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**EXPERIENCES OF PEOPLE WITH DISABILITIES IN ACCESSING
EMPLOYMENT IN KENYA: A CASE OF NAIROBI COUNTY**

By:

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REQUIREMENTS FOR THE AWARD OF MASTERS OF ARTS IN
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DECLARATION

DECLARATION BY CANDIDATE

I hereby declare that this Research Project is my original work and has not been presented for any other academic award at the University of Nairobi or any other institution.

Pauline Wanjiru Maina

Signature.....**Date**.....

DECLARATION BY SUPERVISOR

This Research Project has been submitted with my approval as the University of Nairobi Supervisor

Dr. Mutsotso

Signature.....**Date**.....

DEDICATION

This project report is dedicated to my husband Adrian Mureithi and my two sons Lewis Gitahi and Keon Waruru for their understanding has been amazing throughout my study period. Thanks a lot.

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First I thank the almighty God for giving me life and good health to go through this post graduate degree program. I cannot take that for granted. Secondly, I would like to thank my family both nuclear and extended for their encouragement and prayers during the study period. Thirdly, I cannot fail to acknowledge and thank my supervisor Dr. Mutsotso whose constant valuable suggestions, skills and inputs have added worth into this study for his guidance throughout the project. It would have been difficult to have a breakthrough in this research project without his support and through scrutiny of the document. Indeed, he is a real mentor. I also acknowledge my employer, the Teachers Service Commission for granting me time to pursue my MA. Finally, I thank all my classmates and colleagues whom were of great help during thick and thin times. Those difficult times you made them look simple. I thank all of you sincerely. God bless you all.

ABSTRACT

Having an inability can be a boundary to securing and looking after work. Individuals matured 18–60 years were chosen from the Kenya National Survey for Persons with Disabilities to set up the boundaries and separation they encountered in looking for work in Nairobi County. The study focused to meeting 40 people with inabilities working in both private and open part inside Nairobi County. The study identified with naming hypothesis, capacity hypothesis, structuration hypothesis, and the P.A.E.I hypothesis demonstrating the troubles and difficulties and in addition structures utilized as a part of controlling the obstructions that accompany physical incapacity. Discoveries demonstrate that individuals with incapacities experienced a few obstructions and segregation in looking for paid business. The sorts of boundaries that these individuals experienced fluctuated starting with one individual then onto the next. There were less yet unique sorts of boundaries to working that were experienced. A few socio-demographic variables additionally affected boundaries to working. Seriousness of inability, sort and term of handicap, level of training, sex, low wage, geographic area and the quantity of individuals living in the family unit all impacted the sort of boundaries and work separation for these individuals. For individuals living with inability to be completely coordinated into the general public they require work as their key to financial strengthening. The discoveries of the study are an eye opener for changing individuals' states of mind like the businesses towards individuals with handicaps to view them as helpful. The study prescribe that the legislature to offer grants to class matured PWDs who can't go to class as a result of money related requirements. Additionally elective learning sessions ought to likewise be directed (all the time and for nothing out of pocket) to PWDs who are as of now past the school-age yet don't have at any rate secondary school recognition (which is normally the base capability set by bosses). The legislature ought to likewise apportion extra finances for projects and exercises identified with abilities advancement and business help for more established PWDs with lower instructive fulfillment. There is requirement for the legislature to build the quantity of professional preparing foundations for PWDs. Notwithstanding more extensive openings for work, there are additionally needs approaches that bolster individuals with handicaps in instruction, group engagement, and business. Henceforth, the legislature ought to set up clear arrangements on incorporation instruction, work portion, and arrangement of upheld business administrations, for example, work position and aptitudes preparing.

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ACRONYMS AND ABBREVIATIONS

AFUB	African Union of the Blind
AIDS	Acquired Immune Deficiency Syndrome
AND	Action Network for the Disabled
APDK	Association of Persons with Disabilities in Kenya
CBO	Community Based Organizations
CRPD	Conventions on the Rights of People with Disability
FBO	Faith Based Organization
GoK	Government of Kenya
HI	Handicap International
HIV	Human Immunodeficiency Virus
ICF	International Classification of Functioning
ICIDH	International Classification of Impairment, Disability & Handicap
ICT	Information and Communication Technology
ILO	International Labor Organization
KNBS	Kenya National Bureau of Statistics
KNSPWDs	Kenya National Sponsor for People with Disabilities
MDGs	Millennium Development Goals
NCPWD	National Council of Persons with Disability
NGOs	Non- Governmental organizations
PWDs	Persons with Disabilities
SPSS	Statistical Package for Social Science
UN	United Nations
UNAIDS	United Nations on HIV/AIDS
UNDP	United Nation Development Programme
UNICEF	United Nations Framework Convention on Climate Change
USAID	United States Agency for International Development
WHO	World Health Organization

CHAPTER ONE: INTRODUCTION

The aim of this chapter is to provide an overview of the content and structure of this project proposal. The chapter outlines the background of the study, sets out the purpose and objectives of the study, significance of the study, the research questions and assumptions made in the study.

