A STUDY REPORT

Barriers to Employment and Employability for Persons with Disabilities in Hyderabad, A.P. India

INDIAN
INSTITUTE OF
PUBLIC HEALTH
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SOUTH ASIA CENTRE FOR DISABILITY
INCLUSIVE DEVELOPMENT & RESEARCH

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INDIAN INSTITUTE OF
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Table of Contents

List of Abbreviations

AAC	Augmentative and Alternative Communications
EWD	Employees with Disability
ICF	International Classification of Functioning, Disability and Health
IT	Information Technology
ITeS	Information Technology enabled Services
NCPEDP	National Centre for Promotion of Employment for Disabled People
NSSO	National Sample Survey Organization
WHO	World Health Organization

Executive Summary

Background

There is a lack of evidence on the barriers faced by persons with disability in accessing employment opportunities in India. Therefore the present study was undertaken to ascertain the barriers to employment and employability for persons with disability in the IT and IT Enabled Services sector in Hyderabad, Andhra Pradesh India.

The study was funded by CBM South Asia Regional Office (SARO) and was technically supported by CBM SARO as well as Dr. Christiane Noe, Research Coordinator, at CBM International.

Aim

The main aim of the study was to work towards orienting Indian employers on disability inclusiveness with regard to employment of persons with disabilities. It was also an attempt to make Indian Societies disability inclusive by assessing both the enabling factors to employment and the barriers to employability of persons with disabilities in India.

Objectives

The Specific Objectives of the study were:

- To ascertain employers' barriers existing among selected work sectors to employ persons with disabilities.

- To identify physical access, information and communication access - employee barriers at work places for employment of persons with disabilities.

- To document enabling factors among selected industry sectors, that have facilitated employment of persons with disabilities.

- To understand the perspectives of the employers as well as persons with disabilities with respect to the provisions of the Indian Persons with Disability Act (1995).

Methodology

Organizations which were awarded a disability friendly certificate by National Centre for Promotion of Employment for Disabled People (NCPEDP) were included in the sampling framework.

Organizations to be included were purposively identified from the sampling frame after stratifying the organizations by their size. None of the public sector IT/ITES establishments in Hyderabad currently employed persons with disabilities and so the study only included private companies. 2 small, 2 medium and 2 large IT/ITES units were identified and an appointment sought for an interview.

A structured interview guide and schedule were prepared in consultation with various stake holders, including persons with disability working in the corporate sector, employer representatives, academicians and program managers dealing with disability programs. Key informants were then listed out and their consent obtained to conduct the interview.

Employers were also identified from IT/ITES units in the private sector in Hyderabad and requested for an appointment for an interview. A web-based questionnaire was created and sent to those persons who did not have time for a full face-to-face interview and also wanted anonymity. At the end of the interview phase, a series of case studies on employees with disability were conducted and documented.

Results

A total of 147 employees with disability (EWD) were included in the study. Majority of the respondents were educated to at least the undergraduate level.

All the respondents (persons with disabilities) had a physical impairment and 91.2% of these impairments were present since birth. Overall, 72% of employees with disability stated that the impairment had at least a mild effect on their activities for daily living.

72.8% of the employees had declared their impairment at the time of their interview and majority of the employees mentioned that the potential employers had made reasonable adjustments to facilitate their job interview and also after their employment. There was no discrimination / prohibition in the selection process, as a result of the impairment / disability.

Fifty three employers from 6 work places were included in the study. More than 90% of the employers stated that they encouraged applications for all positions from persons with disabilities. Only 3.8% of the employers were aware that their company had a written policy on employing persons with disabilities.

Perceived barriers to affective functioning in the workplace:

Physical access to and within the worksite, communication and information and training opportunities for skill

augmentation were highlighted as critical barriers by a significant proportion of respondents. Also, the attitude of people at the workplace was perceived as a serious barrier as they felt that if people did not have positive attitudes to persons with disabilities, it could result in discrimination and low esteem at the work place.

Around 50% of the respondents felt that they were provided with special benefits like right to special leave, additional medical allowance and work place adjustments.

Perceived benefits of employing persons with disabilities at workplace: All the respondents felt that persons with disabilities are motivated at work and also employing persons with disabilities brings in diverse skills and perspectives to the organization.

Awareness about the Disability Act (1995): The respondents had inadequate knowledge regarding the proportion of reservations in jobs for persons with disabilities, need for registration of vacancies at special employment exchanges and carry forward system for job vacancies.

The employers had a similar view as the employee respondents, regarding barriers to effective inclusion at work place. All employers were of the opinion that reasonable adjustments were made at the workplace to help persons with disabilities and to cater for their special needs both at the time of recruitment as well as later during their working lives. In addition to the benefits mentioned by the employee respondents, the employer respondents mentioned benefits for the employer's brand, improved organisational learning, and a larger pool of potential employees including persons with disability and increased potential labour market. Sickness absenteeism and maintenance costs were felt to be a concern when employing persons with disabilities which is in total contrast to the self-perceived view among persons with disabilities on this aspect. Only 2% of the employers were aware of a written policy to employ persons with disabilities.

Recommendations:

Some of the key recommendations emerging from the present study are:

1. All persons with disability should be made aware of the available schemes for ensuring employment.

2. For enhancing the employment opportunities for persons with disabilities an enabling and an inclusive work environment is required. Employers have a responsibility to make provisions for all individuals with disability at the workplace; budget needs to be available for this.

3. Employers should identify posts in the organisation that can be reserved for people with disabilities, at regular intervals. They should review the same, at periodic intervals (not exceeding 3 years), review the list of posts identified and update the list taking into consideration, recent developments in technology.

4. The Persons with Disabilities Act, 1995 can be effective if the provisions enshrined therein are implemented sincerely. The guidelines should be communicated and implemented.

5. Models of employment for persons with disabilities which are working in other states of India can be tried in Andhra Pradesh too.

Section 1: Background

1.1 Disability in India

The World Health Organization estimates that 1 billion people (World Report on Disability, 2011) live with some type of disability globally of whom 80% live in low income countries1. The magnitude of disability in India poses a public health challenge. Estimates of the magnitude of disability are available from very few sources at the national level though some studies have provided evidence in selected pockets of the country. The Census of India (2001) showed that the prevalence of disability in India was 2.2% translating into 21.9 million affected individuals in the country2. The National Sample Survey (NSSO) round of 2002 also revealed a high magnitude of disability in India and revealed that 8.4% of rural households had at-least one disabled person at home and that 10.6% had multiple impairments[3].

Disability as per the Person's with Disability Act (India) can be defined as 'A person suffering from not less than 40% of any disability as certified by a medical authority. A disability may be physical, cognitive, mental, sensory, emotional and developmental or some combination of these. Thus disability is a complex phenomenon, reflecting an interaction between features of a person's body and features of society in which he or she lives'.

Till recently disability has been treated purely as a 'disease phenomenon' and therefore it was felt that efforts should be directed to identify and treat the physiology and pathology of the impairment. This traditional approach has recently been replaced by a more vibrant and positive strategy to tackle disability using the 'social model' of disability wherein the individual's functioning is given more importance than the impairment. The WHO has recommended the use of the International Classification of Functioning, Disability and Health (ICF) from WHO as the framework for measuring health and disability both at the individual and community level. The ICF domains are classified from body, individual and societal perspectives. There is a need for generating need-based evidence and developing innovative strategies to reduce stigma and conflict, change behaviour and fully integrate the disability in society and its day-to-day functioning.

Few sources at the National level provide estimates of impairment in people from select pockets of the country. Most of these studies provide estimates of impairments and do not mention the societal response which causes disability.

The Census (2001) showed that among the disabled persons, about 75% belonged to rural areas and only 25% were from urban areas2. For the population of the country as a whole, 2.13% were found to have one type of disability or the other.

In rural India, the disability was much higher (2.21%) as compared to the urban India (1.93 %) [2].

The National Sample Survey (2002) while revealing a high magnitude of disability in India showed that 10.6% suffered from multiple impairments[3].

1.2 Acts on Disability in India

The Constitution of the Indian Republic includes several articles and clauses that provide ample opportunities for legal instruments to protect the rights of disabled people. The first major legal advancement for the protection of the rights of the disabled people was the establishment of the Rehabilitation Council of India Act, 1992 which came into force on 31st July 1993[14].

The Persons with Disabilities (equal opportunities, protection of rights and full participation) Act, 1995 classifies the categories of the disabled and further identifies the duties of the Government of India, state governments and local administration towards welfare of the disabled people[4].

Persons with Disabilities (equal opportunities, protection of rights and full participation) Act, 1995:

The enactment of the Persons with Disabilities (equal opportunities, protection of rights and full participation) Act, 1995 (referred as persons with Disability Act) is guided by the philosophy of empowering persons with disabilities and their associates. The endeavour of the Act has been to introduce an instrument for promoting equality and participation of persons with disability on the one hand, and eliminating discrimination of all kinds, on the other hand. The Act aims to protect and promote economic and social rights of people with disabilities.

The Act covers seven disabilities (impairments).These are:

- Blindness
- Low vision
- Leprosy cured
- Hearing impairment
- Locomotor disability
- Mental retardation
- Mental illness

The Act spells out responsibilities of the Government at all the levels including establishments under its control. It lays down specific measures for the development of services and programs for equalizing opportunities for the enjoyment of Right to education, work, housing, mobility and public assistance in case of severe disability and unemployment.

1.3 Employment of Disabled persons

SECTORS OF ECONOMY

1. Primary Sector: It includes production of raw material and basic food. For example: agriculture, farming, fishing, gathering, etc.

2. Secondary Sector: This sector manufactures finished goods. All of manufacturing, processing and construction fall under the secondary sector. Examples include: automobile production, textile production, construction, etc.

3. Tertiary Sector: This includes the service industry. It provides services to general population and to businesses. Examples include: retail and wholesale sales, restaurants, tourism, banking, healthcare, etc.

4. Quaternary Sector: This includes intellectual activities. Examples include: scientific research, education, information technology, etc.

5. Quinary sector: This involves highest level of decision making in society or economy. This sector includes top officials/ executives of government, universities, healthcare, etc.

The Census of India (2001) showed that more than a third of the disabled males and more than two third of the disabled females aged 15 to 59 years were found to be non-workers (not economically active) as against 19% of males and 60% of females among the general population. Majority of persons with speech or movement disability and almost three-fourth of persons with mental deficiencies were non-workers. The NSSO Survey (2002) estimated that only 25% of the disabled population was employed. Gender comparison showed that 36% of males compared to 10% of females with disability were employed. The gender differences are significant.

