.

Therefore, the examining focuses of next chapter include types of support that are utilized and needed in the entrepreneurial process and their thoughts and reflections on these support resources. Through this analysis, I can better understand the experience of these interviewees in the entrepreneurial process and their views on start-up barriers and facilitators.

C. **Interviewees' Experience in Developing Social and Human Capital**

This chapter explores the interviewees' experience in developing social and human capitals. This section focuses on identifying the non-financial support that the respondents have used and want to use in their entrepreneurial processes, as well as their reflections and suggestions on these resources. According to the analysis in the previous section, most of the interviewees' start-up barriers are related to employment and skill training. Therefore, the focus of this section is based on this finding and is divided into two broad categories: professional skill training and employment support.

1. **Professional skill training**

Job-specific and professional skill training refer to the use of training to enhance job competencies of the participants during the entrepreneurial processes. Trainings include VT for people with disabilities and training for all citizens. Being able to effectively improve professional skills not only assists potential entrepreneurs to increase their income, but also to accumulate the human capital needed to start a business. The ways of people with disabilities obtaining professional skill training can be broadly classified into two categories: VT for people with disabilities and training for all citizens.

a. **Vocational Training for people with disabilities**

The purpose of VT is to assist people with disabilities to improve their work skills and to enhance their competitiveness in employment. Four (Jeff, Ada, Lance and Wendy) of the eight interviewees used this service. However, their views and reflections on these courses are diverse.

Jeff, Wendy, and Lance hold a positive attitude to these trainings. Lance and Wendy point out that the existing VT programs for people with visual impairments provide them with a basic understanding of massage and also allow them to finally get a job. However, they also suggest that if these courses can provide individualized assistance or accommodations to meet each individual's needs, the efficiency of classes can be greatly improved. Lance explains,

"I hope to get some course materials first, like PowerPoint slides, for me to preview. Because I could see the enlarged version of course materials. I want the enlarged-version for me to preview first, and the teacher gives lecture, students do actual operation. Then the teachers come to see if the students are doing right."

On the other hand, Ada believes that VT courses are mostly just computer courses which won't lead her to find a job. She explains,

“No one (her classmates in the program) finds a job. No one would hire you because you learn how to use the computer.”

Additionally, Will is a person with visual impairments who has started a social enterprise. Although he is not among the eight respondents in this chapter because he is currently in the startup stage, he also has participated in these courses before starting his social enterprise. He states that these VT courses cannot be adjusted according to each person's educational background and ability, which results in inefficient learning of the users, or these trainings simply cannot meet their employment needs. He says,

“Back that time I just got my PhD in computer science, but VT programs still only provide me with training and job opportunities related to the massage industry. I often wonder if there are other job options for people with visual impairments?”

From their experience, it can be found that if the VT programs offered are in line with the participants' interests and abilities, VT can not only improve their professional knowledge but also help them get employed. Unfortunately, these VT courses are difficult to be adjusted based on individual needs, so when the participants are unable to find suitable training from the existing courses, they must seek external support to enhance their professional skills.

b. **Training for all citizens**

When interviewees cannot find suitable courses or trainings of their interest from the disability VT courses to improve their professional skills, they have to seek external support. Two respondents say they had tried to take some non-disabled-oriented training courses to improve their abilities, but they confronted barriers related to accessibility issues or discrimination during the process.

For example, Jeff wanted to improve his English ability, so that he can be more competitive in future job hunting. However, English courses are not available in

disability VT programs, so he reached out to English cram schools where he encountered many accessibility difficulties and discrimination. Jeff explains,

“I have tried to contact the A organization (English cram school) and other English cram schools. After they knew my situation, they did not reject me directly. However, they also told me quite frankly that if I wanted to take their classes, I could only learn by listening during the class. They could not sell the copyrights of textbooks to me, or let me convert the textbooks to the version that I could use, or allow me to bring an audio recorder to the class. I could still come, but I could only listen the class lecture. Furthermore, I also could not bring my laptop to use in the classroom. They told me that it would be hard to find a seat close to a socket.”

Furthermore, Jeff also wanted to attend the entrepreneurship course offered by the government to all the citizens, but he faced different treatment in the applying process.

He explains,

“I talked to them. They said they will “communicate” with the instructors, but there is no guarantees, as well as will let me know later. Maybe because it is a government agency, so they cannot just reject me like the Global Village did.”

Lance faced a similar situation like Jeff did. He wanted to apply for a program at the University of Traditional Chinese Medicine (TCM) to obtain a TCM doctor's license to improve his professional skills in massage, sports injury treatment and rehabilitation, but he encountered an obstacle during the application. Lance explains,

“I want to learn more about sports injury and the Chinese medicine. I am considering taking the license exams for Chinese medicine doctor. If I want to study in the Chinese medicine college, I have to get the bachelor degree first and then take the exam for post-graduate medical program. However, the exam guide explains that people with visual impairment and people with intellectual or mental disabilities have to think “carefully” before taking the courses in the general regulations.”

From their experience, it can be seen that when the interviewees choose to participate in trainings for non-disabled people, whether provided by the government or private sectors, they may be directly or indirectly rejected to participate, or the training

efficacy may be greatly reduced because they cannot obtain suitable accommodations. Meanwhile, a wide variety of courses and the freedom of choosing classes based on one's interest are very limited for people with disabilities, which is never an issue for non-disabled people when taking training courses.

2. **Employment support**

Employment is an important channel for potential entrepreneurs to accumulate social capital and startup funding to SE. Unfortunately, people with disabilities have long faced discrimination and inaccessibility which exacerbates their difficulties in finding employment in society. Therefore, many of them seek assistance from public disability employment agencies. Employment support for people with disabilities in Taiwan can be divided into two categories. Firstly, the employment transition services, which provide job placement assistance by the government when the disabled cannot find suitable jobs on their own. Secondly, the fix quota policy, which reserves a certain amount of job opportunities or positions for people with disabilities in both the public and private sectors.

a. **Employment Transition Services**

The purpose of Employment Transition (ET) services is to assist people with disabilities to “develop individual occupation reconstruction plans, to explore each one's employment need, employability, and career development, and to improve related services resources so as to provide employment transfer services to facilitate the people concerned entering into the workplace successfully” (Ministry of Health and Welfare, 2015). Usually, after people with disabilities have graduated from school or

finished a VT course, the government agency will arrange staff members to assist them find employment.

In the interview, four interviewees report that they have used the ET service. Respondents' views on this service are also diverse. For example, Henry shared his experience and explains,

“After I was unemployed, I went to the employment counselor several times. Their attitudes were really different. One counselor was very active and helped me in connection with my personality and profession. The other just told me there were a few jobs and asked me to try it and went to the interview, that’s it.”

Will shares a similar experience and further indicates that people with visual impairments only have limited job options to choose from the ET job searching system, such as massage therapists and phone operators. Therefore, if these jobs do not fit the applicants’ interest, there are no other options or possibilities for them. Will says,

“then they may think there is no other job which suits me. That’s all. At that time, I kept thinking how could it be?”

Furthermore, Jeff also points out that although the service now provides an online platform for disabled people to input personal information and to search for job openings, he thinks this platform is totally useless. Jeff explains,

“I think the least helpful service is online job hunting. We can fill out the online resume, but it is useless. Because if I want to apply for a job via the website, usually there will be no responses at all. Once I wanted to apply for a customer service job in a bank. After waiting for a week, I didn't get any response at all. So, I called the representative and tried to figure out whether they got my resume or not, as well as asked for an interview opportunity. The representative thought I was brave and encouraged me. This person told me that their HR was out of town, so the HR might contact me when coming back. Actually, there was no further information anymore.”

Lastly, Lance and Wendy further challenge this ET system and point out that the fundamental problem of the system is the evaluation system of the career counselors.

Wendy explains,

“Now they [career counselors] have to achieve performance goals the government set for them. For the counselors, they just have to close the cases by every October. Some employers are actually really good to the masseurs (with visual impairments). They want to promote the disabled masseurs to be the official employees in their companies, but the case administrators [career counselors] stop them from doing that. The counselors want to achieve the performance goal every year, so they reject this kind of long-term contract which is actually good for the [disabled] masseurs, but bad for them. One case administrator in the [disability] association told me if he doesn't have new cases completed, the association would have no money for his salary.”

From their experience, I can conclude that there are two problems in the ET system. Firstly, there is a lack of diversity in job options, so the service users have to choose from a very limited job openings, instead of picking a job that meets their specialty or career interest. Secondly, the performance indicator of disability ET service is measured by the amount of people employed through the service every year, regardless of how long the service users being employed. As a result, the career counselors may directly or indirectly prevent the service users from having a long-term employment opportunity, so that they will keep coming back to ET service and get hired again and again. Apparently, there is a conflict of interests between the service users and service providers. The evaluation system of the ET performance might prevent the users from long-term employment and getting the same pay and benefits as full-time workers.

From the above conclusions, it is shown that the ET services fail to effectively assist the interviewees to obtain employment and accumulate the social capital. More seriously, the system has become the factor that contributes to their unemployment or temporary employment.

b. **Fix quota and employer incentive subsidy**

The implementation of an employment quota system serves to protect and promote the employment of persons with disabilities (Ministry of Labor, 2016a). In fix quota system, the government not only requires organizations to hire a certain number of disabled workers, but also offers a salary incentive up to one year to encourage employers to hire employees with disabilities.

In the interview, two interviewees say they found jobs because of the system, but also lost their jobs because of the system. For example, Kevin got hired at a school because the school needed to meet the minimum quota of disabled employees. This year, one of the staff members became disabled and Kevin was laid off because the school no longer needed him to meet the minimum quota. Kevin explains,

“I just left my 6-year job from the Central University. The main reason is that the school has met the requirement of the quota system this year. They don't have to hire more [disabled people], so I get squeezed out.”

Ada sacrifices her long-term employment opportunity to the employer subsidy policy. The government offers wage subsidies to the companies that hire people with disabilities (typically one-third of the salary of the disabled employees for three to six months, depending on city regulations). Because her company wants to keep receiving the subsidies from the government, those disabled employees, including herself, won't get hired for more than 6 months. Ada explains,

“I told you that there was no job title before I came here. But after I left, they continued to find someone to do the work.”

She further explained that the current disability employment system is the main reason why she must leave.

“Yes, it is the disability employment support. You can only work for a half year, and apply again (for the same job) after two years.”

From the experiences of these two interviewees, it is noticeable that the fix quota system does help people with disabilities get jobs. However, there are two obvious shortcomings that need to be improved. Firstly, people with disabilities must compete for a few of these jobs from the fix quota system (a company with more than 67 employees must employ at least 1% of total employees who are people with disabilities and not less than one person). Therefore, when the number of disabled people in the organization meets the minimum requirement, companies do not care for keeping disabled employees more than they need and thus some of them get laid off. Secondly, salary subsidies from the government may encourage companies to hire disabled workers. However, this short-term subsidy policy makes it hard for people with disabilities to maintain their jobs for more than 3 to 6 months, especially if they work high-substitutable jobs, which is typically the case for people with disabilities.

Therefore, even if most employers and career counselors really want to help people with disabilities to find a suitable job and receive a stable income, due to the inevitable conflict of interest as discussed above, it is of the best interest of employers and career counselors if the service users only engage in short-term, highly substitutable jobs. That way, the career counselors can maintain their work performance and even receive a job bonus. For employers, they can easily hire a different group of people with disabilities to replace the existing ones working on highly replaceable jobs every few months without impacting the operation of the companies, and they can continue to obtain government salary subsidies.

3. **Section conclusion**

From the above analysis regarding non-financial support (skill training and employment support), it can be seen that the substantial assistance is very limited for entrepreneurs with disabilities in the entrepreneurial process. Firstly, in terms of skill training, although the VT programs can provide service users with a certain degree of help in obtaining basic skills and at the entry-level of employment, if they want to further enhance their professional ability through non-disabled-oriented training courses, they will face many accessibility-related obstacles or discrimination that prevent them from participation. This also affects their chances to seek long-term employment and to accumulate human capital that can benefit to their SE. Secondly, the existing employment support can provide employment opportunities but only limited to short-term and highly replaceable jobs. Such job opportunities can only allow people with disabilities to experience work, but it is difficult for them to be able to truly accumulate the actual work experience and social capital, as well as funds needed for their SE.

D. **Financial Support**

How to obtain financial support is another essential question for many entrepreneurs because funding is an important element for entrepreneurs to implement their business ideas. Such funding is needed at an early stage of entrepreneurship for it supports the rent for the working space, salary for the labors, product research and development, and etc. Therefore, although the eight interviewees of this study do not explicitly talk about their financial situation as a start-up barrier, or about financial support as a resource they need, it is worth knowing what options are available for them

and their perception toward these financial resource as they decide to implement their business plan.

Financial support refers to the monetary support entrepreneurs receive from either private sectors or government agencies when starting their social enterprises, including but not limited to fundraising and government subsidies. Of the eight interviewees, three mention private sectors as the source of financial support they would like to seek in the future. Six respondents say they would apply for the public sector financial support to start their own businesses. One respondent (Ada) did not respond directly to this question.

1. **Private sector financial support**

Three interviewees (Jeff, Chapman, and John) say they would look into to private sectors for financial support, such as fundraising or merchandise sponsorship when starting their social enterprise in the future. For example, Jeff explains his start-up financial plan as follow,

“I have two ideas about startup funding right now. The first is to apply for the start-up funding from the government agency. The second is corporate fundraising.”

On the other hand, John indicates that although he has no specific idea about how to obtain startup funding so far, if there is a company that can support his business idea through commodity sponsorship, it could be a mutually beneficial cooperation model.

“Interviewer: Where can you get the funding for this idea?”

John: ...I don't know where I can get the funding either. I hope there are some manufacturers who can sponsor us first, so I can try these products and write the reflection reviews.”

From the respondents' perspectives, they believe that the financial support from private sectors can be relatively flexible because the support can be in form of funds, goods, or even mutually beneficial cooperation. On the other hand, whether potential

entrepreneurs have social capital affects their chances of obtaining financial support from the private sector. Without having social networks, it will be difficult for them to contact key persons and to further receive financial support from the private sector.

2. **Public sector financial support**

Six interviewees (Henry, John, Kevin, Chapman, Lance, and Wendy) say they would look into the public sectors for financial support, such as assistance for self-reliance entrepreneurship (housing or equipment assistance) or to collaborate with public sectors when starting a social enterprise.

Several respondents indicate they would try to apply for the Assistance for Self-reliance Entrepreneurship as they start up, where the government provides partial subsidies for rent and equipment needed by people with disabilities who have professional skills and intend to start their own business. However, this subsidy is an once-in-a-lifetime opportunity for every disabled person, so people are cautious about the application timing. On the other hand, Chapman suggests another way to work with the public sector to receive financial support for his entrepreneurship. He shares,

“The government also plays the role of a buyer to some extent. For example, the government is the buyer when it commissions private organizations to provide employment services for people with disabilities.”

From the data analysis, in addition to the Assistance for Self-reliance Entrepreneurship, one respondent also proposes an alternative mode of obtaining financial support through cooperation with public sectors. Furthermore, the interviewers point out that the Assistance for Self-reliance Entrepreneurship is helpful for their SE, because they don't need to pay back while comparing with other governmental financial support (e.g. startup loans).

However, five interviewees also point out that there are many rules and restrictions on applying for the Assistance for Self-reliance Entrepreneurship, which is also the reason why they are unwilling or unable to apply in this stage. These concerns are regarding the administrative procedures and the qualification problems.

a. **Administrative procedures**

Two interviewees (Chapman and John) have long been involved in disability rights initiatives, so they have many experiences in working with government agencies. When it comes to applying for government subsidies, they think they will spend a lot of time and labor doing the paperwork to fulfill the complicated administrative procedures, but may only get very little or limited resources. John gives an example to illustrate this complex process:

“John: The procedure of reimbursement is getting more and more complicated, for example, people need to sign to get a lunch box in the event.

Interviewer: You mean if there are 50 lunch boxes in your event, you need to get 50 signatures from the participants on the list?

John: Yes! If you apply for the subsidy for 50 lunch boxes, and they will check if there are 50 signatures of the participants.”