1.1 Background of the Study

It is evaluated that 10% of the total populace has some sort of handicap. They are exceedingly over-spoke to among poor people; around 80% of them live underneath the destitution line, and are regularly unemployed. Interest in monetary life is sought by huge numbers of them, to win a living and add to the support of their families, additionally to improve self-satisfaction and self-regard. Work offers individuals with handicaps the chance to be perceived as contributing individuals from their group.

Work has been distinguished as a basic requirement for people with incapacities, given that it is a fundamental segment of the nature of grown-up life (Rogan, Rossi & Gajewski, 2002). However, people with disabilities are among the most powerless gathering in the general public. They are frequently under-taught, untrained, unemployed and poor. They confront numerous hindrances in their battle for uniformity. Despite the fact that men and ladies with inabilities are liable to separation in light of their incapacities, ladies are at a further detriment due to the joined segregation in view of sex and handicap. Truly, these people have not had level with chances to seek after business

and have experienced segregation and disgrace in the work environment. As indicated by the most recent advance report (2012) from the National Council on Disability (NCD), in the course of recent decades after the entry of the ADA, the work rate of people with disabilities remains generously lower than those without handicaps. Since 2008, work misfortune for people with incapacities has far surpassed that for people without disabilities. In April 2012, the work rates (over the age of 16) were 17.8% and 63.8% for the two gatherings, while the unemployment rates were 12.5% and 7.6%, individually (U.S. Division of Labor, 2012).

Inability pervasiveness rates in Kenya fluctuate as indicated by the diverse information gathering techniques utilized yet the National Survey on Persons with Disabilities (GoK,2008) found that 4.6% of the Kenyan populace encounter some type of incapacity, of which 3.6% of youth between ages 15-24 years have handicaps, with visual and physical impedances being the most every now and again reported (1.1% each). A portion of the adolescent (12%) with handicaps had either never been or were not able at present go to class in Kenya at the season of the review. In many parts of Kenya, the move amongst essential and optional for youngsters and youth with incapacities is uncommon, and from auxiliary to tertiary training, everything except obscure (Mugo, 2010). Regardless of this, Kenya has various laws and strategies supporting people with disabilities. These incorporate the Persons with Disabilities Act (2003), which passes on rights, restoration and equivalent open doors for individuals with incapacities, in spite of the fact that there is no necessity or motivator to conform to this law (Tororei, 2009).

This law likewise requires private and open area businesses to save 5% of employments for people with inabilities (Mugo, 2010).

Regardless of a scope of arrangements and intercessions, there are still various imperatives confronting individuals with incapacities entering work in Kenya. These range from an absence of reasonable business; almost no get to or adjustments; constrained desires of families and managers; absence of systems, contacts or social and between individual aptitudes (Mugo, 2010). Most of them face various challenges in employment opportunities in the formal sector specifically in Private and Public Civil Service. Some of the challenges that they experience are: negative attitudes of employers or work mates, unfriendly infrastructures, lack of working aids / technical aids and insensitive office buildings. Other challenges include unequal employing and advancement benchmarks, unequal access to preparing and retraining, unequal access to credit and other profitable assets, unequal pay for equivalent work and word related isolation, and they once in a while take part in financial basic leadership (ILO, 2012).

Business is one of the features of full cooperation in the public eye. In this way, full interest of handicapped people in the public arena can't be accomplished without furnishing them with equivalent business openings. There are multiplicities of interrelated hindrances which should be tended to keeping in mind the end goal to guarantee measure up to access to work openings by all individuals from various sex and different foundations.

1.2 Statement of the Problem

Paid work is a vital piece of our lives. It gives a chance to acquire a pay furthermore to have social and political status. Without the chance of working, incorporation into society can be restricted. What's more, neediness, coming from unemployment or poor wages, may confine social and relaxation interests (Jongbloed and Critchton, 1990). It is a major human right and is critical for each individual incorporating people with disabilities. It can give monetary security and freedom and give them esteem and status as people. It assists with joining and acknowledgment by the non-handicapped and in particular it gives life a reason (Boylan, 1991). Much of the writing around crippled individuals and business concentrates on the issues and methodologies for potential representatives in applying for and looking for some kind of employment.

There is less accentuation on the issues for handicapped individuals who are in work. The writing demonstrates that the greatest hindrance to picking up and progressing in business is not the physical environment but rather the pessimistic demeanors regularly showed by managers and collaborators towards crippled individuals. The Right to Work (2004) report by the Human Rights Commission alludes to "the continuing vilification of individuals with handicaps in the work environment." A superseding topic that rose was the need to separate the attitudinal boundaries to permit crippled individuals the chance to pick up business. Specifically this implies beating the pessimistic demeanor numerous businesses need to utilizing debilitated individuals.