The Census (2001) noted that among the employed persons with disabilities, 13% were self-employed in agriculture, 10% were casual labourers, 5% were self-employed in non-agricultural activities and only 4% (5% for locomotor disability, 3% in case of speech disability and less than 1% for the other types of disability) were regular employees. Among the disabled persons who were not part of the labour force, 15% attended domestic duties and 5% attended educational institutions. In general, nearly 55% of the disabled males working were involved in the primary sector, 17% in secondary sector and 28% in the tertiary sector. Among women with disability, more than 60% were involved in the primary sector, 16% in the secondary sector and 22% in the tertiary sector.

Van Campen C et. Al., reported that people with chronic physical disabilities participated less in both paid and voluntary work and were less satisfied with their lives than people without health problems4. It has been suggested that participation in employment is akin to being on the main road to well-being. This study analysed national survey data on the participation in work and satisfaction with life, comparing people with a chronic illness and a physical disability (n=603) to people with a chronic illness but without a physical disability (n=1199) and the general population (n=6128). The results showed that the relationship between happiness and work is different for people with a chronic illness and a physical disability, as compared to the others. It was stated that severity of motor disability was the main barrier, and education level and age, were the main determinants that distinguished between 'satisfied people with work' and others among the group of people with a chronic illness and a physical disability[4].

In a study in US, employers were asked about job skills, recruitment and hiring employees who rely on Augmentative and Alternative Communications (AAC). This study looked at better understanding of employer perspectives with respect to hiring and working with people who use AAC and the kinds of employment barriers they believe existed for these individuals in the US7. Findings suggested that, while level of education is still important to employers, skills such as time management, problem solving, communication, use of an understandable and standard voice, and basic technology may be even more important. The study also found that having an effective job-related network is important, as is the ability to provide credible references and do well during in-person interviews with potential employers[7].

In South Korea, a group of researchers looked at factors affecting employment among people with mobility disabilities and found that employment provides not only income but also opportunities for social participation. It was felt that this is especially important for people with disabilities, but the employment of disabled people in many countries is subject to significant barriers. Analysis of responses to the Community Integration Questionnaire and independent variables among the study participants showed that the rate of employment among people with mobility disabilities (34.2%) was much lower than that of the general population (60.3%), with only 13.2% in full-time positions. Gender appeared to be a statistically significant factor influencing employment. Other demographic characteristics such as age, level of education and cohabitation did not influence employment in this study, but people with less severe disability had a higher probability of being employed. Disability acceptance appeared to be a vital factor in the process of vocational rehabilitation. The use of vocational rehabilitation services did not have a significant effect on employment. These results suggest that the role of

the formal services system in the employment process of disabled people is insufficient[8].

A study in US examined the economic and social disparities that individuals with disabilities experience. It was surmised that corporate culture can create attitudinal, behavioural, and physical barriers for workers and job applicants with disabilities. This study concluded that if the employment prospects of people with disabilities were to be improved significantly, attention must be paid to the ways in which corporate culture creates or reinforces obstacles to employees with disabilities, and how these obstacles could be removed or overcome. Ultimately, there is a need to make the case that corporate culture and societal attitudes must change if people with disabilities are to be accepted and incorporated fully into the workplace[9].

There is a paucity of evidence on employment barriers for persons with disabilities in India. In 2009, a study assessed knowledge among Health care professionals dealing with persons affected with disabilities about persons with Disability Act (1995). Around 201 health care professionals dealing with the disabled persons from different parts of India were interviewed using a structured interview checklist. The results showed that 48.3% knew about administration hierarchy, 53.7% were aware of the free education available for the disabled, 68.5% were aware of the employment schemes, 62.7% about poverty alleviation schemes, 59.2% about the travelling benefits, and 56.2% of professionals were aware of the benefits for people with low vision. Only 29.9% of respondents knew about provisions to overcome architectural barriers. Additionally, 43.8% of them knew about the disability certification process and the percentage of disability which was used to provide benefits to persons with disabilities. Information regarding disabled friendly environments and research and human resource development were found to be low among respondents of all professions. The study showed that there is ample need for educational interventions among the health care professionals, and inclusion of persons with disabilities Act in the curriculum of medical schools, and as a topic in conferences and workshops for health care professionals[5].

The National Centre for Promotion of Employment for Disabled People (NCPEDP) reported that the average percentage of employment of persons with disabilities was 0.54% in the public sector, 0.28% in the private sector and 0.05% in multinational companies. It was very surprising to note the extremely low (almost negligible) percentage of disabled employees in the multinational companies since most of them were from countries which have rather strict quotas/laws for employing persons with disabilities[10].

1.4 List of advantages of hiring people with disability at the workplace (United Nations)[11]

The United Nations has listed some advantages of hiring people with disability at the workplace[11]. These are mentioned below:

1. Just like anyone else, persons with disability want to lead a dignified and productive life.

2. Employment provides not only income but also opportunities for social involvement. This is especially important for persons with disability to feel a sense of belonging to the community.

3. Spending on systems and facilities for persons with disability in an organisation is not for the privilege of a small minority but an investment for everyone.

4. Diverse work groups develop better solutions to business challenges.

5. Many companies have found that by employing persons with disabilities they have been able to better understand and serve their customers with disabilities. Adapting services to meet the diverse needs of persons with disabilities allows businesses to develop better flexibility, builds reputation and reaches out to a sizeable market.

Section 2: Rationale for the Study, Aim and Objectives

	According to NCPEDP, to be a disabled friendly company the following criteria should be fulfilled
1.	Inculcating a positive attitude towards persons with disability.
2.	Reserving a percentage of jobs at all appropriate levels for persons with disability
3.	Including disability in the mission statement of the company
4.	Formalising a policy to retain employment without reduction of rank of people who may become disabled.
5.	Being accessible not only to people with mobility problems but also to those with visual and hearing impairments, for example barrier-free buildings, ramps, adapted toilets, Braille symbols and auditory signals in lifts, signage, etc.
6.	Providing appropriate aids/technology/attendants to support disabled employees in the workplace.
7.	Extending certain extra benefits like providing transport to work, rights to special leave, additional medical allowance, etc. to people with disabilities/ partners of disabled persons/or parents of disabled children.
8.	Not denying promotion to people with disabilities on grounds of disability.
9.	Creating a safe working environment to prevent health hazards and accidents.
10.	Conducting regular orientation programmes for all the staff members/workers to encourage positive relations between disabled and non-disabled employees.
11.	Stocking the latest information in the library pertaining to disability.
12.	Providing opportunity for training in skill development for disabled persons.
13.	Furnishing credit and support to persons with disabilities and promoting self-employment.
14.	Being a marketing outlet for the products made by disabled persons/disability NGOs.
15.	Sub-contracting/outsourcing activities to people with disabilities.
16.	Participating in awareness-raising campaigns to sensitise the public.
17.	Acting as a role model to educate and motivate other employers to follow suit.
18.	Providing consultancy services to NGOs working in the area of production, management, marketing, entrepreneurial skills, etc.
19.	Funding/sponsoring/donating to NGOs which are working for the cause of disability.
20.	Supporting the government to establish and maintain support systems for disabled persons.

2.1   Rationale for the Study

The present study was undertaken to ascertain the barriers to employment and employability in identified work places among persons with disabilities in Hyderabad city, Andhra Pradesh, India. As a part of the study, we also documented the enabling factors that have promoted employment and employability among persons with disabilities using a case study approach. Information was collected from the providers and potential beneficiaries on the provisions of the Indian Disability Act, 1995.

2.2   Aim

The main aim of the study was to work towards orienting Indian employers on disability inclusiveness with regard to employment of persons with disabilities. It was also an attempt to make Indian Societies disability inclusive by assessing both the enabling factors to employment and the barriers to employability of persons with disabilities in India.

2.3   Objectives:

- To ascertain what employer barriers exist among selected work sectors to employ persons with disabilities.

- To identify physical access, information and communication access (for hearing impaired, visually impaired and people with learning disabilities) and employee barriers at work places for employment of persons with disabilities.

- To document enabling factors among selected industry sectors which have facilitated employment of persons with disabilities.

- To understand the perspectives of the employers as well as persons with disabilities with respect to the provisions of the Indian Persons with Disability Act (1995).

Section 3: Methodology

This section has been sub-divided to reflect the various steps involved in the study.

3.1 Study Site

The study was conducted in Hyderabad City, Andhra Pradesh, India.

3.2 Study Institutions

Work places were predominantly belonging to the service sector, both IT and IT enabled. A total of six work places were included in the study. Out of the six work places, three (50%) were in the public sector domain and three (50%) were from the private sector domain.

These were identified by using a purposive selection based on employee strength- namely small, medium and large, based on a list released by National Centre for Promotion of Employment of Disabled People (NCPEDP).

3.3 Study Subjects

The participants of this study included both employers as well as employees with disabilities from the study institutions. A total of 200 participants were included in the study (147 employees with disability and 53 employers).

3.4 Ethics

The Institutional Ethics Committee of the Indian Institute of Public Health, Hyderabad approved the study protocol and methods after deliberations. Information and purpose of the study was discussed with the concerned departments in the workplaces; mostly Human Resources or employee administration department; and permissions were sought.

3.5 Study Methods

The selection of work place to be included from IT and IT-ES was purposive. It was based on the employee strength (large, medium and small) of the company, based on a list released from NCPEDP.

NCPEDP has a list of companies which have been approved as 'disabled friendly' and have recruited persons with disabilities through granting of a 'healthy corporate' logo. Work places were predominantly those belonging to the services sector, both IT, IT enabled and others.

Key respondents within the companies were identified and then interviewed by using a structured guide (Annexure No.) to ascertain both employee and employer perceptions on barriers to employment for persons with disabilities. In case the employee did not want to be interviewed personally, the same was web enabled as a questionnaire with an anonymous response.

> **NCPEDP Barriers for Disabled persons**
> 1. Physical access
> 2. Information availability
> 3. Ergonomically suited workstations
> 4. Convenience facilities
> 5. Availability of supportive structures

An interview guide was prepared in consultation with the NCPEDP and listed barriers for disabled persons and was used to capture various barriers being faced by persons with disabilities.