Chapman also has the same view. He believes that when starting a business, entrepreneurs should put their limited manpower and time on the startup idea, rather than spending most of the resources to deal with these administrative procedures. He explains,

“The administrative regulations of the government are very strict and complicated. Of course, this is because the government agencies want to prevent fraud. But I hope that in the future my company's staff can focus on the service, not on these administrative procedures.”

b. **Qualification problems**

Three interviewees (Henry, Lance, and Wendy) thought that they might encounter qualification problems when applying for the Assistance for Self-

reliance Entrepreneurship from the government agency. For example, Henry plans to have his social enterprise attached to a disability association. Yet the Assistance for Self-reliance Entrepreneurship is only for an individual assistance, so he will face the problem of disqualification when applying for this subsidy. Henry explains,

“Henry: Yes, but that (the Assistance for Self-reliance Entrepreneurship) is for an individual not for an association. I established the organization with the name of the association, not registered as an individual.

Interviewer: OK, so the policy may not be suitable, right?

Henry: Not suitable, it may not pass the qualification review.”

Furthermore, the Assistance for Self-reliance Entrepreneurship also requires applicants to work full time on the company they founded. Therefore, if the applicants have a full-time job elsewhere, or like Lance and Wendy who are currently benefit from the fix quota system, they must choose either to waive the application for the Assistance for Self-reliance Entrepreneurship subsidy or to resign from their full-time job. They indicate:

“Lance: The most important point is that you cannot have other officially registered income.

Wendy: You can't participate in the job fix quota system for people with disabilities either.

Interviewer: Aren't you in the fix quota system?

Wendy: So I can't apply for the Assistance for Self-reliance Entrepreneurship.

Lance: we are not qualified for that subsidy.”

3. **Section conclusion**

As can be seen from the above analysis, private sector financial support is relatively flexible for entrepreneurs. These supports from the private sectors can be monetary or a cooperative model of commodity sponsorship. However, whether entrepreneurs can obtain financial support from the private sector depends on their social capital, such as having social networks and relationships with the private sector. Without

these connections, it will be difficult for them to obtain financial support from the private sector.

On the other hand, every eligible person with a disability can apply for disability entrepreneurial support as they meet the requirements of the government agency. However, these requirements resulted in the fact that once they used this financial support, they must first handle the complex application process, and on the other hand, they need to quit their existing jobs. Under such circumstances, entrepreneurs might have doubts about applying for this subsidy, which also reduces the substantial effectiveness of the Assistance for Self-reliance Entrepreneurship.

E. **Chapter Conclusion**

From the analysis in this chapter, three conclusions can be made to describe the start-up experience of the eight interviewees. Firstly, the entrepreneurial barriers related to social environment and policies will be a large barrier to SE in the future. These systemic barriers include the issue of low-paid caregiver jobs in Taiwan and the issue related to the reorganization of government agencies. These systemic barriers are hard to be overcome by personal efforts, instead they must rely on the efforts of policy makers and government officials to integrate related resources to improve. Therefore, in the subsequent analysis, the study attempts to explore these possible resources from the perspectives of seven interviewees in the startup stage and key stakeholders.

Secondly, obstacles hindering entrepreneurship are related to inability to have social capital and human capital. When people with disabilities cannot improve their professional skills by participating in disability-oriented or non-disability-oriented trainings, it will decrease their competitiveness in the workplace and make them unable

to accumulate human capital for their SE. Furthermore, employment is an important channel for potential entrepreneurs to accumulate social capital. The reason why the participants noted they cannot have a stable job is related to employment discrimination against people with disabilities and the shortcomings of disability employment policy. Due to discrimination and the shortcomings of disability employment policy, the participants in this study can only experience some short-term and low-paying jobs, but they cannot accumulate the important social capital needed for their entrepreneurship through their employment. Therefore, this group of participants is limited to the preliminary stage of their entrepreneurship and cannot further implement their business plans to the next level.

Thirdly, all the participants in this stage have preliminary ideas about the financial sources they need in the future (whether from the public or private sectors), but in essence they have not actually used any of these financial supports yet. Therefore, this study continues to explore the experiences of seven interviewees who have established their social enterprises to further supplement the topic of financial support. These experiences include the views of seven entrepreneurs on fundraising, and the advantages and disadvantages of the public financial support for their SE

VII. INTERVIEWEES IN THE STARTUP STAGE (GROUP B)

The goal of this chapter is to explore the entrepreneurial experience of seven interviewees who are in the startup stage. The chapter first explores the facilitators that assist the interviewees in launching their social enterprises. The analysis will focus on how the interviewees obtained human capital, social capital, and startup funding for their SE. Then, this chapter will explore their current barriers to SE, especially those that hinder the development and growth of their social enterprises, and the resources they believe to be of help for overcoming these barriers. Then, this study continues to conduct an in-depth analysis on the entrepreneurs' reflections on the resources and support they have applied to solve the current obstacles. This analysis will shed light on what prevents the interviewees from continuously strengthening their social impacts. In order to better understand the entrepreneurial experience of these seven interviewees, this chapter is divided into six sections: (1) the background information of the seven interviewees, (2) the facilitators that assist interviewees in launching their SE, (3) the start-up barriers and the resources needed to overcome the barriers, (4) the experience of interviewees in dealing with startup barriers, (5) conclusion.

A. The Background Information of the Seven Interviewees

Seven interviewees in this study are currently in the startup stage which refers to they are pursuing and have already registered their social enterprise or operated their social enterprise under a disability association. In addition to Nick and Will who are having a full-time job and working in their social enterprise at the same time, the other five interviewees work full time in their social enterprise. The demographic information is summarized in Table V.

Table V

Demographics of the interviewees in the startup stage

Name	Age	Education	Social enterprise
Richard	35-45	Master	Assistive technology rental service
Louis	45-55	Junior college	Assistive technology rental service
Walker	55-65	High school	Massage industry
Will	35-45	PhD	Technology company (Mobil App)
June	25-35	Junior college	Independent coffee shop
Nick	35-45	PhD	RP village
Ted	45-55	High school	Universal design

B. The Facilitators that Assist Interviewees in Launching Their Social**Entrepreneurship**

Human capital, social capital, and startup funding are the key factors bolstering the success of entrepreneurs in executing their business plans. Without these capitals, they will be struggled with putting their entrepreneurial ideas into practice. As seen in the previous chapter, eight interviewees who are preparing for their SE indicate that they were unable to obtain human and social capitals due to the systematic barriers which further prevent them from starting their SE. Furthermore, in addition to fundraising, they also mention that the financial support from the public sector is a resource that they will consider applying for when they start their SE. Therefore, this section attempts to respond to the above observations from the previous chapter by focusing on the experience of obtaining these vital capitals from seven interviewees in the startup stage.

1. The experience of interviewees in obtaining human capital and startup funding

This section focuses on exploring the channels through which the seven interviewees obtaining human capital to their SE, especially concentrating on the factors that influence interviewees to generate ideas to develop the products or services for their

SE. Furthermore, one interviewee (Will) even obtains his startup funding by utilizing his human capital. His experience will also be discussed in this section. Understanding how interviewees in the startup stage obtain human capital and startup funding for their social enterprise provides important insights for those disabled people who are currently preparing their SE in the previous chapter.

First, three interviewees obtain human capital through their prior work experience and educational background which further benefits their entrepreneurship. Richard earned a master's degree in Physical Therapy and Assistive Technology, and founded a disability association to promote accessibility in Taiwan. His educational background and years of experience in the disability association management gave him the opportunity to recognize the entrepreneurial opportunity and set up a social enterprise on assistive technology rental in 2018.

In a similar vein, Walker was a very experienced masseur before he set up his current business. His solid work experience in the massage industry has become the most important foundation for his SE. As he explains,

“I started to learn massage after graduation. I've been a massage therapist since I was twenty-one. I'm fifty-nine now, so I've been in the massage business for thirty-eight years”

Furthermore, Will holds a Ph.D. in Information Engineering and currently works in the government's information department. The core product of his social enterprise is derived from his working experience and education background in software development.

“Because I used to be a software developer and also wrote code. So my past role was the software developer. I later turned into a product manager, and I started to understand the user's needs (due to his visual impairments). I am also a user now. Therefore, if I can't use this app myself, then this product will never be developed”

Meanwhile, Will raised startup funding through crowdfunding platforms due to his professional knowledge in information industry. Crowdfunding platforms refer to the Internet sites that provide large numbers of people with a way to fund individuals, projects, or entities in small increments. Will explains the benefits of these platforms for his SE.

“If I raise money with the crowdfunding platform, I will have a crowd base, which is the so-called “potential audience”. We can tell them what we do. They can not only donate money to us but also join our team. That is the reason why I chose the crowdfunding platform.”

Will believes that crowdfunding is an important platform for social entrepreneurs to test whether their business ideas are feasible. Once social entrepreneurs can raise startup funding through the platform, it means that their ideas have been supported by some people. The supports of these people may also have a profound positive impact on their social enterprise in the future.

As an interim summary, the insight gathered from these three interviewees is consistent with the finding described in the previous chapter; that is, having solid work experience for people with disabilities is critical to their SE. Therefore, assisting people with disabilities to obtain employment and to gain solid work experience not only improve their livelihood but also bolster their ideas of developing the products and services for their SE.

On the other hand, two interviewees accumulated their human capital through professional training courses and self-study. For example, Jane's expertise is accumulated from her unremitting efforts. Before her, no person with visual impairments has ever run a coffee shop alone, so how to make a cup of coffee, especially using an espresso machine to make a Latte could only be discovered by herself.

“I think and do research very carefully. I later found out that there was a key voice. All you have to hear is one key sound, which is a “chi, chi, chi”, a frequency. It was the steam of the espresso machine hitting the surface of the milk. After that I can make a nice creamy foam and latte.”

However, not all expertise can be improved through self-study. When people with disabilities try to participate in job training to improve their expertise, even those disabled people like Jane has many years of experience in the coffee industry, they are usually excluded due to discrimination or a lack of disability accommodation. For example, as Jane wanted to seek external support to improve her expertise in the coffee industry, she encountered many application obstacles. Jane explains,

“I intended to sign up for the Taiwan certificate, but the process is unfriendly for blind people in Taiwan. For example, I requested large-print materials or the audio description assistance while taking the exams. They just replied that there is no such assistance...”

Fortunately, after her hard work and searching, she finally found an organization willing to provide the disability accommodations and training she needed. Therefore, Jane passed the barista exam and is currently the only barista with visual impairment in Taiwan. Similarly, Louis also has the same self-learning experience. Louis is an experienced entrepreneur. Before he founded the current social enterprise, he had run a large-scale printing factory in years. Because of his years of experience in starting and running businesses, he was able to quickly find the professional knowledge needed to start a social enterprise via the Internet, which includes the knowledge of wheelchair repair provided by his current social enterprise.

From the experience of two interviewees, self-study can be a viable way to gain professional knowledge and develop product for their SE, if they had solid work or entrepreneurial experience in advance. Additionally, Jane's experience is also consistent

with the finding in the previous chapters; that is, people with disabilities in Taiwan have difficulties to improve their professional ability by participating in non-disability-oriented job training. Usually, they can only rely on disability-oriented job training or have to work very hard to find some "friendly" organizations that are willing to provide disability accommodations in order to improve their expertise. As a result, this kind of learning experience also puts disabled people at a disadvantage in accumulating human capital, which in turn affects their chances of finding a job and even starting a business.

Finally, two interviewees (Nick and Ted) develop their services with the assistance of their social capital. These experiences will be discussed in the next section focusing on how interviewees obtain social capital and startup funding.

2. **The experience of interviewees in obtaining social capital and startup funding**

Social capital can assist potential entrepreneurs to get important industry information, which can allow them to understand how the target industry operates and what needs to be prepared before starting a business. Meanwhile, many entrepreneurs raise startup funding through their social capital as well. Two interviewees said that although they do not have the relevant knowledge of the products and services of their social enterprises, their social enterprises could still operate with the assistance of their social capital.

Ted's work experience and educational background are not related to the construction industry, but he has accumulated numerous contacts by participating in disability rights initiatives. Therefore, when his social enterprise starts to provide the

service of certifying a Universal Design housing, he utilized his network to invite architects to join his social enterprise to assist him.

“Our committee members are also professional architects. Certified housing is not something to be joked about. They all have to sign their names, too. They are very helpful, because of my relationship with them, they only charged me NT \$2,000 (65 USD) to attend the meeting.”

Moreover, as he started up, Ted received startup funding from these friends and companies that supported his entrepreneurial philosophy. With the assistance of these businesses, Ted had successfully raised the initial funding for his SE.

Similarly, before Nick founded the social enterprise, he had many years of experience in operating a disability organization, which led him to meet many like-minded volunteers. These volunteers later have become important social capital for his social enterprise. For example, Nick currently raises working capital by selling coffee beans online to support his social enterprise and all of this knowledge about the coffee industry comes from this group of volunteers in his disability association.

“The volunteer [barista] basically taught us the "know-how" of the industry. Like the first step is to pick coffee beans. Because today's technology does not fully screen out bad coffee beans [moth-eaten and immature], and what we're doing is we're using the huge number of volunteers in the association to manually pick out these bad coffee beans. The Barista help us maintain the quality and flow of the product. He also began training volunteers interested in the coffee industry, slowly teaching them how to bake beans.”

His social capital is also a critical channel for raising his startup funding. He explains,

“So in order to make our idea come true, our board members (disability association) insisted that we raise money by ourselves. Therefore, our main income/donations come from enterprises/individuals/the members of our association.”

Nick pointed out fundraising doesn't just release his initial financial burden, but more importantly it allows him to focus on his SE without facing disruptions.

In conclusion, the experience of the two interviewees shows the importance of social capital for entrepreneurship. Both Nick and Ted have participated in or operated the disability association and thus accumulated social capital. These social capitals are transformed into important entrepreneurial knowledge and initial funding as they start their SE. Therefore, even though the interviewees did not have enough startup funding or knowledge to begin with, their social capital compensates such shortage and helps their social enterprises develop products and services to the public.

3. **Financial support from the public sector**

Many interviewees indicate that financial support from the public sector is an important facilitator to their entrepreneurship. Especially for interviewees who lack fundraising ability, their business plan still can be implemented with the financial support from the public sector. Therefore, this section explores the experiences of three interviewees who utilize the public sector financial support to start a business and their views on these supports.

In the study, three respondents (Walker, Jane, and Richard) received government subsidies or support when starting their SE. These public sector financial supports are divided into two types: disability-oriented support, such as the Assistance on Self-reliance entrepreneurship for People with disabilities, and non-disability-oriented support, such as The City Government Social Enterprise Project.

Jane and Walker both applied for the Assistance on Self-reliance Entrepreneurship for People with Disabilities when starting their SE. This disability-

oriented startup support allows every eligible person with a disability to apply for this non-repayable financial support to assist his or her entrepreneurship. Walker explains the importance of this financial support.

“It is not only for masseur with visual impairments, but for all disabled people (who want to start up a business). We can all get the financial subsidy, which is really great!”

Through this financial support, both Jane and Walker obtained subsidies for purchasing equipment and paying rent, as well as easing their initial financial burden in the early stage of their entrepreneurship.

On the other hand, Richard uses the public sector financial support that is different from the one used by Walker and Jane. He participated in the City Government Social Enterprise Project, which is a non-disability-oriented startup support. Compared with disability-oriented entrepreneurial resources, the social enterprise project is open to all social enterprises that provide employment opportunities for people with disabilities regardless of whether they are run by people with or without disabilities. Therefore, as long as the applicant's social enterprise can employ a certain proportion of disabled employees in their social enterprise and ensure their legal salary, they have the opportunity to obtain this public subsidy. Richard explained the benefits of participating in this project:

“Basically, this is a very important support for us. Because if the assistive technology rental service continues to operate under our disability association rather than participating in the government's social enterprise project, then we will have to fund all the costs by ourselves. For disability organizations like us, the fundraising capacity is not very good. If we want to operate this service, for example, the decoration will cost one or two million.”

Their experience indicated that the public financial support could be helpful for new social enterprises. Especially for those organizations that are not good at fundraising,

the public sector financial support can assist these social entrepreneurs to ease their startup burden and carry out their business plan to the next step.