In addition, case studies with persons with disabilities were captured for understanding the barriers faced due to the disability and what the favourable, enabling factors from the employee perspective in each of the identified "disabled friendly" companies were.

The human resource department and department concerned with recruitment and staff welfare were also contacted and views ascertained for the employer perspectives on enabling factors for employment of persons with disabilities. A part of the interview schedule for capturing the employee and employer perceptions concentrated on the provisions of the Indian People with Disability Act 1995. The entitlements under this act for employment and the incentives and benefits formed the major aspect of these provisions. Both quantitative and qualitative analysis was done and outputs are presented as descriptive, thematic and inferential analysis.

A pilot study was conducted at one of the companies, employing 15 persons with disabilities.

3.6 Study Instruments

A pre-structured questionnaire was used to conduct interviews for both the employers and employees with disability. The questionnaire was to be filled by the participants directly or an online submission was available in case the participants wanted to respond anonymously.

3.7 Analysis plan

Data were cleaned before analysis. Mean values and tests of association were calculated to assess statistical significance.

Section 4: Results

4.1 Demographic characteristics

A total of 147 employees with disability were interviewed in the study.

Two out of every three employees interviewed were male (Table 1). 57.1% of respondents were aged 25-40 years. Women respondents were younger compared to male respondents. These differences were statistically significant. Only 5.4% of respondents were post graduates and all of them were male (Table 1).

Table 1: Demographic characteristics of employee respondents

Characteristics	Male		Female		Total	
	N	%	N	%	N	%
Respondents	90	61.2	57	38.8	147	100
Age Categories						
≤ 40 years	36	40	48	84.2	84	57.1
≥ 41 years	54	60	9	15.8	63	42.9
X^2- 27.85; p < 0.001						
Education						
Completed Undergraduate degree	82	91.9	57	100	139	94.6
Completed post graduate degree	8	8.9	0	-	8	5.4

Six work places were included in the study. A total of 53 employers were interviewed. Majority of the employers (80%) had a post graduate degree and were in the age group of 41-60 years.

Table 2: Demographic characteristics of Employer Respondents

Characteristics	Male		Female		Total	
	N	%	N	%	N	%
Respondents	28	52.8	25	47.2	53	100
Age Categories						
≤ 40 years	8	28.6	6	24	14	26.4
≥ 41 years	20	71.4	19	76	39	73.6
Education						
Completed Undergraduate degree	8	28.6	3	12	11	20.8
Completed post graduate degree	20	71.4	22	88.0	42	79.2
Completed post graduate degree	8	8.9	0	-	8	5.4

4.2 Impairment Status

All persons with disabilities interviewed in the study had a physical impairment. A significant proportion of impairments were present at birth (91.2%). This was true both for males and females. Only 2.2% of impairments in males were due to accidents sustained during adult hood. None of the respondents reported work-related impairments.

Table 3: Onset of impairment

Gender	Onset at birth	Onset during childhood	Onset in later life
	% (N)	% (N)	% (N)
Male	88.9% (80)	8.9% (8)	2.2 % (2)
Female	94.8% (54)	5.2% (3)	0
Total	91.2% (134)	7.4% (11)	1.4% (2)

The functional status of the respondents was ascertained and it was observed that mobility (physical impairment) was the significant functional involvement (Table 3). None of the respondents had difficulty seeing, hearing or communicating. The companies included in the study only employed persons with physical impairments at the time of the study.

Table 4: Functional status of respondents

Gender	Difficulty experienced due to impairment				
	Difficulty in seeing	Difficulty in hearing	Difficulty in walking	Difficulty in communicating	No difficulty
Male	0	0	84.5% (76)	0	15.6% (14)
Female	0	0	87.7% (50)	0	12.3% (7)
Total	0	0	85.7% (126)	0	14.3% (21)

Other salient features of the respondents were:

- 72% of the participants felt that their impairment had a mild effect on their daily life activities.
- 6% of the male participants felt that they needed help in their daily life activities, while none of the female participants felt so (Table 4).
- 85% of the participant's reported a difficulty in walking due to the physical impairment.

Table 5: Difficulty in Activities and Participation

Gender	Difficulty experienced due to impairment		
	None	Some difficulty	Need Help
Male	15.5% (14)	78.9% (71)	5.6% (5)
Female	38.6% (22)	61.4% (35)	0
Total	24.5% (36)	72.1% (106)	3.4% (5)

4.3 Attitude towards disability at time of employment (as felt by employee)

The respondents were asked whether they had declared their impairment at the time of recruitment and it was observed that a significant proportion had declared their impairment at the time of recruitment (Table 6).

Table 6: Sharing of information on impairment with employer at recruitment

Characteristics	Male		Female		Total	
	N	%	N	%	N	%
Declared Impairment to employer at recruitment	70	77.8	37	64.9	107	72.8
Did not declare impairment to employer at recruitment	20	22.3	20	35.1	40	27.2
Total	0	0	85.7% (126)	0	14.3% (21)	

Three out of four respondents mentioned that they had shared information on their impairment with their potential employer at the time of the recruitment and all of them stated that all the potential employers made reasonable adjustments to facilitate the interview. Adjustments included, employment opportunities being advertised in a way that was accessible for persons with disabilities and no discrimination or prohibition on the grounds of disability in selection or assessment. Some of the potential employers made adjustments like, holding the interviews on the Ground Floor of the building, giving a helping hand from one of their staff to escort the disabled person to the place of interview.

Among the persons with disabilities employed, 90% stated that the employer made considerable adjustments to facilitate the persons with disabilities to work comfortably. 95% of the respondents mentioned that these adjustments were specified by them rather than it being a mandated policy at the work place.

4.4 Organizational policy on recruitment of persons with disability

More than 90% of the employers stated that they encouraged applications for all positions from persons with disability. However, nearly half the employers said that they considered some jobs as more suitable to persons with disability. Among the female employers, 8% said that would not like to consider persons with disability for any jobs as they felt that they are not suitable for employment in this sector.

Table 7: Attitudes of employers on jobs for persons with disabilities

Attitudes	Male		Female		Total	
	N	%	N	%	N	%
Respondents	28	52.8	25	47.2	53	100
Encourage persons with disability to apply for all jobs	28	100	20	80.0	48	90.6
Consider some jobs as suitable for persons with disability	20	71.4	3*	12	23	43.4
Won't consider recruiting a persons with disability as they are not suitable for available jobs in the sector	0	-	2	8	2	3.8

*X^2 – 11.13; $p<0.001$; Significant

4.5 Policy in organisation on the recruitment of people with disability

Only 3.8% of the employers were aware that their company had a written policy on employing persons with disability (Table 11). 77.3% were not aware if the company had a specific policy for employing persons with disability.

Table 8: Status of organizational policy on employing persons with disabilities

Gender	Policy for Employment for Persons with Disabilities		
	Written Policy Available	No specific policy	Not aware if company had a policy on employment of persons with disability
Male	7.1% (2)	21.4%(6)	71.4% (20)
Female	0	16%(4)	84%(21)*
Total	3.8% (2)	20.8%(10)	77.3%(41)

*Significant association: X^2 value =14.79; p-< 0.0001; 95% CI: 0.63 – 0.87

4.6 Awareness of Persons with Disabilities working in organization

A total of 47 (88.7%) of the employers interviewed stated that persons with disabilities were working in their organization. All the persons with disabilities employed in their organizations were physically impaired, except one, who was visually impaired. This shows that in the IT and ITES, it is rare to find persons affected with sensory impairments. All these persons with disabilities had declared their impairment status at the time of recruitment.

4.7 Barriers to effective functioning in the work place

All employee respondents were asked about the barriers that persons with disabilities face to work in an organization (Table 9). Physical access to and within the worksite was flagged up as a concern by a significant proportion of respondents. A significant proportion also perceived that communication and information were also of critical barriers. 90% felt that training opportunities for skill augmentation were not available and this was a serious barrier.

Table 9: Barriers at work place hampering persons with disabilities

Barriers	Perceived as serious barrier	Perceived as Limited barrier	Not perceived a barrier
N: 147			
PHYSICAL & STRUCTURAL BARRIERS			
Means of access to & into the building (transport provided, ramps at the entrance, tactile warnings, hand rails etc.)	88.4% (130)	11.7% (17)	0
Access within the building (internal ramps, providing or modifying equipment's, lifts with braille symbols and signals, signage etc.)	95.2% (140)	4.8% (7)	0
Availability of safe working environment (accessible fire exits, access routes clear of hazards, preventing health hazards and accidents) hazards, preventing health hazards and accidents)	63.3% (93)	36.7% (54)	0
COMMUNICATION & INFORMATION BARRIERS			
Provision of text phone, type talk, hearing induction loop facilities, screen reader, language/terminology used by staff, signage, additional training etc.	83.7% (123)	0	16.3% (24)
Provision of appropriate aids/technology/attendants (providing supervisor/mentor, braille symbols and auditory signals, adapted toilets, fitness/sports equipment etc.)	6.8% (10)	0	13.6% (20)
Conducting regular orientation programmes	0	95.2% (140)	4.8% (7)
Providing opportunity for training	85.1% (125)	14.9% (22)	0
Extending certain benefits (providing rights to special leave, reallocating work, additional medical allowance etc.)		7.5% (11)	92.5% (136)
Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled etc.)	7.5% (11)	68% (100)	24.5% (36)
Positive attitude of people working	88.4% (130)	11.6% (17)	0
Harassment, Discrimination	88.4% (130)	11.6% (17)	0

Employees with disabilities were not very concerned about special benefits being extended to them. They felt that lack of benefits like special leave or additional medical allowance were not a barrier to employment. However the attitude of people at the workplace was perceived as a serious barrier as they felt that if people did not have positive attitudes to persons with disabilities, it may result in discrimination and low self-esteem at the work place.