Despite the many benefits of these entrepreneurial supports, yet, some respondents still expressed concerns about this support and even refused to use it. The respondents basically have two important concerns. Firstly, a number of respondents indicated that applying for these public financial supports usually meant that they had to spend a lot of time on administrative procedures. This is why many interviewees are reluctant to use it. For example, Ted explains,

“I know it's hard to take money from the government. The government doesn't give you money directly all at once. You have to submit the report and be a pen pal of the government. How do I have that much time? What I'm doing is something that no one in Taiwan knows yet, so I have to focus on it.”

Jane has used the financial support of the public sector to start a business and she also supports this view. She explains,

“You have to write many documents every three or four months, and then send them back to the competent authority. It is always painful when you do the paperwork. You need to follow the order set by the public sectors to get the subsidy.”

From their experience, although this financial support can effectively reduce their initial financial burden, the applicants must spend a lot of time dealing with the administrative procedures, which is a disruption for many entrepreneurs.

Apart from the bureaucracy of government agency that leads to tedious paperwork and procedures, another important reason why the application procedure is so cumbersome is that the government regards these financial supports for people with disabilities as disability benefits and social welfare. Therefore, in order to prevent these social benefits from being abused, the government has formulated many regulations for

the applicants with disabilities to follow. Further discussion on this issue will be supplemented from the perspective of stakeholders in the next chapter.

Secondly, some respondents indicated that they are not familiar with the relevant application regulations, so they face many challenges for applying for these resources. Therefore, rather than spending more time on these uncertain resources, they would rather look for other sources of finance. For example, Louis shared his experience in applying for a government startup loan.

“The first time when I look up the rules, I didn’t meet the requirements because I didn’t have the college degree. And the second time I checked, my age was over 40, so I am too old. And the third time I checked, they told me that my company has been established for too long.”

Further, Ted also pointed out that he does not know what the current direction of the government's policy on social enterprise is, so he is unwilling to spend extra time on these uncertain resources. He explains,

“Because the idea that we're pushing is new, and I don't know how well the government is going to accept it, therefore, I can only focus on it (start-up idea) as kind of like building a brand. We are not afraid because I know what we are going to do.”

Some respondents also believe that the government sets different themes for the development of social enterprises every year. When the goal of the social enterprises does not fit the government themes, it might be difficult for these social enterprises to receive financial support from the government. Will explains,

“As I mentioned, the government needs the sparkle. For example, if the sparkle is long-term care this year, the company (social enterprise) in the long-term care industry will get more attention. On the other hand, if the sparkle of this year is child abuse, the relevant organizations will get more resource.”

Some respondents indicated that because they are not familiar with the relevant application regulations and the current social enterprise policies, they would rather focus

on their entrepreneurial plans than spending time on these uncertain resources. Although the respondents did not further explain why they are unfamiliar with these policy directions and regulations, the perspectives of stakeholders that are presented in the following chapter may shed some light on this phenomenon which is related to accessibility, such as policy materials on social enterprise development in Taiwan not being accessible for people with disabilities. More details on this topic will be discussed incorporating the stakeholders' perspectives in the next chapter.

4. **Section conclusion**

From the above analysis, three conclusions can be drawn. Firstly, solid work experience is an important factor for entrepreneurs to develop human capital and social capital for their social enterprises. In the previous chapter, many entrepreneurs in the preliminary stage said that they could not accumulate human capital and social capital needed for starting a business because they did not have stable jobs. The experience of entrepreneurs in the startup stage in this chapter reinforces this view and reflects how their human capital and social capital assist them to develop service or obtain startup funding to their SE.

Secondly, Jane's experience also corresponds to the finding in the previous chapters. Usually, people with disabilities can only rely on self-study or limited disability-oriented job training to improve their professional ability, because they are often excluded from non-disability-oriented job training due to the lack of accommodation or due to discrimination. Therefore, compared to the general public, entrepreneurs with disabilities lack equal opportunities in improving their profession. The

interview results indicate that the disabled people are at a disadvantage both in employment and in entrepreneurship.

Thirdly, public sector financial support is critical for many social entrepreneurs who lack the ability to raise funds. With the financial support from the public sector, they can reduce their initial financial burden and further launch their SE to the next stage. However, several interviewees express their concerns about the use of public sector financial support for their SE related primarily to the current social welfare system and accessibility in Taiwan. Since the interviewees in this chapter do not have further views on these two topics, discussion on the two issues are supplemented by stakeholders' perspectives in the chapter of the key stakeholders.

C. **Start-up Barriers and Resources Needed to Overcome the Barriers**

The main goal of this chapter is to explore the current situation of the seven interviewees operating social enterprises. Their current business situation includes the obstacles that prevent them from enhancing their social impacts and the possible resources they believe can assist them overcome these startup obstacles in the current stage. Understanding the operational challenges that social entrepreneurs with disabilities are currently experiencing and the resources they need provides important insights to the Taiwan government to improve the current disability policy and further enhance existing social enterprise policies.

From the results of data analysis, the entrepreneurial challenges encountered by respondents at this stage are divided into two types: entrepreneurial barriers regarding policy and entrepreneurial barriers regarding business operation. Thus, the following data analysis is conducted by applying to this classification.

1. **Entrepreneurial barriers regarding policy**

Four interviewees point out their current entrepreneurial barriers and the resources they believe can assist them overcome these obstacles in the interview. Overall, the entrepreneurial barriers of the four interviewees are related to the current Taiwan policy or government administrative system.

Louis and Richard operate two different social enterprises that provide assistive technology rental services. Both of them believe that assisting people with disabilities or injuries to choose the right assistive technology that suit their needs will make their lives more independent and further enhance their quality of life. However, they are currently experiencing a serious challenge, that is, their social enterprise is unable to provide their information to the people who need such service immediately and directly. The main reason is that this assistive technology service is related to users' privacy. Unless the social welfare agency and the hospital are willing to and capable of sharing potential users' contact information with the social enterprises, basically the service providers have no chance to proactively reach out to these potential users.

Due to this obstacle, Louis is currently considering suspending this assistive technology rental services. He explains,

"I want to turn the wheelchair rental to the sideline because I can't deliver the information right away to the injured people as they need it. This is the barrier that I am facing now."

To this end, Richard also shares his thoughts on how to solve the problem.

"For example, the hospital staff can tell people come to us for the wheelchair rental. If the system of the hospital can provide patients the information about assistive technology resource, so they don't need to search online on their own. It will be more efficient. I expect for this. In particular, this support will also affect the development of our organization in the future."

Overall, Richard believes that since this business challenge is about personal privacy and government organization, it is difficult to overcome it by the efforts of a single social enterprise or individuals. Therefore, he expects that if the government can integrate relevant administrative organizations and resources, it will greatly enhance the contribution of his social enterprise to society.

Similarly, Ted and Nick are also operating two very different social enterprises, but their social enterprises are related to accessibility of Taiwan. For example, the main service of Ted's social enterprise is to provide the certification of Universal Design housing. Ted believes that as more and more public spaces and homes comply with Universal Design regulations, it will greatly improve Taiwan's overall accessibility and benefit the whole disability community. Moreover, Nick's social enterprise is to develop an accessible residence to support the need of seniors with visual impairments in Taiwan. Nick believes that this accessible residence will improve the quality of life of blind people and allow them to live with dignity.

However, since the issue of accessibility is related to building regulations and social housing law in Taiwan, both Ted and Nick believe that if the government can loosen or even modify the relevant building regulations, it will greatly advance the development of their social enterprise. For example, Nick explains,

“I am currently studying the social housing law. Social housing is built by the government to provide housing for low- and middle-income people. I think that if there is a part of Taiwan's social housing that can be used by our accessible residence, this will be the best model.”

In summary, the current operational challenges faced by the four interviewees are related to the current government policies and government administration. Because this kind of policy and systematic barriers is related to the overall social environment and

government policy, it is difficult to overcome by the efforts of any individual social entrepreneurs. Therefore, the interviewees expect the policy makers to revise relevant policies and integrate public sector resources to assist them to overcome these challenges.

2. **Entrepreneurial barriers regarding business operation**

Three interviewees Jane, Walker, and Will in the interview pointed out their current entrepreneurial barriers, but they did not further indicate what resources could assist them to overcome these challenges. From the analysis of the interview data, the overall entrepreneurial difficulties experienced by the three respondents are related to their actual business operations.

For example, Will's social enterprise is assisting blind people to overcome their challenges in daily living tasks, such as reading bills, through the apps he developed. However, the biggest challenge he is currently facing is to obtain the funds needed to operate his social enterprise from the services he provides. This is the biggest difficulty he has faced so far. He explains,

“There are so many reasons, such as they (blind people) really can't afford it or they would use the money to do something else. Or, they may think the service should be free, because the government will cover the fees. So it is always the biggest difficulty.”

Moreover, Jane's social enterprise is an independent coffee shop that offers training and job opportunities for people with visual impairments who are passionate in the coffee industry. Because in the past there was no coffee shop run by blind people independently, Jane faced many operational challenges when running this coffee shop. For example, there is no accessible cash register for people with visual impairments in Taiwan. This accounting issue makes Jane unable to know the overall company's operating costs, revenue, and profits of her social enterprise over the years. This barrier

dramatically influences her business operations and causes Jane's social enterprise to be in debt. Currently, Jane is seeking startup support to assist her solve these barriers.

Walker's social enterprise is a massage shop which provides job training and opportunities for masseurs with visual impairments, so they can earn their livings with massage expertise. Walker believes that the current operational challenge of his social enterprise is related to marketing. He explains,

“Marketing. Marketing. I think marketing is what our company needs the most at the moment. Many of the massage studios run by blind people did not have a good business at the end, which led to the closure of the store.”

Walker indicated that in the past, only blind people could engage in the massage industry in Taiwan. However, the government has already removed this restriction and open the massage industry to all the citizens who are interested in, which has a great impact on the livelihood of people with visual impairments. Although the Taiwanese government has tried to support blind people by promoting visually impaired massage to the public over the past years, he believes that the results are not great. Therefore, how to attract more customers to his massage shop is the marketing challenge he is most eager to solve.

In summary, the entrepreneurial difficulties faced by the three interviewees at this stage are related to their actual business operations. In the interviews, although they did not explain the resources they thought could help them overcome these difficulties, they clearly explained what they have tried to solve these operational difficulties and why it did not work out in the end. Since the main goal of this chapter is to explore their current barriers of their social enterprise, these experiences in dealing with their operational challenges of their social enterprises are analyzed in depth in the next sections.

3. **Section conclusion**

The goal of this section is to explore the entrepreneurial barriers encountered and the support they need among the seven interviewees who are currently in the startup stage. This finding suggests that Louis, Ted, Richard, and Nick's startup barriers are related to social policy and government administration, which are difficult to remove by individuals' efforts. So, if policy makers do not attempt to improve the existing laws and systems, or if entrepreneurs are unable to obtain resources for them to deal with these systemic barriers, these barriers will ultimately become unsolvable problems and hinder the development of their social enterprises. The Taiwanese government has been aware of these systemic barriers to the development of social enterprises, so it set up the Social Innovation Lab in 2015 to integrate public sector resources to assist social entrepreneurs to solve these systematic barriers. However, none of the four entrepreneurs have further views or experience with these important resources. Fortunately, one interviewee is a key stakeholder who works in the Social Innovation Lab and provides supplementary information to this topic, which will be included in the chapter of the key stakeholders for further analysis.

On the other hand, Will, Walker, and Jane's startup barriers are related to their actual business operation. Although they did not explain in their interviews the resources they thought could help them overcome these obstacles, they shared their valuable experience in dealing with these operational challenges related to equipment, marketing, and funding, which will be presented and analyzed in subsequent chapters.

D. **The Experience of Interviewees in Dealing with Startup Barriers**

The main goal of this section is to explore the experience of seven respondents in dealing with their current startup barriers. In particular, this section focuses on the barriers that prevent the interviewees from enhancing their social impacts. Meanwhile, this section puts more emphasis on the experience of the three interviewees Jane, Will, and Walker, who point out that their current startup barriers are related to their actual business operations in the previous section. Thus, their experience is directly related to the research purpose of this section and gives many important insights into this research.

From the results of data analysis, the seven interviewees all had considerable management experience prior to setting up their social enterprises, and they also applied these management experiences into their social enterprises. For example, before Richard started the social enterprise in 2018, the assistive technology rental service was one of the services provided by the disability organization he worked for. Therefore, Richard was very experienced in managing rental services before he started up the social enterprise.

Similarly, Nick is the founder of a disability association and has many years of experience in running this disability association. Hence, he applied the management experience and integrated his management philosophy to the social enterprise he founded.

He explains,

“I think selflessness is the most important thing (for running a organization). For example, when we go on a trip, everyone wants to sit in front of the car because the view is better. And I am always the one who sit in the back of the car, the worst seat. So when they are arguing the seat problem, they saw that I sat in the back of the car, they all shut up.”

However, SE is a relatively new business model in Taiwan, so the operational difficulties faced by the interviewees cannot all be solved by their past work experience.

Several interviewees (Jane, Will, and Walker) pointed out that they had sought some entrepreneurial support when they faced the unsolvable operational difficulties. From their interviews, the entrepreneurial support they have used can be divided into two categories: Non-disability-oriented startup support and disability-oriented startup support. The following sections applied these two categories to conduct the data analysis.

1. **Non-disability-oriented startup support**

Non-disability-oriented startup support refers to the startup support that all eligible social entrepreneurs can apply for when they encounter a challenge in running social enterprises. Both Jane and Will mentioned Social Entrepreneurship Accelerator in their interviews. Social Entrepreneurship Accelerator is a non-disability-oriented startup support provided by the government agency to allow developing companies to get mentors, investors and other supports to help them become stable, self-sufficient companies.

Will's social enterprise assists people with visual impairments to overcome their daily challenge through the mobile app he developed. In his original plan, he could rely on user fees to maintain the operation of his social enterprise. Since many blind people who are economically disadvantaged cannot pay this service fee, this plan did not work in the end. Thus, the majority of his company's operating capital is still relying on fundraising, which is the most urgent operational challenge he wants to overcome. In order to solve the capital issue, Will sought the assistance of Social Entrepreneurship Accelerator, yet the results were not as good as he expected.

Will indicated that this startup support might provide some general financial advice and technical support for social entrepreneurs. However, the consultants in the

program have a very limited understanding of the disability community, let alone the social enterprise he is operating. Therefore, the advice and assistance they provided are not in line with his actual business situation and cannot assist him to solve his operation challenges either.

Moreover, Jane's experience provided more details about why this entrepreneurial support is ineffective in assisting social entrepreneurs with disabilities. Jane's social enterprise is an independent coffee shop run by people with visual impairments. Before Jane started, there were no visually impaired people in Taiwan who had independently operated a coffee shop. Therefore, Jane faced many unsolvable operational challenges when operating her social enterprise.

For example, Jane indicated that the coffee shop's products lacked features to attract customers, so she was looking for advice from the experienced chef to improve her products. As she had no connections to experienced chefs, Jane sought assistance from the Social Enterprise Accelerator. She explains,

“They [business consultants] said it's because nobody [chefs] could solve my problems. Nobody wanted to help me. Do you know how they [business consultant] explained my situations to them [chefs]? They said there is a person with visual impairments who opens a coffee shop. It's common that every professional chef will doubt that how could a person with visual impairments cook? Then I asked them ‘did you [business consultants] feel any difference between my shop and any other shops after you already visited my shop twice?’ They replied no. That's right. So I told them shouldn't they just bring that person [chef] here to understand my situation directly?”

In the interview, Jane pointed out that the consultants visited the coffee shop ten times, but never once brought a chef to actually visit her shop to give her advice. Instead, the consultants invited motivational speakers to encourage her during these visits.

For such a result, Jane expressed great frustration. She believed that she has many years of experience in the coffee industry and has a professional barista license, not a newcomer for making desserts and coffee. Thus, Jane believed that the chef or business consultant should give her a try, instead of insisting that blind people cannot cook and simply reject her request.

To conclude, the reason why non-disability-oriented entrepreneurial support fails to assist respondents to solve their operational challenges is associated with disability stereotypes. That is, with Jane, although she is an experienced barista, she still finds it difficult to be recognized as a professional and to obtain “real” assistance from non-disability-oriented startup support. Due to these stereotypes against people with disabilities, these consultants might not consider Jane as a serious social entrepreneur and thus the assistance they provide does not meet the real needs to deal with her operational challenges, which in turn makes the startup support ineffective.

2. **Disability-oriented startup support**

Disability-oriented startup support refers to the startup assistance that is exclusively for entrepreneurs with disabilities to apply as they face operational difficulties. The Startup Counseling for People with Disabilities is a disability-oriented startup resource provided by the Office of Foreign and Disabled Labor: “providing entrepreneurial counseling and business management courses to those who are interested in starting a business and assist them in risk management assessment” (Ministry of Health and Welfare, 2015). Often, as long as people with disabilities applied for the government financial support to start a business, the government agency expects them to use these services to improve their business operation.

Two interviewees (Richard and Walker) mentioned the Startup Counseling for People with Disabilities in the interview. For example, Richard's social enterprise has been collaborating with and received the funding support from the government agency, so he is required to use the Startup Counseling for People with Disabilities to improve his social enterprise. He explains,

“Yes. They (government agencies) request us to take a 20-hour course about the business operation every year. They are afraid that we don't have experience in business management”

Nevertheless, Richard's company was just founded when he was interviewed, so he has not used the Startup Counseling for People with Disabilities and thus has no further view on it.

Furthermore, Walker's company is looking for an effective marketing strategy to attract customers and increase revenue. In order to achieve the goals, he expected to obtain some advice from this startup support, but it did not work in the end. He explains,

“Like last year I went to attend their massage shop management course. They invited an instructor who is not blind to share his advice on how to operate a massage studio, so his suggestion is impractical for my company. He said something about the massage package. The masseuse just focuses on the massage and what kind of massage package do I need to design? This is not practical.”

Walker believes that the experience of blind people in running a business is very different from people without visual impairments, so the advice of the consultant is difficult to implement in his massage shop. On the other hand, he indicated that there are many blind people in Taiwan who are engaged in and are running massage shops with good operating performance, but their business experiences have not been included in the relevant entrepreneurial assisting programs, which is the part he believes the government can improve in the future. He explains,

“I hope I can have an owner meeting. The city government may send a letter to invite some owners of visually impaired massage shops to come together to discuss. It is very difficult for me to do things like this, and I think it is better to conduct the meeting with the assistance of the city government. Let everyone learn from each other in the meeting and make progress to each other.”

In summary, Walker’s experience once again demonstrates the stereotypes of people with disabilities the public sectors possess. Unlike Jane's case in the previous section, many blind people are professionals in the massage industry, but their experience and knowledge still have not been included into this disability-oriented entrepreneurial support due to the stereotypes against people with disabilities. The stereotypes have made the entrepreneurial support unable to provide substantial help for disability entrepreneurs to solve their operational challenges.

3. **Section conclusion**

All the seven interviewees had considerable work or management experience before starting up and applied these experiences into their social enterprises. However, from the experience of Will, Jane, and Walker, even though they intended to use different startup supports, neither one can assist them in solving their entrepreneurial challenges. Therefore, their social enterprises are currently stuck in these operational challenges and they need to try to find alternative entrepreneurial support to help them overcome these challenges.

There are many possible explanations for the ineffectiveness of these entrepreneurial supports, and understanding the whole picture requires further research and exploration. However, at least one factor is very clearly presented in the narratives from multiple interviewees, which is also mentioned in the conclusion of the literature review: the stereotypes against people with disabilities make entrepreneurial supports

ineffective. Because of these attitudinal barriers, regardless of the disability, entrepreneurs' work experience and education level, disabled entrepreneurs would not be recognized as professionals. Thus, it is hard for them to obtain any practical or suitable assistance from the startup supports, or to pass down their precious entrepreneurial experiences to other disability entrepreneurs.

Since the disability entrepreneurs cannot rely on either disability-oriented or non-disability-oriented entrepreneurial supports to solve their operational challenges like non-disabled entrepreneurs do, they must spend extra time and effort to seek other resources to supplement the inadequacy or rely on their own efforts to overcome their operational challenges. Therefore, this finding may explain why Jane, Walker, and Will only pointed out their current operational barriers, but did not further explain what startup resources can assist them to overcome these barriers like the other four interviewees. They have tried out these existing entrepreneurship supports, but those supports can't really assist them to remove their startup barriers effectively.

E. **Chapter Conclusion**

From the data analysis in this chapter, three conclusions can be made to describe the disabled social entrepreneurs' experience in the startup stage. Firstly, having a solid work experience does benefit entrepreneurs to start their businesses. In the previous chapter, a number of entrepreneurs in the preliminary stage indicate that the biggest factor hindering their entrepreneurship is unemployment. In this chapter, seven entrepreneurs in the startup stage who have established social enterprises confirm this finding from a different perspective. The seven entrepreneurs translate their social capital and human capital they accumulated from the prior employments into the startup

resources they need, such as the knowledge of developing products for their social enterprises and conducting fundraising through their social network. Therefore, assisting people with disabilities to remove employment barriers can improve their livelihoods as well as allow them to accumulate human capital and social capital to further benefit their entrepreneurship.

Secondly, three respondents said that financial support from the public sector does help ease the initial financial burden of entrepreneurs, but it also creates additional other startup obstacles. In particular, for disability-oriented entrepreneurial subsidies, relevant regulations and limitations make it difficult for people with disabilities to actually use these supports to start a business. These limitations include requiring applicants to resign from the existing work in order to receive subsidies and using cumbersome administrative procedures to ensure proper utilization of the entrepreneurship subsidy. This finding echoes the viewpoints in the literature. That is, the current disability social welfare system and disability employment policy of Taiwan is still centered on the medical and rehabilitation model of disability, and there has been very few significant changes due to the impact of CRPD. As a result, the obstacles and limitations encountered by the seven interviewees in using these disability-oriented entrepreneurial resources are the results of the failure of the current social welfare system and disability employment policy. Further discussions on these policy issues are supplemented by the perspectives of the key stakeholders in the next chapter.

Thirdly, the startup barriers of the seven entrepreneurs fall into two categories: entrepreneurial barriers regarding policy and entrepreneurial barriers regarding business operation. The experience of Jane, Will, and Walker show that negative stereotypes of

people with disabilities also limit entrepreneurs with disabilities in the startup stage to obtain important entrepreneurial supports to solve their operational challenges. Due to these stereotypes, regardless of the education level and entrepreneurial experience of the entrepreneurs, it is difficult to obtain significant entrepreneurial support to help them solve their operational challenges. Therefore, they must spend extra time looking for those “good” organizations that are willing to provide substantial entrepreneurial assistance. Otherwise, they can only rely on their own efforts and assistance from friends and family to overcome these barriers. In addition, four entrepreneurs indicate their current startup barriers are related to current policy of Taiwan. Since these four interviewees have no further views and experience on this topic, the discussion will be supplemented in the chapter of the key stakeholders.

VIII. KEY STAKEHOLDERS' VIEWS ON DISABILITY AND ENTREPRENEURSHIP

In 2015, the Taiwanese government revised the Disabled Citizens Protection Act to the People with Disabilities Rights Protection Act to respond to the spirit and principles of CRPD. This Act aims to ‘protect the legal rights and interests of people with disabilities, secure their equal opportunity to participate in social, political, economic, and cultural activities fairly while contributing to their independence and development’ (Ministry of Health and Welfare, 2015). This important policy change not only shifted the medical model to social model of disability, but also confirmed the view that disability rights are human rights. Hence, any behavior that prevents people with disabilities from participating equitably in social activities may be considered a violation of their human rights.

In the previous chapters, this research presents the results from the entrepreneurial experiences of fifteen social entrepreneurs with disabilities, including their startup reasons, social impact, and entrepreneurial barriers. In particular, they also mention several public startup resources they have used or want to use for their social enterprises during the interviews. In this chapter, seven key stakeholders provide their views on public startup resources and further contextualize and supplement the previous analysis on public sector resources for entrepreneurs with disabilities.

A. Background Information of Seven Key Stakeholders

The seven key stakeholders in the study came from different fields but all are related to disability entrepreneurship. There are four government representatives whose positions are related to disability and employment. One stakeholder is a scholar in social

welfare research of Taiwan. One stakeholder has a position related to the development of promoting social enterprises in Taiwan. One stakeholder works for a social enterprise founded by the interviewee Richard. Their description summary is as follows (Table VI).

Table VI
Background information of key stakeholders

Name	Organization name	Job title
Stakeholder A	Taipei City Foreign and Disabled Labor Office	Staff
Stakeholder B	Labor Affairs Department, New Taipei City Government	Staff
Stakeholder C	Disabled person funded social enterprise	Manager
Stakeholder D	Human Rights Advisory Council	Scholar
Stakeholder E	Ministry of Labor	Supervisor
Stakeholder F	Social Innovation Lab	Supervisor
Stakeholder G	Taipei City Foreign and Disabled Labor Office	Supervisor

B. **Key Stakeholders' Views on Disability Employment**

In order to ensure the employment rights of people with disabilities, the Taiwanese government requires the competent authorities of individual levels in charge of labor shall provide corresponding employment supports according to the capacities and willingness of people with disabilities to work to secure their employment rights, as well as further self-sufficient (Ministry of Health and Welfare, 2015). These employment supports include occupational reconstruction case management service, occupational guidance assessment, occupational training, employment services, occupation redesign, and entrepreneur guidance.

In the previous chapters, five interviewees who are in the preliminary stages of their SE say their biggest startup barrier was related to unemployment. Because they can't find a stable job, they can't effectively accumulate the human capital and social capital they need to start a business, such as management experience, networking, and

professional skills. These findings show that there are two factors related to their unemployment: the lack of effective disability occupational training, and the limits of disability employment services. In the following sections, the key stakeholders provide their views on these startup barriers.

1. **The lack of effective disability occupational training**

A number of respondents indicated that the lack of effective job training opportunities causes their difficulties in finding stable jobs. On the one hand, they are unable to participate in non-disability-oriented job training to improve their expertise due to a lack of disability accommodations and facing employment discrimination. Conversely, disability VT programs often does not meet their career interests or cannot assist them to find employment after finishing the trainings. Therefore, in the absence of diversified opportunities to improve their professional skills, their competitiveness in the job market has also weakened significantly. Two key stakeholders provided their views on this issue.

Stakeholder G serves as a supervisor in Taipei City Foreign and Disabled Labor Office, which is the competent authority in the disability employment division of Taipei city government. She pointed out that the People with Disabilities Rights Protection Act is a major change in the government's response to the spirit of the CRPD and intends to shift from the medical model of disability to the human rights-based approach. However, from her practical experience in assisting disability employment, she believes that essentially the occupational reconstruction service has not changed much.

“Basically the system is a medical model, a model we should have abandoned long ago, and we continue to embrace the system.”
(Taipei City Government Representative, Supervisor)

She further pointed out the original intention and connotation of the occupational reconstruction service:

“What is the occupational reconstruction (in Taiwan)? The occupational reconstruction is a service developed for people who need a high level of living supports, such as people with intellectual disabilities or developmental disabilities”
(Taipei City Government Representative, Supervisor)

Since it is an occupational reconstruction service, the government requires the relevant practitioners to have a social worker or rehabilitation related education background and license. These professionals can be helpful in assisting people with disabilities to address employment barriers related to their impairments, but it is hard for the professionals to assist disabled people to remove broader obstacles related to the violations of employment rights, such as discrimination and differential treatment.

Moreover, because the occupational reconstruction service is based on the medical model, the disability VT program and employment services can be regarded as a way for people with disabilities to respond to their employment needs during the rehabilitation process, rather than an approach to ensure their employment rights. Hence, Stakeholder D pointed out that in this context, the disability employment trainings are essentially unable to assist people with disabilities to find long-term jobs. She explains,

“The job training that the government agency provides for people with disability is about the “Sunset industry” which means most people don't want to do. Or even after finishing the training, it is still hard for them to be employed.”
(Scholar in disability social welfare of Taiwan)

Her view is consistent with the experience of several respondents in the previous chapters. For example, Ada said that she had completed several disability occupational trainings, but this training did not help her get a stable job. Furthermore, as Ada participated in the disability occupational construction service programs, it also means

that she had to keep cycling between short-term employment and the VT courses, and was unable to obtain a stable income to support her life. Therefore, she chose make a living on the street instead.

Overall, the current disability VT programs has not improved since the People with Disabilities Rights Protection Act was revised in 2015. Hence, the current disability employment services are still running under the concept of the medical model instead of human rights approach. From the data analysis of stakeholders and social entrepreneurs with disabilities in the study, these trainings also fail to meet the career needs of people with disabilities and are unable to assist them to get a stable employment. Clearly, the current disability occupational trainings need to be improved.

2. **The failure of disability employment service**

People with disabilities lack equal opportunities to effectively enhance their profession and get employment, so the unemployment rate of people with disabilities has remained high in Taiwan. According to the official statistics, the unemployment rates of people with and without disabilities are 9.17% and 3.79% respectively (Ministry of Labor, 2016b). Therefore, to address this huge employment gap, the government agencies provide various employment supports to assist people with disabilities, such as the ET service, employer quota system and the employer subsidies. Yet, the aforementioned analysis on disability employment indicates that these supports are not effective in assisting disabled people to find jobs or in reducing the employment gap.

Stakeholders D serves on the Human Rights Advisory Council. She believed that the number of jobs these disability employment services can provide has reached its limit,

so it is difficult to provide more stable job opportunities to the disability community in the future. For example, the Taiwanese government is expected to provide stable job opportunities to people with disabilities through the employer quota system. Yet, according to the Survey Report on the Working Conditions of Persons with Disabilities of 2016, Approximately 80,000 (40% of total disability labor force) of people with disabilities obtained job opportunities through the quota system (Ministry of Labor, 2016a). This number has greatly exceeded the government's statutory employment quota of 57,000 for the public and private organizations. Therefore, it is foreseeable that it will be difficult for this quota system to provide more job opportunities for the disability community in the future.

Likewise, several social entrepreneurs with disabilities state that the quota system is also an indirect factor that causes them to lose jobs. For example, interviewee Kevin pointed out that he was originally working in a school for more than six years. Since there was a teacher who accidentally became a disabled person and took his quota, he was squeezed out and lost his job. The quota system is just one example of the inefficiencies of disability employment services. Regarding the failure of these disability employment supports, stakeholder G explains,

“But I'm not saying that these people's [medical experts'] professional are not important, they are important. However, in terms of service results and benefits, improving the quality life of disabled people should not only rely on professional services [occupational reconstruction]. That's why I say I'm noncommittal about the occupational reconstruction service. I really don't know what employment problems this system has solved for people with disabilities.”
(Taipei City Government Representative, Supervisor)

On the other hand, Stakeholder G also stated that as a government official, she could only administer according to the People with Disabilities Right Protection Act. So

for the failure of these occupational reconstruction services, she could make adjustments at the administrative level to cope. However, if these failures involve issues of the overall policy direction and government system, they will require the assistance of legislators to improve.

3. **Section conclusion**

The Taiwanese government revised the People with Disabilities Rights Protection Act to respond to the principle of CRPD and to secure human rights of people with disabilities. However, based on the finding of the interviews with the stakeholders, the current disability employment services have not changed significantly with the amendment of this Act. In practice, the system focuses on a medical model of disability, rather than an approach to ensure the disability employment rights. Since this system is a medical model of disability, these disability employment services focus on removing employment barriers due to their impairments. For barriers infringing on disability employment rights, such as employment discrimination and differential treatment, these disability employment supports are completely ineffective. However, the infringements on employment rights are the experiences that many social entrepreneurs with disabilities described in the interviews. Because people with disabilities cannot remove these infringements on their employment rights, many of them are forced to participate in this flawed disability employment services. This negative impact causes them to switch between temporary employment and unemployment, as well as many of them are unable to achieve self-sufficiency. This situation also prevents them from accumulating the important social capital and human capital needed for starting or building a social enterprise.