Employer perceptions on barriers to employment of Persons with Disabilities

Table 10: Employer perceptions on barriers to employment of persons with disabilities

Barriers	Perceived as serious barrier	Perceived as Limited barrier	Not perceived a barrier
N: 147			
PHYSICAL & STRUCTURAL BARRIERS			
Means of access to & into the building (transport provided, ramps at the entrance, tactile warnings, hand rails etc.)	94.3% (50)	5.7% (3)	0
Access within the building (internal ramps, providing or modifying equipment's, lifts with braille symbols and signals, signage etc.)	84.9% (45)	15.1% (8)	0
Creating a safe working environment (accessible fire exits, access routes clear of hazards, preventing health hazards and accidents)	63.3% (40)	36.7%(13)	0
COMMUNICATION & INFORMATION BARRIERS			
providing text phone, type talk, hearing induction loop facilities, screen reader, language/terminology used by staff, signage, additional training etc.	83.7%(50)	5.7%(3)	0
Provide appropriate aids/technology/attendants (providing supervisor/mentor, braille symbols and auditory signals, adapted toilets, fitness/sports equipment etc.)	0	15.1% (8)	84.9% (45)
Conducting regular orientation programmes	15.1% (8)	75.5% (40)	9.4% (5)
Providing opportunity for training	94.3% (50)	5.7% (3)	0
Extending certain benefits (providing rights to special leave, reallocating work, additional medical allowance etc.)	0	32.1% (17)	67.9% (36)
Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled etc.)	18.9% (10)	75.5% (40)	5.7% (3)
Positive attitude of people working in organization	94.3% (50)	5.7% (3)	0
Harassment, Discrimination at work place	100%(53)	0	0

The following were the salient perceptions of employers regarding barriers to persons with disabilities working in the IT and ITES sectors:

- Physical and Structural Barriers
  - ✓ Access to and into the workplace was felt as a serious barrier by majority of the employers (95%).
  - ✓ Access within the building like internal ramps, lifts with braille symbols and availability of access equipment was felt as a serious barrier by the majority (85%).
- Communication and Information Barriers was considered as serious barriers by 85% of participants.
- All the employers felt that to protect employees with disability facing discrimination and harassment at the work place, they have put in place some measures like representation and inclusion in different teams in the work areas.

They also agreed that other employees did not have a very positive attitude to the persons with special needs.

4.8 Adjustments at work place to improve work environment for persons with disabilities

Overall, 88.4% of persons with disabilities (88.9% Males; 87.7% Females) stated that reasonable adjustments were made by their employers, both before recruitment and later, to facilitate their work. All agreed that there was no discrimination at the time of recruitment and that the employment opportunities were advertised in a way that was accessible for persons with disabilities.

There was a gender difference on perception of facilities provided at the work place. This was mainly due to female persons with disabilities stating that the available toilet facilities were not adapted to their needs. 30% respondents also mentioned that even when facilities were provided, adequate training on using these facilities was not always provided.

Only half the participants felt that they were provided with special benefits like right to special leave, additional medical allowance, or changing of work place, etc. All respondents were appreciative of the morale at the work place and their integration into the team at the work place.

Table 11: Adjustments made at work place by employers to facilitate persons with disabilities

	Male	Female	Total
No discrimination or prohibition on the grounds of disability in selection and assessment.	100% (90)	100% (57)	100% (147)
Employment opportunities advertised in an accessible format for persons with disabilities	100% (90)	100% (57)	100% (147)
Identifying and removing barriers to employment, career development and promotion of persons with disabilities	88.9% (80)	100% (57)	93.2% (137)
Designing all employment systems, processes and facilities to be accessible at work place	77.8% (70)	87.7% (50)	81.6% (120)
Consult employees with disabilities with regard to necessary requirements	100% (90)	92.9% (53)	97.3% (143)
*Provide training to employees with disabilities on the use of any new equipment or systems	55.6% (50)	98.2% (56)*	72.1% (106)
Ensure that employees with disabilities are provided with information in a timely fashion and a usable format	100% (90)	100% (57)	100% (147)
Ensure proper technical aids, equipment and services for employees with disabilities	92.2% (83)	7.8% (50)	90.4% (133)
Ensure good work place morale and people with special needs are being treated as part of team	100% (90)	100% (57)	100% (147)
Extra benefits like providing right to special leave, additional medical allowance, changing the workplace etc. are provided to disabled people	55.6% (50)	52.6% (30)	54.4% (80)

4.9 Adjustments made at workplace to promote people with special needs

All employers were of the opinion that reasonable adjustments were made at the workplace to help persons with disabilities and to cater to their special needs both at the time of recruitment as well as later during their working lives. Adjustments were made to make the persons with disabilities feel comfortable in the work environment and this was the practice followed by all the employers interviewed. There was no stated policy for this which the employers were aware of, but necessary adjustments were made on a case-to-case basis.

All the employers interviewed, stated that they always consulted persons with disabilities and took their consent before any adjustments were made in the work environment.
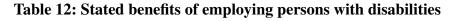
100% of the interviewed employers mentioned that they made the following adjustments for persons with disabilities in their organizations:

- Ensuring that there was no discrimination in selection and assessment or prohibition in employing persons with disabilities.

- Ensuring that employment opportunities are advertised in an accessible format for people with special needs.

- Identifying and removing barriers to employment, career development and promotion of persons with disability.

- Designing all employment systems, processes and facilities to be accessible at work place.

- Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements.

- Provide training to employees with disabilities on the use of any new equipment or systems

- Ensure that employees with disabilities are provided with information in a timely fashion and a usable format.

- Ensure proper technical aids, equipment and services for employees with disabilities.

- Ensure that good work place morale is there and people with special needs are being treated as a part of team.

- Making allowances for extra benefits like providing right to special leave, additional medical allowance, changing the workplace etc. are provided to disabled people.

4.10 Perceived benefits at work place of employing persons with disabilities

Employee Perspective

The respondents were presented with a set of questions to assess their perceptions (Table 12). All of them unanimously agreed that persons with disabilities were more motivated to work. A significant proportion felt that employing persons with disabilities brings in diverse skills and perspectives to the organization. They also stated that the persons with disabilities had lower absenteeism, better health and safety record and maintenance costs. However they did not agree that it added to the employers' brand image or helped in organizational learning nor did they agree that the company was entitled to receive economic incentives by employing persons with disabilities.

Table 12: Stated benefits of employing persons with disabilities

	Positive benefit % (N)	Not a benefit % (N)
Motivated individual	100% (147)	0
Tapping into a wider range of applicants for job vacancies	88.4% (130)	11.6% (17)
Finding workers who can fill, skill gaps in the tight labor market	49.7% (73)	50.3% (74)
Increased potential labor market	49.7% (73)	50.3% (74)
Diverse skills and perspectives	88.4% (130)	11.7% (17)
Reflecting the diversity of the local community	50.3% (74)	49.7% (73)
Benefits to the employer brand	4.8% (7)	95.2% (140)
Organizational learning	4.8% (7)	95.2% (140)
Better or average absence, health and safety records and maintenance costs for disabled employees	88.4% (130)	11.6% (17)
Hiring workers with disabilities can make your company eligible for economic incentives	4.8%(7)	95.2% (140)
Creating an environment where all citizens, as per their ability, are able to contribute to the organization as well as nations development	88.4% (130)	11.7%(17)

Employer Perspective

Table 13: Perceived benefits of employing persons with disabilities

	Perceived as a benefit	Not perceived as a benefit
Motivated individuals	100% (53)	0
Tapping into a wider range of applicants for job vacancies	100% (53)	0
Finding workers who can fill, skill gaps in tight labor market	81.1% (43)	18.9% (10)
Increased potential labor market	75.5% (40)	24.5% (13)
Diverse skills and perspectives	100% (53)	0
Reflecting the diversity of the local community	64.2% (34)	35.8% (19)
Benefits to the employer brand	84.9% (45)	15.9% (8)
Organizational learning	62.3% (33)	37.7%(20)
Better or average absence, health and safety records and maintenance costs for disabled employees	37.7% (20)	62.3% (33)
Hiring workers with disabilities can make your company eligible for economic incentives	13.2% (7)	86.8% (46)
Creating an environment where all citizens, as per their ability, are able to contribute to the organization as well as nations development	100% (53)	0

- Benefits felt by majority of the employers were benefits to the employer brand, improved organisational learning, and increased potential labour market. These benefits were agreed upon by all (100%) the employers.

Sickness absenteeism and maintenance costs were felt to be a concern in employing persons with disabilities which is in total contrast to the self-perceived view among persons with disabilities on this aspect (Table 13). Many of these perceived benefits were statistically significant.

4.14 Awareness on the provisions by Indian persons with Disability Act (1995)

Employee perspective:

The respondents were asked about their perception on provisions of the Indian Persons With Disabilities Act, 1995 (Table 13). The respondents had inadequate knowledge regarding the proportion of reservations in jobs for persons with disabilities, need for registration of vacancies at special employment exchanges and carry forward system for job vacancies. None were aware that 5% jobs need to be reserved for persons with disabilities.

Table 14: Awareness of employees on Disability Act

Awareness Parameter	Yes	No
Identify posts, in the establishments, which can be reserved for the person with disability	100% (147)	0
Percentage of vacancies not less than 3 per cent for persons or class of persons with disability, of which 1% each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotor disability	68.1% (100)	31.9% (47)
Reporting to special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment	35.4% (52)	64.6% (95)
Due to non-availability of a suitable persons with disabilities such vacancy shall be carried forward to the succeeding recruitment year	29.9% (44)	70.1% (103)
Every employer shall maintain such record in relation to the person with disability employed in his establishment in government approved form	100% (147)	0
Employers both in public and private sectors to ensure that at least 5% of their workforce is composed of persons with disabilities	0	100%(147)

Employer Perspective

Table 15: Employer perceptions on provisions under Indian persons with disabilities Act

Knowledge levels of employers with regards to provisions under persons with disabilities Act		
	Aware	Not Aware
Identify posts, in the establishments, which can be reserved for the person with disability	100% (53)	0
Percentage of vacancies not less than 3 per cent for persons or class of persons with disabilities of which 1 % each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotor disability	56.6% (30)	43.4% (23)
Reporting to special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment	56.6% (30)	43.4% (23)
Due to non-availability of a suitable persons with disabilities, such vacancy shall be carried forward in the succeeding recruitment year	18.9% (10)	81.1% (43)
Every employer shall maintain such record in relation to the person with disability employed in his establishment in government approved form	100% (53)	0
Employers both in public and private sectors to ensure that at least 5% of their workforce is composed of persons with disabilities	0	100% (53)

Knowledge on the provisions under the persons with disabilities Act among the employers was good with regard to:
- Identification of posts suitable for being filled by persons with disabilities.
- Maintenance of records of persons with disabilitiesemployed

At the same time, it was also observed that:
- Only 56% were aware of registration of persons with disabilitiesat special employment exchanges.
- Only 2% were aware of a written policy to employ persons with disabilitiesNone of the employers knew about the statutory 5% reservation to be provided to persons with disabilitiesunder the persons with disabilitiesAct 1995.
- Only 45% of the employers really knew about the provisions of the persons with disabilities Act 1995

Section 5: Comparison of perceptions of Employees with Disability and Employer Representatives

Responses of employees with disability were compared with employers' responses to look at differences in perceptions between the two.

There was a difference in perception on the access within the building being a major barrier to employment of persons with disability and this difference was statistically significant (X^2-5.96; p=0.01).

Perceptions on the other physical and structural barriers were similar between the two groups.

There were some major differences in perceptions between the two groups in some domains of communication and information barriers (Table 16). Contrary to the employer's perceptions, a significant proportion of employees with a disability stated that providing technology/attendants/ aids/ adapted toilets etc. was an important barrier to employment. Differences in this respect were statistically significant (X^2-89.82; p <0.001). Similarly the importance of conducting regular orientation programs was perceived significantly more by employees with disability as a limited barrier compared to employer representatives (X^2-16.83; p < 0.001).

Significantly more employees with disability perceived that a lack of benefits like special leave etc. was not a barrier to employment of persons with disabilities (X^2-17.67; p < 0.001) as against the perception of the employers. Statistically significant differences were also observed in relation to the need for specific policies for persons with disabilities (X^2-5.95; p=0.02). All other perceptions were similar across the spectrum of employees and employers interviewed.

Statistically significant differences were also recorded on many domains of disability issues between the employees and the employers. These included issues related to designing all employment systems, processes and facilities to be accessible at work place (including adaptable toilets) (X^2-11.2; p < 0.001), need to provide training to employees with disabilities on the use of any new equipment or systems (X^2-18.5; p < 0.001), and extra benefits like providing right to special leave, additional medical allowance, changing the workplace etc. are provided to disabled people (X^2-36.14; p < 0.001).

Table 16: Comparison of perceived barriers to employment among employers and employees

Barrier	Perceived as a major barrier to employment % (N)		Perceived as a limited barrier to employment % (N)		Not perceived as a barrier to employment % (N)	
	EWD*	Employers	EWD*	Employers	EWD*	Employers
	147	53	147	53	147	53
PHYSICAL & STRUCTURAL BARRIERS						
Means of access to & into the building (transport provided, ramps at the entrance, tactile warnings, hand rails etc.)	88.4 (130)	94.3 (50)	11.7 (17)	5.7 (3)	0	0
Access within the building (internal ramps, providing or modifying equipment's, lifts with braille symbols and signals, signage etc.)	95.2 (140)	84.9 (45)	4.8 (7)	15.1 (8)	0	0
X^2-5.96; p=0.01						
Creating a safe working environment (accessible fire exits, access routes clear of hazards, preventing health hazards and accidents)	63.3 (93)	63.3 (40)	36.7 (54)	36.7 (13)	0	0
COMMUNICATION & INFORMATION BARRIERS						
Providing text phone, type talk, hearing induction loop facilities, screen reader, language/terminology used by staff, signage, additional training etc.	83.7 (123)	83.7 (50)	0	5.7 (3)	16.3 (24)	0
Provide appropriate aids/technology/ attendants (providing supervisor/ mentor, braille symbols and auditory signals, adapted toilets, fitness/ sports equipment etc.)	6.8 (10)	0	0	15.1 (8)	13.6 (20)	84.9 (45)
					X^2-89.82; p <0.001	
Conducting regular orientation programmes	0	15.1 (8)	95.2 (140)	75.5 (40)	4.8 (7)	9.4 (5)
			X^2-16.83; p < 0.001			
Providing opportunity for training	85.1 (125)	94.3 (50)	14.9 (22)	5.7 (3)	0	0
Extending certain benefits (providing rights to special leave, reallocating work, additional medical allowance etc.)	0	0	7.5 (11)	32.1 (17)	92.5 (136)	67.9 (36)
					X^2-17.67; p < 0.001	
Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled etc.)	7.5 (11)	18.9 (10)	68 (100)	75.5 (40)	24.5 (36)	5.7 (3)
X^2-5.95; p=0.02						
Positive attitude of people working in organization	88.4 (130)	94.3 (50)	11.6 (17)	5.7(3)	0	0
Harassment, Discrimination at work place	88.4 (130)	100 (53)	11.6 (17)		0	0
X^2-8.75; p=0.003						

Perceived positive benefits of employing persons with disability

- There were differences in perceptions of the two groups interviewed regarding the positive benefits that would accrue by employing persons with disability. The two groups differed on the following domains:

- Employing persons with disability helps in finding workers who can fill, skill gaps in the tight labor market (X^2-15.76; $p < 0.001$).

- Employing persons with disability provides an increased potential in the labor market (X^2-10.51; $p=0.001$).

- Employing persons with disabilities reflects the diversity of the local community (X^2-2.98; $p=0.08$).

- Employing persons with disabilities benefits the brand value of the company (X^2-129.4; $p < 0.001$).

- Employing persons with disabilities has a benefit to the organization through organization learning due to the interaction between persons with disabilities and other employees (X^2-80.1; $p < 0.001$).

- persons with disabilities have better attendance and less sickness absenteeism (X^2-53.14; $p < 0.001$)

- Hiring workers with disabilities can make the company eligible for economic incentives (X^2-4.25; $p=0.04$).

Level of Awareness on Disability legislation concerning employment

Both groups were asked about their familiarity with certain legislations which affect employment of persons with disabilities. Salient comparisons between the two groups showed that only in relation to the need for organizations to report to special Employment Exchange with information about vacancies that have occurred or are about to occur in the establishment were there any statistically significant differences (X^2-7.22; $p = 0.007$).

Both the employees with disabilities as well as the employer representatives had poor awareness regarding carry forward of a vacancy which has been reserved for a person with disability to the next round of interviews if a suitable candidate with disability could not be found. Both groups were equally conversant with the law providing 3% reservations for persons with disabilities.

Table 17: Comparison of perceptions of Employees with Disability and Employers regarding disability issues

Perception	Employees with Disability (147)		Employers of Persons with Disabilities (53)	
	N	%	N	%
Adjustments made at work place				
Designing all employment systems, processes and facilities to be accessible at work place	120	81.6	53	100
X^2-11.2; p < 0.001				
Provide training to employees with disabilities on the use of any new equipment or systems	106	72.1	53	100
X^2-18.5; p < 0.001				
Extra benefits like providing right to special leave, additional medical allowance, changing the workplace etc. are provided to disabled people	80	54.4	53	100
X^2-36.14; p < 0.001				
Perceived positive benefits of employing persons with disability				
Finding workers who can fill, skill gaps in the tight labor market	73	49.7	43	81.1
X^2-15.76; p < 0.001				
Increased potential labor market	73	49.7	40	75.5
X^2-10.51; p=0.001				
Reflecting the diversity of the local community	74	50.3	34	64.2
X^2-2.98; p=0.08				
Benefits to the employer brand	7	4.8	45	84.9
X^2-129.4; p < 0.001				
Organizational learning	7	4.8	33	62.3
X^2-80.1; p < 0.001				
Better or average absence, health and safety records and maintenance costs for disabled employees	130	88.4	20	37.7
X^2-53.14; p < 0.001				
Hiring workers with disabilities can make your company eligible for economic incentives	7	4.8	7	13.2
X^2-4.25; p=0.04				
Awareness of Disability Acts				
Reporting to special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment	52	35.4	30	56.6
X^2-7.22; p = 0.007				
If suitable persons with disabilities not available, such vacancy shall be carried forward to the succeeding recruitment year	44	29.9	10	18.9
X2-2.41; p=0.2				
Percentage of vacancies not less than 3 per cent for persons or class of persons with disability, of which 1% each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotor disability	100	68.1	30	56.6
X^2-2.22; p=0.14				

Section 6: Case Studies

6.1 Case Study 1

Impairment affecting daily life activities

Mr R, aged 26 years is working as a data entry operator (DEO) in an IT firm 'X' in Hyderabad. Mr R has a physical impairment due to polio from childhood due to which both his legs are affected. He walks on his hands and uses a tricycle to reach office. He is from a poor family and is also the head of the family as his father died. He joined in his first job as a DEO in another IT firm and worked for 3 months, but left the job later as no salary was paid to him for the 3 months. After that he has joined in IT firm 'X' as a DEO.

Barriers faced by Mr R due to his disability

- When Mr R was in school, he faced difficulties in reaching school as there was no money to buy tricycle so continued his education in a nearby government school. He reached school either by walking on his hands or asking help from others to carry him. With the scholarship he received for being a merit student he finished his higher education and went for data entry training. He was given a tricycle by Disability Rights Federation (DRF) and though the training centre was far from home he used to cycle his way to the institute.

- Mr R faced difficulties in getting a job after completing his training. He faced many rejections during his interviews.

- The first IT firm that he joined offered him the job on a low salary basis and he shifted homes to a nearby place as it would be easy to commute. He worked there for 3 months without any salary and when the financial situation were getting worse, he requested the management to pay his salary but he was told that he is not eligible for salary in the first 3 months as it was the initial training period. He had reported this to DRF but in the meantime the company closed their office.

- Mr R did not find any job for the next 3 months and worked at his relative's grocery store in the interim. He later joined in the IT firm 'X' as DEO on a full salary basis and is currently working there for the past 1 year. During the interview he declared his disability and was given special consideration for the job.

- Though he is happy with the job, he still has few barriers like the office premises has no lift

and the steps are very narrow, so he has to take someone's help to reach his desk which is on the second floor. He requested the management to arrange for an attendant for him when he arrives at the office. This was accepted and now he has an attendant to help him get to his desk. Mr R is treated as a part of the team and he aims to do well in his job to contribute towards the growth of the organization.

Key Messages

- Despite the barriers that Mr R faced during his schooling, having the determination to do well in life helped him in achieving a lot.

- Though he has barriers at his workplace, he overcomes them by his strong will and by bringing his needs to the notice of the authorities.

- The organization is also very supportive to him and has helped few of his friends with physical impairment also, to get jobs as DEO.

Mr R coming out of his office premises

6.2 Case Study2

Impairment affecting daily life activities

Mr B, aged 27 years has a physical impairment because of polio which affected both his legs. He uses crutches to walk and goes to office by his modified two wheeler vehicle. He needs a little bit of help from others in doing his normal daily activities like standing up to hold the crutches, shifting him to and from the bike, etc.