C. **Key Stakeholders' Perspective on Disability and Entrepreneurship**

In the previous chapter, seven interviewees who have established their social enterprises share their entrepreneurial experience, which includes the facilitators that benefit their SE, their current startup barriers, and the experience of dealing with these barriers. Four of them say that their current entrepreneurial obstacles are related to government policies and social environment, so they hope that the public sector can revise relevant policies and integrate resources to assist them. On the other hand, three respondents state that their startup obstacles were related to their business operations. Although they have tried applying for some entrepreneurial assistance from the public sector to deal with them, it did not work out in the end.

In this section, the key stakeholders respond to the entrepreneurial experience of the seven social entrepreneurs with disabilities from the policy perspective. Furthermore, they particularly focused on the public sector entrepreneurial resources that have been mentioned by the social entrepreneurs with disabilities in the previous chapter. This section will be divided into to discuss: Disability-oriented startup and non-disability-oriented startup resources.

1. **Disability-oriented startup resources**

The social entrepreneurs with disabilities in both preliminary and startup stages mentioned that they have used or may use disability-oriented startup resources from the public sector for their SE, such as entrepreneur guidance, the Assistance for Self-reliance Entrepreneurship subsidy, and business consultant assistance. Although these disability-oriented entrepreneurial resources have helped the entrepreneurs to a certain extent, many respondents have reservations about these resources, such as the

concerns for the Assistance for Self-reliance Entrepreneurship subsidy. They point out that when using these resources, not only they need to spend a lot of time dealing with complicated administrative procedures, but also they need to give up the income they currently live on to meet the application requirements. Therefore, they are unwilling to use these disability-oriented startup resources.

Stakeholder G serves as a supervisor in Taipei City Foreign and Disabled Labor Office, which is the competent authority in providing disability startup resources in the Taipei city government. She explained the developmental context of the occupational reconstruction and disability entrepreneurship from the point of view of her department. She indicates that disability entrepreneurship is very different from what the general public may think about entrepreneurship. She explains,

“Some people have difficulty getting out [their home]. And they may still have a desire to work. So what do we do? The government provides some resources and trainings for them to learn, not too complicated skills, like gardening and so on. What will gardening be for? Therefore, the government provides resources for them to start a gardening business. That's where the relationship between the entrepreneurship subsidy and the occupational reconstruction comes in.”
(Taipei City Government Representative, Supervisor)

From the perspective of the Taipei City Foreign and Disabled Labor Office, disability entrepreneurship can be seen as an extension of disability occupational reconstruction service. Through the assistance of the disability occupational reconstruction service, the government agency firstly expects people with disabilities to develop a skill and to be employed, as well as further to achieve self-sufficiency. On the other hand, for those who are hard to be employed, the government provides entrepreneurial support to assist them create a small business to support their living standard. Lastly, for those who are unable to find employment and start a business, the

government provides the Disability Living Allowance to support their basic needs of life. Therefore, both entrepreneurial resources and living allowance can be regarded as disability benefits to cope with when people with disabilities are unable to return to the workplace after obtaining disability VT programs and employment supports.

Since the disability-oriented entrepreneurial support is seen as an extension of disability occupational reconstruction and disability benefit, the government has established strict regulations for practitioners and applicants. For practitioners who mainly provide these startup supports, usually are medical professionals not experts in business operations. Thus, the advice and support they provide are usually focuses on assisting the disabled people to overcome the employment or startup barriers caused by their personal impairments. However, for the challenges faced by social entrepreneurs with disabilities in the business operations, their advice and supports are usually not meeting the actual needs of disabled people. This view is consistent with the experience of social entrepreneurs with disabilities who are using these resources for their social enterprises as described in the previous chapters. For example, interviewee Walker point out that the government expects applicants with disabilities who received public subsidy can improve their businesses by attending the government entrepreneurship courses. From his years of participation in these courses, most courses are about how to guide blind people to clean the environment. However, for the business challenges that entrepreneurs with disabilities actually faces, such as how to market their business, these courses are less useful.

Moreover, the disability entrepreneurial subsidy is also seen as a disability benefit. In order to ensure that applicants do use these subsidies to start a business and avoid

abuse of disability benefits, the government agency has set a number of restrictions on applicants with disabilities. Stakeholder B explains,

“The age limitation of the applicant is from 20 to 65. Because the entrepreneurship is starting a whole new business, the applicants can't have any part-time job.”
(The City Government Representative, staff)

Basically, these requirements ask the applicants firstly need to deal with many cumbersome administrative procedures to prove that they are actually using this subsidy in their business. Meanwhile, this regulation requires applicants to give up their current income from their job or disability benefits in order to apply for this entrepreneurial subsidy. That means, once they use this entrepreneurial subsidy, it will immediately impact their livelihood.

Furthermore, since they use this subsidy, they cannot obtain extra income from any part-time or full-time employment. So as they face financial shortage, they cannot be like entrepreneurs without disabilities, who can rely on extra job income to keep their business running. The results of these regulations are similar to create disability-specific barriers and discouraged people with disabilities from using these supports to start a business to achieve self-sufficiency.

Stakeholder D further pointed out the shortcomings of this system have also led many people with disabilities prefer to work informally or make a living on the streets, because having a full-time job or starting an official business does not necessarily secure their needs of life.

“If I am in a low-income family, Other than the Disability Living Allowance, I can get the disability benefits for the education of children, rent, house loan and so on”.
(Scholar in Taiwan Social Welfare Research)

Overall, these restrictions for Taiwanese with disabilities are in line with the literature review. The current disability employment and social welfare policies not only to discourage them from using these disability-oriented startup resources, but also to cause many disability-specific barriers for them to overcome. Consequently, many entrepreneurs with disabilities gave up using these resources and looked for other startup resources instead, such as non-disability-oriented startup resources.

2. **Non-disability-oriented startup resources**

The Taiwanese government has actively promoted social enterprises in recent years. The Small and Medium Enterprises Administration (SMEs) and Taipei City Foreign and Disabled Labor Office are the two government departments that are active in promoting SE in Taiwan. Because these two government departments have different established missions, the policies on promoting social enterprises also have different goals and expectations. Therefore, the next sections analyze the data separately based on their different expectation for SE.

a. **Taipei City Foreign and Disabled Labor Office**

Taipei City Foreign and Disabled Labor Office is the dedicated department to assist people with disabilities in employment. Since the central government has actively promoted social enterprises, Taipei Social Entrepreneurship Square is a social enterprise cluster developed by Taipei City Foreign and Disabled Labor Office in response to this policy guidance.

Stakeholder G has stated in previous chapters that the current disability employment support cannot effectively assist people with disabilities in getting employment. However, due to the norms of the current disability policy, her department

only had limited space in improving these disability employment services system. In recent years, the Taiwanese government has been actively promoting SE, so she thought that this might be an opportunity to change the system. She explains,

“At that time, the central government wanted to promote social entrepreneurship in Taiwan. I thought we could do it too. But what is a social enterprise? So we started to try. We created an employment model that is different from sheltered workshop. First of all, this model can do business and sell things like the sheltered workshop. Second, this model employs many people with disabilities. Third, employees in this model can receive at least the minimum legal salary. These three points make us think that we can give it a try.”
(Taipei City Government Representative, Supervisor)

From her departmental point of view, social enterprise is a model that is very different from the disability shelter workshop. That is social enterprises can provide stable job opportunities and legal wages for the disability community, but these cannot be met by the disability shelter workshop. At present, in addition to Taipei Social Entrepreneurship Square, the city government wants to promote the operation model of the social enterprise to the next step. By releasing idle public space and financial subsidies for the disability organizations, the city government expects that these disability employment challenges can be improved through the innovation of social entrepreneurs. Under this development context, the interviewee Richard's disability organization cooperated with the city government to set up a social enterprise in 2018.

Stakeholder C works in Richard's social enterprise as a project manager and explained the goal of participating in this social enterprise project of the city government.

“The project has two targets. The first target is helping the disabled people get jobs. We have a different model from the sheltered workshops. The sheltered workshop model relies on government subsidies to operate. For our social enterprise, except for this government subsidy, the disabled people we employ are supported by our own funds. (The second target) We follow the directions of the Labor Standards Act.”
(Social enterprise representative, staff)

From the experience of stakeholder C, it shows that the key factor affects whether these disability organizations can get the subsidies from the Taipei City Foreign and Disabled Labor Office is their innovation and effectiveness in solving disability employment challenges. Therefore, if the respondent's social enterprise can provide job opportunities with stable incomes for disability community to a certain extent, just like Richard's case, they may be able to obtain entrepreneurial resources from the Taipei City Foreign and Disabled Labor Office to operate their social enterprises.

Nevertheless, not all social enterprises of interviewees in the study are related to disability employment or can provide job opportunities for the disability community. For those types of social entrepreneurs, they will face difficulties in obtaining entrepreneurial resources from the Taipei City Foreign and Disabled Labor Office. As a result, they are beginning to look for other possible entrepreneurial resources to assist them. Among these startup resources, the startup resources provided by the SMEs Administration is one of the most important supports that they are trying to apply for.

b. **The Small and Medium Enterprise Administration**

Social Innovation Lab is a leading agency established in 2017 by SMEs in order to promote SE in Taiwan. The Social Innovation Lab adopts the standards of the United Nation Sustainable Development Goals, and is committed to assisting Taiwanese social enterprises to improve seventeen important issues related to poverty, climate change and social resource allocation. By mentoring social enterprises to seek all possible entrepreneurial resources and hosting social enterprise seminars where entrepreneurs can exchange their social entrepreneurial ideas, this lab has assisted more

than 100 social entrepreneurs to improve their idea and business operation in the past three years.

Stakeholder F currently works as the supervisor in this lab and explained the goals of the Social Innovation Lab.

“At the time the SMEs offices established this center, they identified this as a hub for social innovation in Taiwan. But, as a hub is not so simple. If the lab is a hub, it must include a perfect system, so any inputs from social entrepreneurs to the system, they [social entrepreneurs] can find what they want and the answers from the system.”
(Social Innovation Lab, Supervisor)

From the perspective of stakeholder F, the Social Innovation Lab is a resource hub that integrates the existing social resources with the government departments to assist social entrepreneurs to overcome those systematic or environmental startup barriers. For example, the Social Innovation Lab hosts seminars every month to allow social entrepreneurs to exchange and reshape their ideas. They also share the information about the current government's policy direction and available resources in these meetings. Therefore, the Social Innovation Lab is a critical resource hub for social entrepreneurs in Taiwan.

In the years of operating Social Innovation Lab, Stakeholder F has counseled a number of disability relevant social enterprises to improve their operational processes and find entrepreneurial resources. However, for mentoring social entrepreneurs with disabilities, he believes that their resources and experience are still insufficient.

“Actually, for the wheelchair users, the environment is accessible. But for the people with visual or hearing impairments, there is no any support for them.”
(Social Innovation Lab, Supervisor)

Because the overall environment of the Social Innovation Lab is inaccessible, it is difficult for most social entrepreneurs with disabilities to attend and exchange ideas in the

seminars. This situation may indirectly cause the business consultants in the Social Innovation Lab to be unfamiliar with people with disabilities and further negative stereotypes that disable people cannot be social entrepreneurs, just like the cases of the social entrepreneurs (Jane and Will) with disabilities as described in the previous chapter.

In fact, the Social Innovation Lab does not rule out providing more disability accommodations in the future, especially when social entrepreneurs with disabilities can meet some prerequisites. He explains,

“But we will also look at the scale and size of their [social entrepreneurs with disabilities] plans. If there is a certain level of scale [social impacts], we will have the opportunity to provide corresponding disability assistance”
(Social Innovation Lab, Supervisor)

Overall, the data analysis in this section does not assert arbitrarily that the Social Innovation Lab held prejudices against people with disabilities or has different treatment for the disability community. However, most disabled people will face challenges in obtaining these crucial startup resources and cannot like most non-disabled social entrepreneurs who can shape their social entrepreneurial idea step by step through the assistance of Social Innovation Lab. Instead, social entrepreneurs with disabilities must first prove their idea is feasible, and then they may have opportunities to receive the disability accommodations or startup resources supports from the Social Innovation Lab. For the disability community, these challenges are like disability-specific startup barriers and need to be removed.

3. **Section conclusion**

This section explores the key stakeholders' perspective on disability and entrepreneurship. Overall, both types of entrepreneurial resources can assist people with disabilities to a certain extent. However, when social entrepreneurs with disabilities want

to obtain these resources, they all face many restrictions and even lack the equal opportunities to access these resources.

According to the People with Disabilities Right Protection, these disability-oriented startup resources provided by the government agency are meant to protect the employment rights of people with disabilities. However, from the results of the data analysis, these supports not only fail to ensure the disability employment rights, but also discourage them from using these resources to start a business to further achieve self-sufficiency.

On the other hand, people with disabilities face many disability-specific barriers when using these non-disability-oriented entrepreneurial resources, such as a lack of disability accommodations and differential treatments. However, in the face of infringing their employment rights, these seven entrepreneurs are as helpless as all those with disabilities. Therefore, compared with the general public, social entrepreneurs with disabilities have to spend extra time to deal with these disability-specific obstacles and this disadvantages their the start-up, growth and success of their social enterprises from the beginning.

While there is a lot of room for improvement in disability employment policies and services in Taiwan, there are also some encouraging insights to be found in the interviews with the key stakeholders. For example, the interview data show that Taipei City Foreign and Disabled Labor Office has gradually begun to consider social entrepreneurs with disabilities as important partners to solve the issues of disability unemployment. This transformation not only shows that the People with Disabilities Rights Protection Act is slowly impacting the current disability employment services, but

also provides an important insights for the future Taiwan government to improve the current disability policy.

D. **Chapter Conclusion**

The seven stakeholders put forward their perspectives on the entrepreneurial experience of the fifteen social entrepreneurs with disabilities from the perspective of policies and government systems. Overall, the Taiwanese government revised the People with Disabilities Rights Protection Act in 2015 to ensure people with disabilities have equal opportunities to participate in society. However, this human rights-based approach has not yet been fully implemented in the government departments and society. As a result, when people with disabilities face violations of their employment and entrepreneurship rights, they are basically helpless.

Furthermore, the entrepreneurial experience of these fifteen social entrepreneurs also confirms the conclusion of seven stakeholders' data analysis in this chapter and the failure of the current disability employment policy. In the next chapter, this study will integrate the data analysis of seven stakeholders' perspectives on disability and entrepreneurship, as well as the social entrepreneurial experience of fifteen interviewees to come up with a data analysis conclusion.

IX. CONCLUSIONS AND DISCUSSIONS

A. **Primary Findings**

After integrating the interview data from entrepreneurs with disabilities at the preliminary and startup stages as well as the perspectives from the key stakeholders, the primary findings of this dissertation can be summarized into three main aspects below.

1. **Disability image reshape: from service users to service providers in social enterprises**

This study firstly shows the dual roles of persons with disabilities in social enterprises: service users and service providers. One of major themes to emerge from the data analysis of the study was the multiple contributions of social entrepreneurs with disabilities to society. Although they are driven by different entrepreneurial reasons, they all have one thing in common—they want to contribute to and improve the society through their social innovation. Their contributions and social impact cover several vital issues of Taiwan, such as disability employment, accessibility, disability education, and long-term care. This finding complements the little research that does currently exist on disability entrepreneurship and makes new contributions to further understanding the shift in the role of people with disabilities from service users to service providers in social enterprises of Taiwan.

2. **Identification of the importance of employment in disability entrepreneurship**

Another major theme to emerge from the data analysis of the study is the strong linkage between employment and disability entrepreneurship. While the interviewees in the preliminary stage of SE point out that their biggest startup barrier was

their inability to employment, the seven interviewees in the startup stage of SE echo the statement by showing the crucial role of stable employment experience for their SE.

Their work experience has greatly assisted them in obtaining the core knowledge, management experience, startup funds, and social capital required for entrepreneurship.

Meanwhile, this research additionally shows that the attitudinal barriers are the major factor that prevents people with disabilities from getting employment or starting businesses, regardless of educational background, work experience, and entrepreneurial experience. For those interviewees who are preparing for their SE, stereotypes against people with disabilities hinder them to improve their professional knowledge and to obtain employment in society, so they have to seek employment support from the public agency. Since the current disability employment services of Taiwan could only provide low-skilled jobs with high turnover rate for the potential entrepreneurs with disabilities, most disabled people are forced to cycle through unemployment and temporary employment; thus, it is hard for people with disabilities to accumulate critical human capital and social capital through these temporary jobs and thus hinder them to launch their SE.

Furthermore, attitudinal barriers also prevent those interviewees who have established their social enterprises from enhancing their social impacts. Stereotypes against disability make it difficult for them to obtain substantial assistance through either disability or non-disability-oriented startup support. This situation prevents disabled social entrepreneurs from using these supports as others do to progressively improve their operations and enhance their social impact, which puts their entrepreneurship at a disadvantage at the beginning of the process. This research finding shifts the focus of

discussion on disability unemployment from personal impairments to the attitudinal barriers and the social constructed barriers, and provides new and critical information for policymakers.

3. **Identification of policy flaws in disability social entrepreneurship**

The Disability Rights Protection Act has not greatly reconstructed the current disability service system, nor can it effectively protect people with disabilities to have equal employment rights in labor market. This research found that the disability startup subsidies are still seen as a disability benefit rather than an approach to ensure disability employment rights. For example, all the disability startup subsidies-related policies require that any person cannot obtain two disability benefits at the same time to prevent any benefit from being abused. Therefore, those who apply for the disability entrepreneurial resources must take both the risk of entrepreneurial failure and the risk of losing disability benefits that they rely on for their daily living. Losing disability benefits as a consequence of applying for the disability entrepreneurial resources provides less support and greater obstacles to people with disabilities who want to start up a business to maintain their life. The finding adds an important new understanding about the inequity of the current system of resources specific to entrepreneurs with disabilities compared to entrepreneurs without disabilities in Taiwan.

At the same time, Disability Rights Protection Act also fails to secure people with disabilities equal opportunities to obtain critical non-disability-oriented entrepreneurial resources. When disability entrepreneurs try to utilize or apply for these resources, they first need to deal with accessibility issues or they may face different treatment during the process, which greatly disadvantages their opportunities for entrepreneurship. This

research recommends the need for a comprehensive reform to the current disability service system to meet the requirements of Disability Rights Protection Act.

B. Significance and Contributions

This is the first study to apply the social model of disability and human rights-based approach to explore the experience of disabled social entrepreneurs in Taiwan. These findings follow similar research that has been conducted in the United States in the field of disability entrepreneurship, while taking into consideration the economic structure and current socio-economic factors of Taiwan when understanding their entrepreneurial experience. By exploring their entrepreneurial reasons, contributions, entrepreneurial obstacles and entrepreneurial resources needed, this research provides a better understanding of disability entrepreneurship and makes three main contributions in academia.

First, this empirical study echoes the view of human rights theory and the CRPD that everyone has the potential to contribute to society, regardless of gender, race, or disability. The results show that the factors that prevent disabled people from contributing to society are not simply due to their impairments, but closely associated with the systematic barriers, such as discrimination, prejudices, and inaccessibility, that violate their disability rights. This empirical research supports that protecting human rights is not a slogan, but a substantial approach to make society better for all.

Second, the literature review of entrepreneurial studies points out that oppressed groups face attitudinal barriers in obtaining human capital and social capital and hinder them to perceive startup opportunities. The results of this study support this perspective and further point out that attitudinal barriers, such as stereotypes, discrimination, and

prejudices, not only impact those interviewees in the preliminary stage, but those disabled social entrepreneurs with entrepreneurial experience, professional knowledge, and solid education background. This finding complements the existing research on disability entrepreneurship and provides a comprehensive view on the impacts of attitudinal barriers on disability entrepreneurship.

Third, this study is the first empirical studies of Taiwan to explore the role of people with disabilities as service providers in social enterprises. By exploring the experience of the fifteen Taiwanese disabled social entrepreneurs, the results reshape the role of disability in SE. Although the research findings are not representative of all social entrepreneurs with disabilities in Taiwan due to the exploratory nature of qualitative research, this research offers important and original insight into the experiences of fifteen social entrepreneurs with disabilities and seven stakeholders. It will help set up the foundation for future research and the development or improvement of disability policies in Taiwan.

C. **Policy Recommendations**

The findings provide insights on improving disability policies in Taiwan. Three policy recommendations can be made. First, the Taiwanese government has made great progress in improving environmental accessibility in recent years, yet the accessibility of disability employment and entrepreneurial support need to be greatly enhanced. By improving the accessibility of these vital employment trainings and entrepreneurial supports, people with disabilities can improve their competitiveness in the workplace and thus achieve their economic self-sufficiency, as well as contribute to society. This improvement will highlight the government's commitment in securing disability rights

and ensures that people with disabilities have equal opportunities to contribute to society as people without disabilities.

Second, the failure of the existing disability employment service is the result of a conflict of interest between the service provider and the service user. The first step to rectify this systematic flaw is to de-couple the source of the conflict of interest between service consumers and service providers. By disconnecting the job performance of service providers from the quantity of disability job placement made, more emphasis can be put on the quality of the services to avoid using short-sighted strategies. Moreover, the job performance evaluation of the service providers should be made at least partially based on the satisfaction of service users. The indicators of user satisfaction include whether the job opportunities offered by service providers are diversified and meet the career need of the service user. These changes are expected to contribute to the improvement of the existing disability employment service and to provide better employment support for the disability community.

Third, the attitudinal barriers are the main factor that prevents social entrepreneurs with disabilities from obtaining substantial assistance from either disability- or non-disability-oriented entrepreneurial supports. For how to reduce the negative impact of these attitude barriers, the Taiwanese government can refer to the approach of the Chicagoland Entrepreneurship Education for People with Disabilities. This project is funded by the Coleman Foundation and is dedicated to bridge entrepreneurship and disability by developing and implementing comprehensive entrepreneurship education and training program for people with disabilities, service providers in disability employment agencies, and Small Business Development Centers in Illinois. This

approach can assist entrepreneurs with disabilities gain a comprehensive understanding of the current startup resources, and then develop the skills for service providers across both disability and business departments to enhance collaboration in order to more effectively assist disabled people in entrepreneurship. The disability employment agencies in Taiwan can learn from this approach to gradually improve the existing disability entrepreneurship support of Taiwan.

D. **Limitation and Future Directions**

The study includes a total of twenty-two interviewees and provides important information on disability and SE. Yet, the study has a number of limitations. For that, I discuss the research limitations as well as the corresponding future directions inspired by the limitations and hope to shed light on disability research.

1. **The representativeness of social entrepreneurs with disabilities in the study**

There is a potential bias in this study since the fifteen disabled social entrepreneur participants all live or work in the greater Taipei area. Given that the social resources of Taipei are relatively ample compared with all other cities in Taiwan, the experience of the fifteen disabled social entrepreneurs can only represent the views of the community of Northern Taiwan. The findings cannot be overgeneralized as a common experience anywhere in Taiwan. Meanwhile, this limitation also points out the necessity of conducting similar qualitative research in other cities and counties in Taiwan to achieve a more comprehensive understanding of this topic.

2. **The missing transition from service users to service providers in social enterprise**

The results of this study indicate the dual role of persons with disabilities in social enterprises, but there were no interview questions specifically related to how this transition occurred, as this was not among the original research topics. Especially when the whole disability community faces the common employment obstacles in society, it is crucial and of significant value to understand how the social entrepreneurs in the startup stage overcame the systematic and socially construed barriers to further launch their business successfully. Apart from personal efforts, have they applied for any external assistance to deal with the systematic employment barriers? This question deserves further research to better provide practical suggestions for potential social entrepreneurs with disabilities.

3. **The limited role of government officials in the study**

Five of the seven key stakeholders in this study are public officials whose jobs are directly related to disability employment service. They are of great help in clarifying the content and development of these disability employment services and policies. However, in their role as public officials, it is difficult for them to provide direct opinions or honest criticism on some key issues. For example, the Taiwanese government has revised People with Disability Rights Protections Act to meet the requirements of the CRPD, but this amendment has not significantly improved the entire disability service system or effectively secured disability employment rights in society. What is the gap between the intention of the Act and its actual implementation? What are the barriers for the government officials to implement the concept of CRPD into realization? These

questions worth further investigations in the future.

E. **Conclusion**

This empirical research contributes to improving our knowledge in disability employment and Entrepreneurial Studies by exploring the experience of the fifteen social entrepreneurs with disabilities in the current socio-political climate of Taiwan. Their experience indicates the importance of inclusive society. That is, no one should be excluded from social participation because of his or her race, gender, and disability. Everyone has the potential to contribute to society.

Furthermore, this empirical study points out that the obstacles faced by persons with disabilities in employment and entrepreneurship are largely due to discrimination, stereotypes against people with disabilities, and the failure of existing disability employment policies. Although these findings cannot represent the common experience of the entire Taiwanese population with disabilities, this research points to a new research direction and shifts the research focuses on individual impairments to the broader socio-political factors that cause disability unemployment. I believe that keep working on the research direction will benefit policymakers to improve existing disability policies and further enhance the social participation of persons with disabilities in all levels of society, and also makes Taiwan an inclusive society where everyone deserves an opportunity to make contributions.

APPENDICES

APPENDIX A

PRELIMINARY INTERVIEW WITH SOCIAL ENTREPRENEURS WITH DISABILITIES

Introduction: Thank you for agreeing to this interview. I am Jay Hsu, a PhD student at the University of Illinois at Chicago. This research focuses on social entrepreneurs with disabilities. There are several key questions about this study. It will be grateful if you can respond to them as detailed as possible.

This interview is being recorded so that a transcript can be made; however, your answers will be private and we will not share anything about just you with anyone outside our research team. Do you understand everything I have said? Do you have any questions before we begin? We can begin the interview now.

1. Point one: background information
 - A. Disability status
 - B. Age
 - C. Location
2. Point two: Would you like to tell me your experience in SE?
 - A. How did you get started/ How long have you been in this social enterprise?
 - B. What is the main purpose of this social enterprise?
 - C. What is your role?
 - D. The general working experience in this social enterprise

These questions bring me to the end of my questions; do you have anything else you want to say? Thank you for your time today and please feel free to contact me if you have any questions or concerns.

APPENDIX B

PRELIMINARY INTERVIEW WITH KEY STAKEHOLDERS

Introduction: Thank you for agreeing to this interview. I am Jay Hsu, a PhD student at the University of Illinois at Chicago. This research focuses on social entrepreneurs with disabilities. There are several key questions and concepts that need some assistance from the key stakeholders. Therefore, it will be grateful if you can respond to each question as detailed as possible.

This interview is being recorded so that a transcript can be made; however, your answers will be private and we will not share anything about just you with anyone outside our research team. Do you understand everything I have said? Do you have any questions before we begin? We can begin the interview now.

Key points and background information

- A. Name/Location/Job title/ Organization title
- B. Briefly explain the job that is mainly related to what disability issues
- C. What do you think about disability-related social enterprises in Taiwan?
- D. What do you think the role of people with disabilities in current social enterprises in Taiwan?

That brings me to the end of my questions; do you have anything else you want to say? Thank you for your time today and please feel free to contact me if you have any questions or concerns.

APPENDIX C

INTERVIEW GUIDE WITH SOCIAL ENTREPRENEURS WITH DISABILITIES

Introduction: Thank you for agreeing to this interview. I am Jay Hsu, a PhD student at the University of Illinois at Chicago. This research focuses on social entrepreneurs with disabilities. There are several key questions about this study. It will be grateful if you can respond to them as detailed as possible.

This interview is being recorded so that a transcript can be made; however, your answers will be private and we will not share anything about just you with anyone outside our research team. Do you understand everything I have said? Do you have any questions before we begin? We can begin the interview now.

Key point 1: Background information

- a. What is the main purpose of this organization?
- b. What do you do in this organization?
- c. How many employees does this organization have?
- d. What are the impacts of this organization for the society?

Key point 2: What are the experiences of people with disabilities in starting a social enterprise in Taiwan?

- a. Why did you start it? Because it was something you really wanted to do or because there were no other options?
- b. What is your start-up experience of your SE overall?
- c. What do your relatives or friends evaluate your start-up experience in SE?
- d. Do they provide any supports or resources to your SE in the start-up process? If so, what kind of support? (e.g., Financial supports)

Key point 3: What are the facilitators and barriers to supporting opportunities for social enterprise start-up by people with disabilities in Taiwan?

- a. What are the current supports or services from the disability-related agency that can facilitate SE (in terms of human capital, social capital, and financial capital)?
- b. Are there any supports or service that you need but have not been provided by the government or disability agencies for your SE?
-If so, what supports and services (public/private) do you need specifically?
- c. How do disability-related agencies evaluate your SE? Does this evaluation influence the resources that you can get from them?

That brings me to the end of my questions; do you have anything else you want to say? Thank you for your time today and please feel free to contact me if you have any questions or concerns.

APPENDIX D

INDIVIDUAL INTERVIEW GUIDE FOR KEY STAKEHOLDERS

Introduction: Thank you for agreeing to this interview. I am Jay Hsu, a PhD student at the University of Illinois at Chicago. This research focuses on social entrepreneurs with disabilities. There are several key questions about this study. It will be grateful if you can respond to them as detailed as possible.

This interview is being recorded so that a transcript can be made; however, your answers will be private and we will not share anything about just you with anyone outside our research team. Do you understand everything I have said? Do you have any questions before we begin? We can begin the interview now.

Key point 1: Background information

- a. What is the main purpose of your organizations or government agencies?
- b. What is your job in this disability-related agency?

Key point 2: What policies and services currently exist for social entrepreneurs with disabilities in Taiwan?

- a. What are the current supports or services from *government agencies* that can facilitate start-up of SE run by people with disabilities (in terms of human capital, social capital, financial capital)?
- b. What are the current supports or services from *disability-related agencies (e.g. non-profit organization)* that can facilitate start-up of SE run by people with disabilities (in terms of human capital, social capital, financial capital)?

Key point 3: What are the facilitators and barriers to supporting opportunities for social enterprise start-up by people with disabilities in Taiwan?

- a. Among the current resource in disability related agencies, are there any supports and services that have been effective and/or that can be further expanded?
-If so, what are they specifically?
-If no, jump to the next question.
- b. Among the current resource, are there any supports and services that have been ineffective that should be further improved?
-If so, what are they specifically and how can they be improved?
-If no, jump to the last question.
- c. What are the selection criteria your agency use to decide which social enterprises run by people with disabilities can get support or resource from your agency?

That brings me to the end of my questions; do you have anything else you want to say? Thank you for your time today and please feel free to contact me if you have any questions or concerns.

APPENDIX E

APPENDIX E

ELECTRONIC FLYER

**Are you a social entrepreneur with disabilities?
Do you have a business, microenterprise, or non-profit?
If so, we are looking for you!**

A research project at the University of Illinois at Chicago is interested in interviewing you about your experiences in social entrepreneurship.

Who?

You can participate if you:

- have a disability
- live in the great Taipei area
- are between the ages of 18 and 64
- have a business or non-profit

What?

A social entrepreneur is someone who has started or tried to start a business, microenterprise, or non-profit with the goal of making a social problem better. The goal of the interview is to better understand your experience in social entrepreneurship and expectation for social entrepreneurship.

We will learn why you became a social entrepreneur, what your contributions are for society and what supports can help you to facilitate your further expectations.

Where and when?

The interview will be administered either face-to-face or over the telephone. You will be able to choose the date and time that works best for your schedule. Each session will be one hour and you will be paid \$30 for being part of this research.

Why?

This research believes that social entrepreneurship is a pathway to employment for people with disabilities in Taipei. In this research, we are particularly interested in including the voices of social entrepreneurs with disabilities.

If you are interested, please contact Jay Hsu by email at chsu36@uic.edu or by telephone at (773) 946-0692. He will be able to give you more information, discuss the project with you in more detail and answer any questions you may have.

APPENDIX F

EMAIL CONFIRMATION OF INTERVIEW FOR SOCIAL ENTREPRENEURS WITH DISABILITIES

Greetings,

Thank you for contacting us about participating in the interview. **You have been chosen as a participant.** This project is about social entrepreneurs with disabilities. A social entrepreneur is someone who has started or tried to start a business, microenterprise, or non-profit with the goal of making a social problem better.