Barriers faced by Mr B due to his disability

- Mr B comes from a middle class family, both his parents are employed and they thought he deserves normal education as any other child and hence enrolled him in a reputed school where his mother was already working. Though initially he faced trouble to cope up with his daily activities in school, he got full support from his teachers and he passed out with good grades.

- After finishing his Intermediate education, he decided not to continue with his education; which was against his parents' wish. Instead, he opened a fast food joint in partnership with his friends. But this business collapsed and later he pursued his graduation and joined in his first job as a Data Entry Operator in firm 'Z' and is currently working in the same organization as a senior DEO for the past one and a half years.

- When Mr B was doing business, he purchased a two wheeler and modified it to suit his impairment by adding extra wheels and a separate place for keeping his crutches etc. He continued using the same vehicle while doing his graduation and even now for going to office. After completing his training in data entry he applied for jobs in various organizations but faced many rejections initially. Then, he got a job in firm 'Z' through a well-known contact and he felt that the company was very supportive throughout the interview process & his work tenure.

- Mr B is now working as a senior DEO in firm 'Z' on a full salary basis, since the past one and a half years. He declared his disability during the interview process and was given special considerations after joining the job. As a senior employee, he was provided with the option of interviewing candidates for new DEO positions and thus he helped other qualified physically challenged people in getting jobs.

- In his organization there are around 30 physically challenged people working in various roles. Though he is happy with the job, he still faces a few barriers at his workplace, like the office premises has no lift, the staircase is quite narrow, etc. In this regard, he has requested the management to offer an attendant to help the physically challenged employees to reach their desks which are on the second floor. This service has been provided. He also feels that everyone is treated as a part of team which helps in contributing to the growth of the organization.

Key Messages from the Story

- Due to the impairment though there was an initial struggle during education, having support from his parents, friends and school helped him in finishing his education.

- Though he suffered in his business, his parents helped him making him understand the other ways of making a living and with proper guidance from them and determination to do well in life, helped him a lot in achieving his current position.

- Though there are barriers at his work place, he helps himself and the other physically d i s a b l e d employees to overcome them by planning what needs to be done and proper execution of the plan.

6.2 Case Study 3

Impairment affecting daily life activities

Ms. A, aged 26 years works as a data entry operator at IT firm 'Y' in Hyderabad. Ms A has a physical impairment because of polio affecting both her legs. She uses crutches to walk and travels on public transport to reach office. She needs a little bit help from others in doing her normal daily activities.

Barriers faced by Ms A due to her disability

- Ms. A comes from a poor family, her father works as a lorry driver and mother goes for work in nearby households. Though initially, she never went to school, her uncle who works as a teacher in a government school, convinced her parents and helped her in getting admission into the school. She faced trouble to cope up with the daily activities in school, but with determination and support from her uncle she finished her education along with few data entry courses.

- She started applying for jobs and initially faced many rejections. Then with the help of her relatives she got a job as Data Entry Operator in IT firm 'Y'. She has been working at this organisation as a DEO for the past year.

- Ms. A declared her disability before her interview and felt that the interview process went in a satisfactory manner. There were no adjustments needed at her workplace as she was very comfortable, but the biggest barrier faced was transportation to office. Since there is no transport provided by her employer, she stays at her relative's house and uses public transport to reach office. She also feels that access to and into the building is also a serious barrier for, and she requested the management to provide ramps at the entrance.

- Ms. A feels that her organization and fellow employees have been very supportive and friendly, and upon her request internal ramps were provided and even internal transportation was provided.

- She feels that the biggest strength and advantage in her organization is that everyone is being treated as part of a team which helps in contributing towards the growth of the organization.

- Now, Ms. A is planning to get married to a visually impaired person and lead a happy life together. She says that, 'rather than being concerned of what the society thinks about disabled people, it's better to start to think positively that "disabled people can get married happily" '.

Key Messages from the Story

- Even though Ms A had an initial period of struggle starting from her education to getting a job, having support from her uncle and parents, helped her in finishing her education and getting employed.

- Determination to do well and hard work earned her a good job.

Section 7: Limitations of the study

The following are some of the limitations of the study

- Some private companies, which were approached, were not willing to participate in the study, though they had a good number of persons with disability working with them.

- Public sector IT and IT-ES companies are very few in Hyderabad and those which were present did not have any persons with disabilities working or the persons with disabilities were unwilling to participate in the study.

- The study could only cover persons with physical impairment causing disability as none of the IT/ ITES companies employed persons with other impairments (hearing/ vision/ mental health) at the time of the study.

Section 8: Recommendations

Persons with disability are regularly not considered as proper members of the workforce. Perception, fear, myths and prejudice continue to limit understanding and acceptance of disabilities in workplaces everywhere. Myths prosper and include issues such as persons with disability are unable to work and that hiring a person with disability in the workplace is expensive. But contrary to these notions, many companies have found that persons with disability are more than capable.

Following Major Recommendations emerged from the present study

1. Employers should identify posts in the organisation that can be reserved for people with disabilities, at regular intervals. They should review the same, at periodic intervals (not exceeding 3 years), review the list of posts identified and update the list taking into consideration, recent developments in technology.

2. For enhancing the employment opportunities for persons with disabilities an enabling and a disabled friendly environment is required. Employers have a responsibility to make provisions for all individuals with disability at the workplace. Some examples are given below[12]:

    a) Telephones:

        ◗ Provide hands free option to promote ease of use

        ◗ Provide voice amplifiers to facilitate conversation

        ◗ Provide large button key pads, which are highly visible and easy to use

    b) Accessibility to common spaces:

        ◗ Widen hallways and entrances to workstations and common areas if necessary to promote ease of access and movement

        ◗ Install ramps for easy access wherever ease of access and movement is needed.

        ◗ Ensure that washrooms are accessible

    c) Furniture:

        ◗ Adjust height of common items like printer, photocopier and fax machines to promote ease of access and reach.

    d) Presentations:

        ◗ Use visual aids such as overhead projectors and presentation software to ensure that information is highly visible, easily accessible and easily understandable

        ◗ Procure presentation software that is physically easy to use, and highly visual

        ◗ Provide sign language interpreters to facilitate verbal and visual interaction and communication

    e) Job related stress:

        ◗ Make provisions like flexible working hours or working from home to relieve some stress.

3. Models of employment for persons with disabilities which are working in other states of India can be tried in Andhra Pradesh too. For example, in Gujarat, recently action has been taken to empower persons with disability by providing employment to them. This work has been initiated by Vodafone India Ltd., one of India's leading telecommunications service providers from October 2012, in a tie up with the Blind People's Association (BPA). This partnership will help provide employment opportunities to persons with visual impairment. As a part of this initiative, persons recruited by Vodafone will man the call centre and reach out to prospective post-paid customers in Gujarat. These persons will undergo training on voice recognition systems which will enable them in handling calls[14].

4. All persons with disability should be aware of the available schemes for ensuring employment. The appropriate governments and local authorities, shall by notification, formulate schemes for ensuring employment of persons with disabilities, and such schemes may provide:

◗ Training and welfare of persons with disability

◗ Relaxation of the upper age limit

◗ Regulating the employment

◗ Health and safety measures and creation of non-handicapping environment in places where persons with disabilities are employed;

◗ The manner in which, and the persons by whom, the cost of operating the schemes is to be met

◗ Constituting the authority responsible for the administration of the scheme.

5. Persons with disability have the right to be trained and to work on equal terms in the regular workforce like others. According to the persons with disabilities Act, a minimum of 3% vacancies at every establishment should be for persons or class of person with disability of which 1% should be reserved for persons with:

◗ Blindness or low vision

◗ Hearing impairment

◗ Locomotor disability or cerebral palsy; in posts identified for each disability.

6. The Persons with Disabilities Act, 1995 can be effective if the provisions enshrined therein are implemented sincerely. The guidelines should be communicated and implemented. All possible efforts must be made to disseminate information on the Rights of the persons with disabilities. Pressure groups and advocacy groups should work towards the implementation.

Section 9: Final conclusions

This study gave us some insights on the barriers that, persons with disabilities face in the course of their employment lives within the IT and ITeS. It also gave us insights on the ways in which some of the key barriers were perceived by the employers vs. employees. It showed that there were significant differences in the perceptions of employers vs. employees on certain barriers to employment. As a bottom line, this study throws some light on the ways in which the industry is gearing up to the needs and requirements of the persons with disabilities. However it is still a long way to go in implementation of the provisions of the People with Disability Act 1995, in terms of reservations of jobs and awareness of the provisions in the Act.

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ANNEXURES

Annexure 1: Informed Consent Form

Dear Sir/Madam,

We are from the South Asia Centre for Disability Inclusive Development & Research, which is setup as a center for excellence of the Public Health Foundation of India. We are based at Hyderabad.

We are under taking research to understand the views, perceptions, bottlenecks and favorable factors that employers and their employees feel about giving employment to persons with disabilities in companies like yours. There search wants to ascertain what barriers exist ranging from physical access, communication, skill-sets required for the job, etc. We also want to ascertain if persons with disabilities who are employed as to why they were employed and factors that have promoted employment for persons with disabilities in your work place.

We want you to help us with this research by participating in an "in-depth" individual interview and/or focused group discussions on this issue. We envisage that this will take 30 minutes for an interview and 45 minutes for a focus group discussion. We seek your permission and consent to collect this information from you.

In case you are a person with disability we would like to document your experience as a case-study and seek your permission to take some photographs which will be appropriately masked to hide your identity. The information so collected will be treated with confidence and we will maintain privacy and will not reveal the name of either the individuals or the company to anyone. The collected information will be solely used for research purposes so that it will help us in formulating appropriate policies for persons with disabilities and to make our society and work place more inclusive.

While seeking your time voluntarily, we will not be in a position to compensate financially or otherwise for the time you spend for this research with us. Your decision not to consent for this research for any reason is totally acceptable to us and non-participation will not in any way, be held against you.

Thanking you

Sincerely,

Dr. G.V.S. Murthy

Director, South Asia Centre for Disability Inclusive Development & Research

Name of the Respondent	Signature of the Respondent
Name of the Witness	Signature of the Witness

Annexure 2: Interview questionnaire for Employer

TITLE: "Understanding the barriers to employment and employability for persons with disabilities in IT & IT-ES companies Hyderabad, Andhra Pradesh, India."

To assist us in the collation and analysis of responses, please provide us with the following information:

Name: **Date of interview: /   /**

Contact details: **Time of interview: am / pm**

Organisation:

Position in Organisation:

Gender: ☐ Male   ☐ Female

Age group:

                         ☐ 25-40   ☐ 41-60   ☐ Over 60

Education:

        ☐ Under Graduation

        ☐ Graduation

        ☐ Post-graduation

Total number of employees in Organisation (approx.):

1.   What is the attitude of the organisation in recruitment of disabled people:

        ☐ We actively encourage applications from disabled people to all kind of positions

        ☐ We see some jobs more suitable for disabled people than others

        ☐ We wouldn't consider recruiting a disabled person

        ☐ We see all jobs suitable for non-disabled persons

2.   Is there any policy on employment of persons with disability in the Organisation:

        ☐ Yes written policy

        ☐ Yes unwritten policy

        ☐ No policy

        ☐ Don't know

3. **Are there employees who are people with special needs because of their disability?**

    ☐ Yes ☐ No

4. **If No disabled people are employed why:**

    ☐ Type of work unsuitable for disabled people

    ☐ Lack of access/facilities/equipment

    ☐ Depends on the nature/severity of disability

    ☐ Health and safety concerns/regulations to be followed

    ☐ People's attitudes / prejudices

    ☐ Other please specify_____

5. **If Yes how many people with a disability are working in your organisation:**

6. **What are the categories of persons with disability employed in your Organisation (please tick all that applies):**

    ☐ Physical impairment

    ☐ Sensory impairment, such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment

    ☐ Mental health condition, such as depression

    ☐ Learning disability, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)

    ☐ Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy

    ☐ Others please specify _____

7. **Thinking back to when people with disabilities in the organization were recruited, did they declare their disability at or before interview?**

    ☐ Yes ☐ No

8. **If not, was it because:**

    ☐ They weren't disabled then

    ☐ They didn't think it was relevant to job

    ☐ They became disabled after joining in work

9. **Has reasonable adjustments made to people with special needs at recruitment and/or after taking up a position in the Organisation:**

    ☐ Yes ☐ No

10. **Are these adjustments (tick all that applies):**

☐ A part of making disabled people feel comfortable at work

☐ Cost of any such adjustments is regarded as part of our normal costs

☐ We got external resource for funding such type of adjustments

☐ Do the adjustments after taking the disabled person concern (or)

☐ Follow a certain policy for making the necessary adjustments

11. **What do you think are the perceived physical and structural barriers faced by disabled people in their workplace: (in your words)**

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12. **What do you think are the communication and information barriers faced by persons with disability in the workplace: (in your words)**

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13. **In general what do you think are the barriers for disabled people to work in an organisation:**

(Also please underline the specific barrier/barriers listed below for each option)

	Serious barrier	Limited barrier	No impact
Physical & structural barriers:			
Means of access to and into the building (Transport provided, ramps at entrance, tactile warnings at junctions, hand rails at stairs, signage)	☐	☐	☐
Access within the building (Internal ramps, providing new or modifying existing equipment and tools, lifts with Braille symbols and auditory signals in lifts, adapted toilets)	☐	☐	☐
Creating a safe working environment (Accessible fire exits, access routes clear of hazards, preventing health hazards and accidents,)	☐	☐	☐

Communication and information barriers:

Provide appropriate technology/attendants (Providing supervision/mentor, Braille symbols and auditory signals, signage)	☐	☐	☐
Provide appropriate aids (Text phone/ type talk facilities, hearing induction loop facilities)	☐	☐	☐
Pre-activity readiness questionnaire for Fitness / sports equipment, menu in cafeteria not available in disable friendly formats	☐	☐	☐
Conducting regular orientation programmes	☐	☐	☐
Providing opportunity for training	☐	☐	☐
Extending certain extra benefits (providing rights to special leave, reallocating work, additional medical allowance)	☐	☐	☐
Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who are disabled.)	☐	☐	☐
Positive attitude of colleagues	☐	☐	☐
Harassment, Victimization and discrimination	☐	☐	☐

14. **What coping mechanisms/necessary adjustments have to be made by employer to accommodate persons with disabilities in any organisation? (In your words)**

15. **What necessary adjustments have been made by your organisation to promote persons with special needs (Tick all that applies):**

☐ Ensure that Standards for Selection and Assessment do not discriminate on any prohibited ground of discrimination, including disability

☐ Ensure that employment opportunities are advertised in an accessible format for people with special needs

☐ Identifying and removing barriers to employment, career development and promotion of persons with disabilities

☐ Designing all employment systems, processes and facilities to be accessible in workplace

☐ Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements

☐ Provide training to employees with disabilities on the use of any new or upgraded equipment or systems

☐ Ensure that employees with disabilities are provided with information in a timely fashion and a usable format

☐ Ensure proper technical aids, equipment and services for employees with disabilities

☐ Ensure that good workplace morale is there and the people with special needs are being treated as a part the team

☐ Extra benefits like providing rights to special leave, additional medical allowance changing the workplace etc. are provided to disabled people

☐ Respect individual's right to privacy and confidentiality of disabled people

16. What do you think has been the biggest barrier faced by disabled people in your organisation?

17. What do you think has been the most positive aspect for disabled people in your organisation?

18. What do you think are the perceived advantages of having persons with disabilities in employment at the work place?

19. Do you agree with the following benefits of employing disabled people:

Motivated individuals	☐ Yes	☐ No
Tapping into a wider range of applicants for job vacancies	☐ Yes	☐ No
Finding workers who can fill skills gaps in tight labor markets	☐ Yes	☐ No

Increased potential labor market	☐ Yes	☐ No
Diverse Skills and Perspectives	☐ Yes	☐ No
Reflecting the diversity of the local community	☐ Yes	☐ No
Increased workplace morale and productivity	☐ Yes	☐ No
Benefits to the employer brand	☐ Yes	☐ No
Organizational learning	☐ Yes	☐ No
Better or average sickness absence, health and safety records and maintenance costs for disabled employees	☐ Yes	☐ No
Hiring workers with disabilities can make your company eligible for economic incentives	☐ Yes	☐ No
Creating an environment where all citizens, as per their ability, are able to contribute to the organisation as well as nation's development	☐ Yes	☐ No

20. **What in your view are the facilitators of promoting people with special needs in your organisation?**

21. **The following questions ask about the knowledge of the employer/employee with respect to the Provisions of the Indian Persons with Disability Act (1995).**

Is the employer aware of the provisions of the persons with disabilitiesAct with respect to employment Opportunities which are listed below:

Provisions of Persons with Disabilities Act 1995	☐ Yes	☐ No	☐ Don't know
Identify posts, in the establishments, which can be reserved for the persons with disability	☐ Yes	☐ No	☐ Don't know
Percentage of vacancies not less than 3 per cent for persons or class of persons with disability of which 1 per cent each shall be reserved for persons suffering from: blindness or low vision; hearing impairment; locomotor disability	☐ Yes	☐ No	☐ Don't know
Reporting to Special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment	☐ Yes	☐ No	☐ Don't know

Checking of records

Due to non-availability of a suitable person with disability such vacancy shall be carried forward in the succeeding recruitment year	☐ Yes	☐ No	☐ Don't know

Every employer shall maintain such record in relation to the Person with disability employed in his establishment in government approved form	☐ Yes	☐ No	☐ Don't know
Employers both in public and private sectors to ensure that at least 5 per cent of their work force is composed of persons with disabilities.	☐ Yes	☐ No	☐ Don't know

Thanking you for your time completing this questionnaire. The collected information will be treated with confidence maintaining privacy of the individual and the company. The collected information will be solely used for research purpose so that it helps us to formulate appropriate policies for persons with disabilities and to make our society and workplace more inclusive.

*If requested the respondent will be provided a report/outcomes of the study [ ]

Annexure 3: Participant Information sheet

Dear Sir/Madam,

We are from the South Asia Centre for Disability Inclusive Development & Research, which is set up as a center for excellence of the Public Health Foundation of India. We are based in Hyderabad. We are undertaking research to understand the views, perceptions, bottlenecks and favorable factors that employers and their employees feel about employing persons with disabilities in companies like yours. There search wants to ascertain what barriers exist ranging from physical access, communication, skill-sets required for the job, etc. We also want to ascertain if persons with disabilities who are employed as to why they were employed and factors that have promoted employment in your work place. The research will be carried out using standard research techniques like individual interviews, focused group discussions and case studies within human resources department, representatively selected members in your company and case studies of persons with disabilities who are employed.

The information so collected will be treated with confidence and we will maintain privacy and will not reveal the name of either the individuals or the company. The collected information will be used for research purposes so that it will help us to formulate appropriate policies and recommendations for more inclusive employment practices for persons with disabilities and hence to make our society and work place more inclusive. We request you kindly to let us know if you are happy to participate in this research. Research outcomes will be shared with your organization if requested. Please also inform us if you do not want to participate in this research.

Thanking you

Sincerely,

Dr. G.V.S. Murthy

Director, South Asia Centre for Disability Inclusive Development & Research

Annexure 4: Interview Questionnaire for Employee

TITLE: "Understanding the barriers to employment and employability for persons with disabilities in IT & IT-ES companies Hyderabad, Andhra Pradesh, India."

To assist us in the collation and analysis of responses, please provide us with the following information:

GENERAL INFORMATION

Name: **Date of interview: /   /**

                                                             Time of interview: am / pm

Organisation:

Position in Organisation:

Gender: ☐ Male   ☐ Female

Age group:

                    ☐ 18-25   ☐ 26-40   ☐ 41-60   ☐ Over 60

Education:

                    ☐ Under Graduation

                    ☐ Graduation

                    ☐ Post-graduation

1. **Are you aware or know any person living with a disability or do you have any form of disability yourself?**

    ☐ Yes   ☐ No

2. **If you are not disabled do you have a particular interest in services for disabled people because you are a care taker, relative, peer or employer etc. Please give details below:**

3. If you are a person with disability, please state which of the following applies to you (please tick all that apply)

- ☐ Physical impairment

- ☐ Sensory impairment, such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment

- ☐ Mental health and emotional disabilities.