The goal of this interview is to better understand your experience in social entrepreneurship or your expectation for social entrepreneurship in Taiwan. We will learn why you became a social entrepreneur, what your contributions are for the society and what supports can help you facilitate your social entrepreneurship.

Please read through the consent form attached. This form provides more information on the project. Also, it will tell you the expected benefits of taking part in it. You will be asked to sign a copy of the informed consent form before you will be able to participate in the interview. We would like to conduct a one-hour individual interview and you will be paid \$30 for being part of this research. You will be able to choose a day and time that works best for you.

The next step is to contact Jay Hsu by phone at (773) 946-0692 or by e-mail at: Chsu36@uic.edu to schedule a time to meet.

Jay Hsu
PhD candidate, University of Illinois at Chicago

APPENDIX G

EMAIL CONFIRMATION OF INTERVIEW FOR KEY STAKEHOLDERS

Greetings,

Thank you for contacting us about participating in the interview. **You have been chosen as a participant.** This project is about social entrepreneurs with disabilities. The goal of this interview is to better understand the experience of people with disabilities in social entrepreneurship, in terms of their roles, contributions, and expectations from key stakeholders' perspective. Your experience and expertise in disability-related issues will assist us to understand these topics better, including what expectation of people with disabilities for social entrepreneurship are and what support can facilitate their social entrepreneurship in the current social and economic climate of Taiwan.

Please read through the consent form attached. This form provides more information on the project. Also, it will tell you the expected benefits of taking part in it. You will be asked to sign a copy of the informed consent form before you will be able to participate in the interview. We would like to conduct a one-hour interview and you will be paid \$30 for being part of this research. You will be able to choose a day and time that works best for you.

The next step is to contact Jay Hsu by phone at (773) 946-0692 or by e-mail at: Chsu36@uic.edu to schedule a time to meet.

Jay Hsu
PhD candidate, University of Illinois at Chicago

APPENDIX H

CONSENT FORM

University of Illinois at Chicago

CONSENT FOR PARTICIPATION IN RESEARCH

“Social Entrepreneurship and Disability in Taiwan”

Why am I being asked?

You are being asked to be a participant in the research project about social entrepreneurs with disabilities in Taipei, conducted by Jay Hsu, a PhD candidate in the Department of Disability & Human Development. You have been asked to participate in the study because you are considered to be a social entrepreneur with disabilities or a key stakeholder for this study.

We ask that you read this form and ask any questions you may have before agreeing to be in the research. Your participation in this research is voluntary. Your decision whether or not to participate will not affect your current or future relations with the University of Illinois at Chicago. If you decide to participate, you are free to withdraw at any time without affecting that relationship.

What is the purpose of this research?

This research is being conducted to gain greater understanding of the experiences of social entrepreneurs with disabilities, and the supports, services and resources that social enterprises need in order to be successful. These interviews are important resource to explore what contributions social entrepreneurs with disabilities make, what the expectations of people with disabilities have for social entrepreneurship, and what support and resource they need for social entrepreneurship. Overall, the project will include a number of viewpoints, including social entrepreneurs with disabilities, policymakers, and disability advocacy/service providers.

What procedures are involved?

If you agree to be in this research, we would ask you to do the following things:

- Sign this consent form and return to the research team
- Schedule a suitable place and time with a researcher to participate in a one-hour face-t-face interview, or a phone interview at your preferred time

What are the potential risks and discomforts?

To the best of our knowledge, the things you will be doing have no more risk of harm than you would experience in everyday life.

Are there benefits to taking part in the research?

You may not directly benefit from participating in the research. However, the information you provide may be useful to help others in the future, as it will inform research and policy on social entrepreneurship of Taiwan.

APPENDIX H (continued)

What about privacy and confidentiality?

No information about you, or provided by you during the research will be disclosed to others without your written permission, except:

- if necessary to protect your rights or welfare (for example, if you are injured and need emergency care or when the UIC Institutional Review Board monitors the research or consent process); or
- if required by law

You must sign a copy of this consent form and submit it to the research team prior to participating in the research.

The interview will be audio taped and transcribed. You have the right to review and edit the transcripts before the transcripts are de-identified. Once the transcripts are de-identified, you would no longer be able to withdraw your responses. Only the research team will have access to the tapes and transcripts. The tapes will be stored in a locked drawer, accessible only by the research team, in the researcher's office (DHSP 715) on the UIC campus along with all of the research data and records. The transcripts will also be kept in locked file cabinet, both as electronic files on a memory stick and as printed hard copies. All identifiers will separate from any raw data until pseudonyms are assigned. Personal data and identities will be assigned a pseudonym when transcripts are created and the link between data and an individual's name destroyed as early as possible. If the data is published or reproduced in any way, names will not be used and major identifying markers will be changed. When the researchers are traveling or off campus, research documents and materials will be locked in a briefcase, accessible only to the research team. All of the research material, including audiotapes and transcripts, will be destroyed at the end of the research. When the results of the research are published or discussed in conferences, no information will be included that would reveal your identity.

Can I withdraw or be removed from the study?

If you decide to participate, you are free to withdraw your consent and discontinue participation at any time. If you volunteer to be in this study, you may withdraw at any time without consequences of any kind. You may also refuse to answer any questions you do not want to answer and still remain in the study.

Who should I contact if I have questions?

You may ask any questions you have during the interview. If you have questions later, you may contact the researchers via phone or email:

- Jay Hsu 773-946-0692 chsu36@uic.edu
- Dr. Sarah Parker Harris skparker@uic.edu

What are my rights as a research subject?

If you feel you have not been treated according to the descriptions in this form, or you have any questions about your rights as a research subject, you may call the Office for the

APPENDIX H (continued)

Protection of Research Subjects (OPRS) at 312- 996-1711 (local) or 1-866-789-6215 (toll-free) or e-mail OPRS at uicirb@uic.edu.

Remember: Your participation in this research is voluntary. Your decision whether or not to participate will not affect your current or future relations with the University. If you decide to participate, you are free to withdraw at any time without affecting that relationship.

You will be given a copy of this form for your information and to keep for your records.

Signature of Participant

☐ I have read (or someone has read to me) the above information. I have been given an opportunity to ask questions and my questions have been answered to my satisfaction. I agree to participate in this research. I have been given a copy of this form.

Signature

Date

Print Name

Signature of Researcher

Date

Print Name of Researcher

APPENDIX I

DEFINITION OF INITIAL CODES

Initial Code	Definition
1. Personal information (disability, working experience, education)	Basic information of interviewees, including education, work experience and disability
2. Social mission	The mission of the organization
3. How it works	The operational model of the organization
4. Social impact	The social impacts or the potential social impacts of the organization
5. Current entrepreneurial stage	Preliminary stage or startup stage
6. Outcomes	Quantitative data of the social impacts: the number of employees or the number of service members, and etc.
7. Start-up reasons (Pull)	Start-up reasons that is about pursuing community needs (e.g. provide better service for the community)
8. Start-up reasons (Push)	Start-up reasons that is about pursuing personal needs (e.g. financial self-sufficiency)
9. Experience that is indirectly related to the research topic	Interviewees' experience that is not directly related to the research topic, but may be useful in subsequent analyses
10. Start-up barriers (External)	Environmental factors, including start-up barriers related to inaccessibility, discrimination, and stereotypes against disability
11. Start-up barriers (Internal)	Personal factors, such as lack of education, work experience, etc.
12. The attitudes of family members & friends towards their SE (Positive)	Family members expressed their approval or offered assistance for their social entrepreneurship
13. The attitudes of family members and friends towards their SE (Negative)	Family members expressed their disapproval or did not offer assistance for their social entrepreneurship
14. What support do you get/ want to get from the public sectors (Financial capital)	Financial resources that respondents obtained or want to obtain from the public sector, including loans and subsidies.
15. Positive attitude towards the resources of the public sector (Financial capital)	Positive attitude towards the financial resources of the public sector (e.g. disability startup subsidy)
16. Negative attitude towards the resources of the public sector (Financial capital)	Negative attitude towards the financial resources of the public sector (e.g. disability startup subsidy)

17. What support do you get/ want to get from the public sectors (Human capital)	Human resources that respondents obtained or want to obtain from the public sector, including job training, business course, and etc.
18. Positive attitude towards the resources of the public sector (Human capital)	Positive attitude towards the human capital of the public sector (e.g. disability job training, disability employment services, and etc.).
19. Negative attitude towards the resources of the public sector (Human capital)	Negative attitude towards the human capital of the public sector (e.g. disability job training and employment services)
20. What support do you get/ want to get from the public sectors (Social capital)	Social capital that respondents obtained or want to obtain from the public sector. For example, the government holds workshops to enable interviewees to exchange ideas with others
21. Positive attitude towards the resources of the public sector (Social capital)	Positive attitude towards the social capital of the public sector (e.g. business summit)
22. Negative attitude towards the resources of the public sector (Social capital)	Negative attitude towards the social capital of the public sector (e.g. business summit)
23. Non-governmental support (Financial support)	The non-public sector financial capital that respondents already used or want to use for their SE, such as crowdfunding platforms.
24. Non-governmental support (Social capital)	The non-public sector social capital that respondents already use or want to use for their SE. For example, a social networking event where respondents can exchange ideas with others.
25. Non-governmental support (Human capital)	The non-public sector human capital that respondents already used or want to use for their SE, such as job training and business consultant.
26. Suggestions and reflections for improving services of non-public sectors	Respondents' opinions on non-public sector resources include both positive and negative opinions.
27. Suggestions and reflections for improving services of public sectors	Respondents' opinions on how to improve existing policies, resources and services in the public sector
28. Resources that are not available now, but they will be important for your SE	Currently unavailable resources, which respondents believe that if they can get, they will make their social entrepreneurship more smoothly.

APPENDIX J

INITIAL DATA ANALYSIS RESULTS

Initial Code	SE1	SE2	SE3	SE4	SE5	SE6	SE7	SE8	SE9	SE10	SE11	SE12	SE13	SE14	SE15	Total
Code 1	7		7		4	2	5	1	4		1	5	2	2		40
Code 2	1	2	1	1		1	1	1		1	1			1	1	12
Code 3		1		1	3	1	2	2		4	3	3		1	2	23
Code 4	2	3	2	1	1	2	1	1	2		1	1		1	2	20
Code 5				1												1
Code 6		2	1					2	3	1		1			3	13
Code 7		1	1		4			1	1	2	3				2	15
Code 8	4	1	2	1	2	2	3	2				1	3	1		22
Code 9																0
Code 10	1	3	2	2			1	2				3		2	2	18
Code 11			1			1	2	1								5
Code 12						1	2	1				1				5
Code 13		1		2	2							1	2			8
Code 14		2	2	1		1	1		2	2	1	1	1		2	16
Cod3 15		1	1						1							3
Code 16	1		5					3		4	3	1	2		2	21
Code 17	2	1	1	1			2		1	1		1	1	1		12
Code 18	1			1			1		2							5
Code 19	2		6	3			1		1	2		1	1	2		19
Code 20		1									1					2
Code 21																0
Code 22																0
Code 23					1			2		3					1	7
Code 24								1			1					2
Code 25			3					1		2	3	2				11
Code 26					1			2								3
Code 27		2	1	2			1		2		1		1		1	11
Code 28		1	2		2	1	1		2	1	1		1			12

CITED LITERATURE

- Austin, J., Stevenson, H., & Wei-Skillern, J. (2006). Social and commercial entrepreneurship: Same, different, or both? *Entrepreneurship Theory and Practice*, 30(1), 1-22.
- Bates, T., Jackson, W. E., & Johnson, J. H. (2007). Introduction: Advancing research on minority entrepreneurship. *The Annals of the American Academy of Political and Social Science*, 613, 10-17.
- Baron, R. A., & Ensley, M. D. (2006). Opportunity recognition as the detection of meaningful patterns: Evidence from comparisons of novice and experienced entrepreneurs. *Management Science*, 52(9), 1331-1344.
- Bornstein, D., & Davis, S. (2010). *Social entrepreneurship: What everyone needs to know*. Oxford University Press.
- Caldwell, K., Harris, S. P., & Renko, M. (2012). The potential of social entrepreneurship: Conceptual tools for applying citizenship theory to policy and practice. *Intellectual and developmental disabilities*, 50(6), 505-518.
- Caldwell, K., Parker Harris, S., & Renko, M. (2016). Social Entrepreneurs with Disabilities: Exploring Motivational and Attitudinal Factors. *Canadian Journal of Disability Studies*, 5(1), 211-244.
- Carter, N. M., Gartner, W. B., Shaver, K. G., & Gatewood, E. J. (2003). The career reasons of nascent entrepreneurs. *Journal of Business Venturing*, 18(1), 13-39.
- Chang, H. H. (2014). Social change and the disability rights movement in Taiwan 1981-2002. *Review of Disability Studies: An International Journal*, 3(1, 2).
- Chang, H., H. (2007). Special Education and Sociology of Disability: a Theoretical Reflection. *Formosan Education and Society*, (13), 71-92
- Chiu, T. (2014). Braille, amma and integration: the hybrid evolution of education for the blind in Taiwan, 1870s–1970s. *Paedagogica Historica*, 50(1-2), 182-194.
- Dees, J. G. (2001). *The meaning of social entrepreneurship*. Durham, NC: Duke University, Center for the Advancement of Social Entrepreneurship.
- Dhar, S., & Farzana, T. (2017). Entrepreneurs with disabilities in Bangladesh: An exploratory study on their entrepreneurial motivation and challenges. *European Journal of Business and Management*, 9(36), 103-114.
- Ferraina, S. (2012). Analysis of the Legal Meaning of Article 27 of the UN CRPD: Key Challenges for Adapted Work Settings. *BAG:WfbM and Unapei*.

- Firestone, W. A. (1987). Meaning in method: The rhetoric of quantitative and qualitative research. *Educational Researcher*, 16(7), 16-21. doi:10.3102/0013189x016007016
- Fletcher, D. E. (2006). Entrepreneurial processes and the social construction of opportunity. *Entrepreneurship and Regional Development*, 18(5), 421-440.
- Grant, C., & Osanloo, A. (2016). Understanding, selecting, and integrating a theoretical framework in dissertation research: Creating the blueprint for your “house”. *Administrative Issues Journal*, 4(2), 4.
- Harpur, P. (2012). Embracing the new disability rights paradigm: the importance of the Convention on the Rights of Persons with Disabilities. *Disability & Society*, 27(1), 1-14.
- Hessels, J., Van Gelderen, M., & Thurik, R. (2008). Entrepreneurial aspirations, motivations, and their drivers. *Small business economics*, 31(3), 323-339.
- Hou-Dong Ecological Education Park (2013). Organization profile. Retrieved January 09, 2018, from <https://www.facebook.com/EEPOHT>
- Huang, H. P. (2017). *Possibility and problems of a cross-country comparative analysis of long-term care needs and systems: Germany and Taiwan in comparison (Doctoral dissertation)*. Retrieved from http://129.217.131.68:8080/bitstream/2003/36090/1/Dissertation_Han-Ping%20Huang.pdf
- Huang, L., H. & Huang, I., L. (2015). *2015 Taiwan Social Enterprise Survey Report*. Yunus Social Business Centre at National Central University, Taiwan.
- Hung, Y., C. (2016). *A Study of Entrepreneurial Process and Operational Difficulties to Computerized Public Welfare Lottery Retailers with Disabilities*. National Chi Nan University, Taiwan.
- Hwang, S. K., & Roulstone, A. (2015). Enterprising? Disabled? The status and potential for disabled people’s microenterprise in South Korea. *Disability & Society*, 30(1), 114-129.
- Kayess, R., & French, P. (2008). Out of darkness into light? Introducing the Convention on the Rights of Persons with Disabilities. *Human rights law review*, 8(1), 1-34.
- Kuan, Y., Y., Wang, S., T., & Duh, C., R. (2018). The Social Impact of Work Integration Social Enterprise: A Case Study of CAREUS Foundation. *Journal for Social development Study*, (22), 61-100
- Kuo, F., C. & Chang, H., H. (2011). Protection or Restriction? Employment Quota Policy and Life Experiences of Persons with Visual Impairment in Labor Market.