- ☐ Learning disability, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)

- ☐ Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy

- ☐ Others please specify

- ☐ Do not wish to say

4. What is the prognosis or how the impairment affects your daily life activities?

- ☐ No difficulty

- ☐ Mild difficulty

- ☐ Need little bit help from others

- ☐ Severe difficulty

- ☐ Totally dependent on others

5.   How did the impairment occur?

- ☐ By birth

- ☐ During childhood

- ☐ Due to an accident

- ☐ Due to work

- ☐ Others please specify

6. Because of which….

Do you have difficulty seeing even if wearing glasses	☐ Yes	☐ No
Do you have difficulty hearing even if using hearing aid/	☐ Yes	☐ No
Do you have difficulty walking or climbing stairs?	☐ Yes	☐ No
Do you have difficulty remembering or concern	☐ Yes	☐ No
Do you have difficulty communicating?	☐ Yes	☐ No

7.   How long have you been in your current job?

----

8.   Thinking back to when you were recruited, did you declare your disability at or before interview?

☐   Yes   ☐   No

 If not, was it because:

☐   I wasn't disabled then

☐   I didn't think it was relevant to my job

☐   Was worried about not being short-listed / interviewed

☐   Other, please state _____

9.   If you declared your disability before the interview, were adjustments made to the interview to facilitate it (for example room location, sign language interpreter, hearing loop, etc.)?

☐   Yes   ☐   No

10.   Overall, how satisfied with the recruitment process were you?

☐   Very Satisfied

☐   Satisfied

☐   No opinion

☐   Dissatisfied

☐   Very Dissatisfied

11.   What do you think could be done to improve the recruitment process for disabled applicants?

12. **The following questions ask about the impact of your impairment on your ability to work (including homemaking if that is in your work role).**

Please indicate what your job/work is: _____

Did you have any difficulty:	No difficulty	Mild Difficulty	Moderate Difficulty	Severe Difficulty	Unable
Doing your work using your normal procedures?	☐	☐	☐	☐	☐
Doing your usual work because of impairment?	☐	☐	☐	☐	☐
Doing your work as well as you would like to?	☐	☐	☐	☐	☐
Spending your usual amount of time doing your work?	☐	☐	☐	☐	☐

13. **When you started work, were reasonable adjustments made (e.g. specialist IT equipment, hearing (induction) loop, physical change to desk/workplace, new chair)?**

☐ Yes ☐ No

If not, what reason was given?

☐ No adjustments were needed

☐ No reason given

☐ No money available

☐ I wasn't asked / given the opportunity to say

☐ Didn't know what was needed

☐ Other, please specify _____

If yes, did you

☐ Specify what adjustments you need

☐ Didn't specify, but a certain policy was followed in organisation

☐ Other, please specify _____

14. **In general what do you think are the barriers for disabled people to work in an organisation:**

(Also please underline the specific barrier/barriers listed below for each option)

	Serious barrier	Limited barrier	No impact
Physical & Structural Barriers:			
Means of access to and into the building (Transport provided, ramps at entrance, tactile warnings at junctions, hand rails at stairs)	☐	☐	☐
Access within the building (Internal ramps, providing new or modifying existing equipment and tools, lifts with Braille symbols and auditory signals in lifts, signage)	☐	☐	☐
Creating a safe working environment (Accessible fire exits, access routes clear of hazards, preventing health hazards and accidents)	☐	☐	☐
Communication and information barriers:			
(Providing text phone, type talk, hearing induction loop facilities, screen reader, language /terminology used by staff, signage, additional training)	☐	☐	☐
Provide appropriate aids/technology/attendants (providing supervision/mentor, Braille symbols and auditory signals,adapted toilets, fitness/sports equipment)	☐	☐	☐
Conducting regular orientation programmes	☐	☐	☐
Providing opportunity for training	☐	☐	☐
Extending certain extra benefits (providing rights to special leave, reallocating work, additional medical allowance)	☐	☐	☐
Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled.)	☐	☐	☐
Positive attitude of people working	☐	☐	☐
Harassment, discrimination	☐	☐	☐

15. **What necessary adjustments have been made by your organisation to promote persons with special needs (Tick all that applies):**

☐ Ensure that Standards for Selection and Assessment do not discriminate on any prohibited ground of discrimination, including disability

☐ Ensure that employment opportunities are advertised in an accessible format for people with special needs

☐ Identifying and removing barriers to employment, career development and promotion of persons with disabilities

☐ Designing all employment systems, processes and facilities to be accessible in workplace

☐ Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements

☐ Provide training to employees with disabilities on the use of any new or upgraded equipment or systems

☐ Ensure that employees with disabilities are provided with information in a timely fashion and a usable format

☐ Ensure proper technical aids, equipment and services for employees with disabilities

☐ Ensure that good workplace morale is there and the people with special needs are being treated as a part the team

☐ Extra benefits like providing rights to special leave, additional medical allowance changing the workplace etc. are provided to disabled people

☐ Respect individual's right to privacy and confidentiality of disabled people

16. **What do you feel has been the biggest barrier you faced during your work?**

17. **What do you think has been the most positive aspect at your work?**

18. **What do you think are the perceived advantages of having persons with disabilities in employment at the work place?**

19. **Do you agree with the following benefits of employing disabled people:**

Motivated individuals	☐ Yes	☐ No
Tapping into a wider range of applicants for job vacancies	☐ Yes	☐ No
Finding workers who can fill skills gaps in tight labor markets	☐ Yes	☐ No
Increased potential labor market	☐ Yes	☐ No
Diverse Skills and Perspectives	☐ Yes	☐ No
Reflecting the diversity of the local community	☐ Yes	☐ No
Benefits to the employer brand	☐ Yes	☐ No
Organizational learning	☐ Yes	☐ No
Better or average sickness absence, health and safety records and maintenance costs for disabled employees	☐ Yes	☐ No
Hiring workers with disabilities can make your company eligible for economic incentives	☐ Yes	☐ No
Creating an environment where all citizens, as per their ability, are able to contribute to the organisation as well as nation's development	☐ Yes	☐ No

20. **The following questions ask about the knowledge of the employee with respect to the Provisions of the Indian Persons with Disability Act (1995).**

Is the employee aware of the provisions of the persons with disabilities Act with respect to employment Opportunities which are listed below:

Provisions of Persons with Disabilities Act 1995

Identify posts, in the establishments, which can be reserved for the persons with disability.	☐ Yes	☐ No	☐ Don't know

| Percentage of vacancies not less than 3 per cent for persons or class of persons with disability of which 1 per cent each shall be reserved for persons suffering from: blindness or low vision; hearing impairment; locomotor disability. | ☐ Yes | ☐ No | ☐ Don't know |

Reporting to Special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment. ☐ Yes ☐ No ☐ Don't know

Checking of records.

Due to non-availability of a suitable person with disability such vacancy shall be carried forward in the succeeding recruitment year ☐ Yes ☐ No ☐ Don't know

Every employer shall maintain such record in relation to the Person with disability employed in his establishment in government approved form ☐ Yes ☐ No ☐ Don't know

Employers both in public and private sectors to ensure that at least 5 per cent of their work force is composed of persons with disabilities. ☐ Yes ☐ No ☐ Don't know

Thanking you for your time completing this questionnaire.

The collected information will be treated with confidence maintaining privacy of the individual and the company. The collected information will be solely used for research purpose so that it helps us to formulate appropriate policies for persons with disabilities and to make our society and workplace more inclusive.

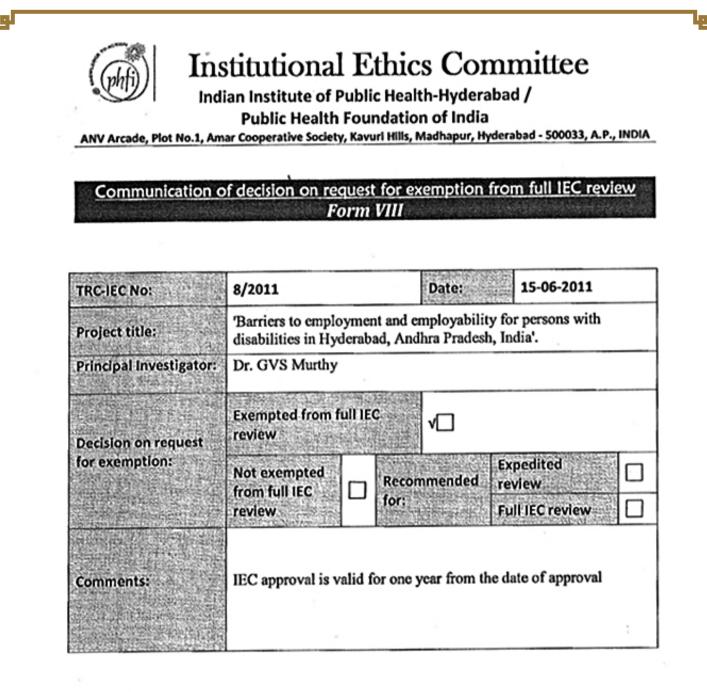* If requested the respondent will be provided a report/outcomes of the study [ ]

Annexure 5: Ethical approval for the study

Institutional Ethics Committee
Indian Institute of Public Health-Hyderabad / Public Health Foundation of India
ANV Arcade, Plot No.1, Amar Cooperative Society, Kavuri Hills, Madhapur, Hyderabad - 500033, A.P., INDIA

Communication of decision on request for exemption from full IEC review
Form VIII

TRC-IEC No:	8/2011	Date:	15-06-2011
Project title:	'Barriers to employment and employability for persons with disabilities in Hyderabad, Andhra Pradesh, India'.		
Principal Investigator:	Dr. GVS Murthy		
Decision on request for exemption:	Exempted from full IEC review	√☐	
	Not exempted from full IEC review ☐	Recommended for:	Expedited review ☐ Full IEC review ☐
Comments:	IEC approval is valid for one year from the date of approval		

Dr. Shailaja Tetali
Member Secretary, IEC, IIPH-H

Dr. G. Chandrasekhar
Chairperson, IEC, IIPH-H

It is the investigators responsibility to notify the IEC, if any changes or modifications are made in the study's design, procedures, etc which may affect the exemption.

South Asia Centre for Disability Inclusive Development and Research, (SACDIR)
Indian Institute of Public Health, Hyderabad, Plot No. 1, ANV Arcade, Amar Co-op Society
Kavuri Hills, Madhapur - 500033. Hyderabad, Andhra Pradesh.