- Taiwan: A Radical Quarterly in Social Studies*, (83), 95-136.
- Liang, C., C. (2015). *Analyzing Service Model of Vocational Rehabilitation Services for the Disabilities: The case Changhua County*, Nanhua University, Taiwan.
- Lin, J. D., Yen, C. F., & Loh, C. H. (2009). Difficulties and suggestions for disability evaluation/enforcement based on WHO-ICF in Taiwan: exploratory findings. *J Disabil Res*, 7(1), e18.
- Lord, J. E., & Stein, M. A. (2008). The domestic incorporation of human rights law and the United Nations Convention on the Rights of Persons with Disabilities. *Wash. L. Rev.*, 83, 449.
- Maguire, M., & Delahunt, B. (2017). Doing a thematic analysis: A practical, step-by-step guide for learning and teaching scholars. *AISHE-J: The All Ireland Journal of Teaching and Learning in Higher Education*, 9(3).
- Mahuteau, S., Piracha, M., Tani, M., & Lucero, M. V. (2014). Immigration policy and entrepreneurship. *International Migration*, 52(2), 53-65.
- Maslow, A. H. (1943). A theory of human motivation. *Psychological review*, 50(4), 370.
- Maziriri, E. T., Madinga, W., & Lose, T. (2017). Entrepreneurial barriers that are confronted by Entrepreneurs living with physical disabilities: A thematic analysis. *Journal of Economics and Behavioral Studies*, 9(1), 27-45
- Mertens, D. M. (2014). *Research and evaluation in education and psychology: Integrating diversity with quantitative, qualitative, and mixed methods*. Sage publications.
- Ministry of Health and Welfare (2015). People with Disabilities Right Protection Act. *Ministry of Health and Welfare*, Retrieved from <https://law.moj.gov.tw/ENG/LawClass/LawAll.aspx?pcode=D0050046>
- Ministry of Labor (2016a). Disability Employment Statistics. *Ministry of labor*, Retrieved from <https://www.mol.gov.tw/statistics/2462/19476/19049/>
- Ministry of Labor (2016b). Survey Report on the Working Conditions of Persons with Disabilities. *Ministry of labor*, Retrieved from <https://www.mol.gov.tw/media/5758854/>
- Office of Disability Employment Policy (2018). Current Population Survey Annualized Disability Employment Statistics. Retrieved from <https://www.dol.gov/odep/topics/DisabilityEmploymentStatistics.htm>
- Ozgen, E., & Baron, R. A. (2007). Social sources of information in opportunity recognition: Effects of mentors, industry networks, and professional forums.

- Journal of Business Venturing*, 22(2), 174-192.
- Parker Harris, S., Caldwell, K., & Renko, M. (2013a). Entrepreneurship by any other name: Self-sufficiency versus innovation. *Journal of Social Work in Disability & Rehabilitation*, 13(4), 317-349.
- Parker Harris, S., Owen, R., & Gould, R. (2013b). Equality through Difference: Policy Values, Human Rights, and Social Justice in the Employment Participation of People with Disabilities. In *Emerging Perspectives on Disability Studies* (pp. 155-167). Palgrave Macmillan US.
- Parker Harris, S., Caldwell, K. & Renko, M. (2014a). Entrepreneurship by Any Other Name: Self-Sufficiency versus Innovation. *Journal of Social Work in Disability & Rehabilitation*, 13 (4), 317-49.
- Parker Harris, S., Renko, M., & Caldwell, K. (2014b). Social entrepreneurship as an employment pathway for people with disabilities: exploring political-economic and socio-cultural factors. *Disability & Society*, 29(8), 1275-1290.
- Patton, M. Q. (2002). Two decades of developments in qualitative inquiry: A personal, experiential perspective. *Qualitative social work*, 1(3), 261-283.
- Peredo, A. M., & McLean, M. (2006). Social entrepreneurship: A critical review of the concept. *Journal of world business*, 41(1), 56-65.
- Perry, J. (2008). *Interviewing people with intellectual disabilities*. Chichester, UK: John Wiley & Sons Ltd.
- Peterson, C. J. (2013). The Convention on the Rights of Persons with Disabilities: Using International Law to Promote Social and Economic Development in the Asia Pacific. *U. Haw. L. Rev.*, 35, 821.
- Pfeiffer, D. (2002). The philosophical foundations of disability studies. *Disability Studies Quarterly*, 22(2), 3-23.
- Prosser, H., & Bromley, J. (1998). Interviewing people with intellectual disabilities. In E. Emerson (Ed.), *Clinical psychology and people with intellectual disabilities* (pp. xii, 344p.). New York, NY: Wiley & Sons.
- Quinn, G., & Degener, T. (2002) The moral authority for change: human rights values and the worldwide process of disability reform [Chpt 1, pp. 3-18], *The Current Use and Future Potential of United Nations Human Rights Instruments in the Context of Disability*. United Nations: New York.
- Qu, S. Q., & Dumay, J. (2011). The qualitative research interview. *Qualitative research in accounting & management*, 8(3), 238-264.

- Renko, M. (2013). Early challenges of nascent social entrepreneurs. *Entrepreneurship Theory and Practice*, 37(5), 1045-1069.
- Renko, M., Parker Harris, S., & Caldwell, K. (2016). Entrepreneurial entry by people with disabilities. *International Small Business Journal*, 34(5), 555-578.
- Reid, A. (2004). Social entrepreneurs: A new brand of disability-rights activists. *Disability World*, 23, 1-5.
- Schumpeter, J. A. (1983). The theory of economic development. New Brunswick. *NJ Transactions Books Reprint*.
- Shane, S., & Venkataraman, S. (2000). The promise of entrepreneurship as a field of research. *Academy of management review*, 25(1), 217-226.
- Shaw, E., & Carter, S. (2007). Social entrepreneurship: Theoretical antecedents and empirical analysis of entrepreneurial processes and outcomes. *Journal of Small Business and Enterprise Development*, 14(3), 418-434. doi: 10.1108/14626000710773529
- Short, J. C., Ketchen Jr, D. J., Shook, C. L., & Ireland, R. D. (2010). The concept of “opportunity” in entrepreneurship research: Past accomplishments and future challenges. *Journal of Management*, 36(1), 40-65.
- Swedburg, R. (2000). The social science view of entrepreneurship: introduction and practical applications. *Entrepreneurship: The social science view*, 7-44.
- Tai, C., H. (2016). An Exploratory Research on Business Models of Taiwan Social Enterprises - A Case of Disability Employment. National Cheng Kung University, Taiwan
- Taipei City Foreign and Disabled Labor Office (2019). Monthly report on employment promotion of people with disabilities. Retrieved from https://fd.gov.taipei/News_Content.aspx?n=EC15A90C493E8E7B&sms=D2082864D74EE701&s=3EA128F8B551B6C7
- Taiwan Access for All Association (2009). About us. *Taiwan Access for All Association*, Retrieved from <https://twaccess4all.wordpress.com/>
- Taylor, S. J., Bogdan, R., & DeVault, M. (2015). *Introduction to qualitative research methods: A guidebook and resource*. John Wiley & Sons.
- Tsai, I., L. & Kao, M., R. (2013). Institutional Changes and New Organizational Forms Creation: The Emergence of the Disability Social Enterprises. *Sun Yat-Sen Management Review*, 21(2), 339-368

- Tsuchiya, R. (2010). *Firm size and business startup reasons of Japanese workers*. Research Institute of Economy, Trade and Industry (RIETI).
- United Nations. (2007a). Overview of International Legal Frameworks For Disability Legislation. Retrieved from <http://www.un.org/esa/socdev/enable/disovlf.htm>
- United Nations (2007b). Frequently Asked Questions regarding the Convention on the Rights of Persons with Disabilities. Retrieved from <http://www.un.org/esa/socdev/enable/convinfaq.htm>
- Wang, K., Y. (2002). Disability Policy and Service System of Taiwan: An Analysis of the Implementation for the Rights Protection Act for People with Disabilities. *Community development journal quarterly*, 97,115-127
- Wu, M. (2013). A Study of Internal Entrepreneurship Model and Strategy in Social Services Organization: The Case of Sacred Heart Home in Chiayi County. *The Journal of the Nanhua University's Department of Nonprofit Organization Management*, 13. Retrieved December 27, 2017, from http://rportal.lib.ntnu.edu.tw/bitstream/77345300/78054/1/ntnulib_ja_A0701_3503_001.pdf
- Yamamoto, S., Unruh, D., & Bullis, M. (2011). The viability of self-employment for individuals with disabilities in the United States: A synthesis of the empirical-research literature. *Journal of Vocational Rehabilitation*, 35(2), 117-127.
- Yilmaz, K. (2013). Comparison of quantitative and qualitative research traditions: Epistemological, theoretical, and methodological differences. *European Journal of Education*, 48(2), 311-325.
- Zahra, S. A., Gedajlovic, E., Neubaum, D. O., & Shulman, J. M. (2009). A typology of social entrepreneurs: Motives, search processes and ethical challenges. *Journal of Business Venturing*, 24(5), 519-532. doi: 10.1016/j.jbusvent.2008.04.007

VITA

Chih-Chieh Hsu 徐志杰

Cell phone: +1-773-946-0692

Email: chsu36@uic.edu

Education

Ph.D. Candidate in Disability Studies, University of Illinois at Chicago (UIC), Chicago, IL
Sept. 2016 – present

- Coursework includes disability rights, human rights theory, social entrepreneurship theory, and policy analysis of the disability employment policies between Taiwan and the United States
- Current research “*Examining Inclusion: Social Entrepreneurship for People with Disabilities in Taiwan*” focuses on the contributions made by social entrepreneurs with disabilities and explores what policies can reinforce these social impacts

Master of Science in Disability and Human Development, University of Illinois at Chicago
June 2016

- Coursework included American with Disability Act, disability and culture, disability studies, and family perspective on disability
- Master thesis: *Social Entrepreneurship for People with Disabilities: Examining Barriers and Facilitators to Business Start-Up*

Master of Arts in Futures Studies, Tamkang University, Taiwan

June 2007

- Coursework included qualitative research method, quantitative research method, aging society, SPSS, Statistics
- Master thesis: *A Study on Intention of Digital Musical Industry in Taiwan*

Bachelor of Science in Industrial Engineering and Management, St. John’s University, Taiwan
June 2002

- Coursework included production management, operation research, quality management, management accounting, and marketing competition strategy

Work & Research Experience

Graduate Researcher

Jan. 2018 – Present

Department of Disability and Human Development, UIC
Chicago, IL

- Worked with 15 Taiwanese social entrepreneurs (SE) with disabilities at multiple startup stages to navigate the available startup resources and identify their startup barriers
- Worked with 7 Taiwanese key stakeholders in the field of disability employment to explore resources and support available for SE with disabilities to strengthen their social impacts for society
- Conducting a research project with 15 Taiwanese SE with disabilities to highlight the contributions they made through their SE and challenge the stereotypical image of people with disabilities in Taiwan: “*Reshaping Disability in Policy Studies — Exploring the Startup Reasons, Barriers and Facilitators for Social Entrepreneurs with Disabilities in Taiwan and Their Social Impact*”

Community Outreach Specialist Intern
Envision Unlimited

Jun. 2015 – Dec. 2017
Chicago, IL

- Assisted service users with intellectual and developmental disability (IDD) in exploring job opportunities in the Chicago area, producing professional and individualized job

resumes, in particular to highlight their working interests and employment performance. Of the 40 clients assisted, 22 found either part-time jobs or volunteer opportunities in their neighborhood

- Worked with service users with IDD as equal partners to plan and develop a research project to explore the disability experience of social integration in Chicago
- Hosted workshops for service users with verbal communication difficulties to help them address their view points by using “photo voice” technique for the research project
- Worked closely with a professor at UIC in project data analysis, used ATLAS-TI software to code and analyze the qualitative data
- Assisted 6 service users with IDD to present the research project to the government officials in disability employment to address the resources and support they need to be better integrated in the community

Founder and CEO

2008 - 2012

Geng-Yuan Integrated Marketing and Communication Corporation

Taipei, Taiwan

- Designed strategic plan for company development, including marketing strategies, financial planning, staff requirement criteria and business outreach plan
- Collaborated with government agencies and formed marketing strategies to launch various major events such as the Heng-Chun International Folk Song & Music Festival for international tourists to better understand the Taiwanese culture for two consecutive years (2010-2012)

Community Engagement

Board Member

2009 - present

Taiwan Retinitis Pigmentosa (RP) Association

Taichung, Taiwan

- Serve as a board member for RP Taiwan. Responsible for Disability rights initiatives, event planning, and working with the disability communities to promote disability rights in Taiwan
- Co-hosted the 19th Retina International World Congress conference and led the volunteer group to serve over 2000 attendees who are individuals with RP, scientists, and medical professionals from around the world

Co-Founder

2014 - present

Café Philo Chicago

Chicago, IL

- Lead the volunteer group to host the monthly-based citizen forum and invite guest speakers from multiple academic spectrums to provide insights into current social issues around the world, such as global warming, same-sex marriage, and disability culture
- Promote Taiwanese culture to the US society by events such as hosting the Taiwanese movie screening “52hz, I love you” in 52 cities around North America

Member

2015 – present

The Formosan Association for Public Affairs (FAPA), Illinois Chapter

Chicago, IL

- Participated in the volunteer campaign team in Chicago and co-hosted the fundraising dinner for the current Taiwanese President, Tsai Ing-wen
- Invited to attend the Presidential election night in 2016

Volunteer

2016 - present

Second Sense

Chicago, IL

- Share the experience of visual loss with new members and ways to cope with the daily challenges

Expertise

- Disability rights, disability employment policies, and social entrepreneurship theory
- Qualitative research and individual interview
- Organization, negotiation, and communication

Skills and Additional Information

- Language: Mandarin (native) and English (fluent)
- Songwriting, music performance, creative writing, vocal training, and music production. Regular performance in cultural festivals in great Chicago area, such as Overseas Community Affairs Council of Taiwan
- Running: Completed the Chicago Marathon (2015, 2016)

Honors and Awards

- Chicago Consular Corps Scholarship, UIC (2018)
- Anne Hopkins Scholarship, UIC (2018)
- Second Place Award, Golden Pen Literature Award, Taiwan (2018)
- Third Place Award, The Three Minutes Thesis Competition (3MT), UIC (2018)
- First Place Award, The 4th Han Bang Literature Award, Taiwan (2017)
- Board of Trustees (BOT) Tuition Waivers and Graduate Scholarships, UIC (2016-2019)
- Government Scholarships for Overseas Study (full scholarship), Taiwan (2013-2016)
- First Place Award, The Voice of Chicago, Chinese Song Singing Contest, Chicago (2014, 2015)
- U-Start Entrepreneurship Competition, receiving venture funding of \$20,000 USD, Ministry of Education, Taiwan (2008)

Publications

- **Hsu, C. C.** (2019). *Reshaping Disability in Policy Studies — Exploring the Startup Reasons, Barriers and Facilitators for Social Entrepreneurs with Disabilities in Taiwan and Their Social Impact*. Oral presentation at 1st Annual Meeting of Taiwan Society for Disability Studies, Taipei, Taiwan.
- van Heumen, L., **Hsu, C. C.**, Ennis, D., Lilley, V., Zalka, A., Gill, J., Killingsworth, A., & Winn, S. (2017). *Experiences of Adults with Intellectual Disability with Community Participation: Results from a Photo Voice Study*. Poster presentation at the American Association on Intellectual and Developmental Disabilities annual meeting, Hartford, Connecticut.
- van Heumen, L., Ennis, D., **Hsu, C. C.**, Lilley, V., Zalka, A., Gill, J., Killingsworth, A., & Winn, S. (2017). *Enhancing community collaboration: Experiences of people with intellectual and developmental disabilities*. Poster presentation at 2017 The Arc of Illinois conference, Alsip, Illinois.
- **Hsu, C. C.** (2016). *Social Entrepreneurship for People with Disabilities: Examining Barriers and Facilitators to Business Start-Up*. Master's thesis, University of Illinois at Chicago.
- **Hsu, C. C.** (2007). *A Study on Intention of Digital Musical Industry in Taiwan*. Master's thesis, Tamkang University, Taiwan.