A great deal of the exploration additionally has been done on inability and work issues identifying with particular weaknesses instead of general issues. From various perspectives this bodes well, as the issues confronting individuals who are listening to debilitated will be very not quite the same as those with versatility weaknesses. There is a requirement for more research on the work issues confronted by impaired individuals. Universally there is an absence of up and coming factual data about the demographics, occupations, level of abilities and instruction, and wage. This nonattendance impacts on the comprehension of work market action identifying with incapacitated individuals and the advancement of viable strategies to bolster individuals in business. Unemployment rate among the disabled people in Kenya is higher than the non-disabled people in Kenya. In spite of all the Government agencies, NGOS dedicated to persons with disability, there still remains a high rate of unemployment and inactivity among the working-age individuals from 18-60 years of age. Furthermore working people with disability tend to be underpaid and have fewer opportunities for upward movement.

High unemployment among disabled people is so alarming that the international communities such as United Nation, Non-Governmental Organizations (NGOs), WHO do accept and recognize that it is time that one, came out with a solution. There are other people who are living with different types of disabilities and who are in employment, but I did not focus on them because I assumed they may not be informative I focused on only those people living with physical disabilities since they were more and easily accessible. Most research has focused on employment barriers among adults with visual impairment, sensory impairment, and none of the studies has focused on those who are in employment

and I believe they are better suited to explain their experiences in Nairobi County , hence the knowledge gap on how mitigation can be enhanced to promote employment and workers retention. On the same note, no scientific information exists regarding the employment patterns among private and public sector. With this gap, it is difficult for decision-makers to make informed directions regarding employment and retentions of persons with disabilities. So far in the county, it is not scientifically clear how the current policy on employment of persons with disabilities and equal rights impact on employment and retention of PWDs.

In this state, it is difficult to promote or select the most acceptable policies for maximum employment and retention of persons with disabilities. Work is one of the aspects of full cooperation in the public arena. Subsequently, full support of debilitated people in the public arena can't be accomplished without furnishing them with equivalent business openings. There are multiplicities of interrelated hindrances which should be tended to keeping in mind the end goal to guarantee level with access to work openings by all individuals from various sex and different foundations.

1.3 Research Questions

- i. What are the experiences of people with disability in accessing employment in Kenya?
- ii. What barriers preventing the employment of people with disabilities?
- iii. What are the coping mechanisms do people with disabilities employ as they search for work?

- iv. What is the government doing to help the disabled people cope with the challenges of unemployment?

1.4 Objectives of the Study

The general objective of this study is to examine the experiences of people with disabilities in accessing employment in Kenya, case of Nairobi County.

1.4.1 Specific Objectives of the Study

- i. To identify the experiences of people with disabilities in accessing employment in Nairobi County.
- ii. To find out barriers preventing the employment of people with disabilities.
- iii. To establish how people with disabilities handle the challenges they come across while searching for jobs.
- iv. To explore what is being done by the Government to help people with disabilities to cope with challenges of joblessness.

1.5 Justification of the study

The realization of the above research objectives will lead to a better understanding of the policy processes in Kenya and provide empirical data that can be used to develop programmes initiatives to empower persons with disabilities. It is expected that through the identification of the experiences of PWDs in work places, knowledge will be generated to support policy makers in the process of making policies that can be more effectively implemented.

Unemployment is a major problem that the world has been unable to address. There are many unemployed disabled people in Kenya. This study will be worthy of undertaking due to the fact that many people with disabilities in Nairobi County are facing a number of problems the major one being the denial of their opportunity for growth and development. There is a need for deliberate efforts to address this problem. As stated above people with disabilities also have the right to work and live an independent life just as the able-bodied.

As stated in the National disability Act GoK (2004), people with disabilities as full citizen have equal right and are entitled to dignity, equal treatment, independent living and full participation in the society and a quality of life as well. By so doing they can also contribute to the national development if only, they are given the opportunity. This research will also be an eye opener for changing people's attitudes towards the people with disabilities. They should be viewed as useful.

The study is also expected to yield the results such as create a working document that can be used by stakeholders for amelioration of the situation. In addition, policy makers will also be enlightened, for example, in assigning programs and projects to people with physical disability who need help in the society.

1.6. Assumptions of the Study

The proposed study is based on the following assumptions;

- i. There will be problems encountered by the sampled PWDs in access to employment.
- ii. The PWDs and Key informants will be willing to give honest and accurate information.
- iii. The researcher would find the targeted respondents (PWDs) in the public and private organizations in Nairobi during the study.

1.7. Scope and Limitations of the Study

This study was only limited to Nairobi County. The target population was PWDs, and managers working in PWDs related programmes. The cross sectional survey design was used in covering the entire Nairobi County therefore the research findings were selectively generalized on entire Nairobi County. Most of Managers were busy due to their varied work demands and this hindered the research from getting various information as they termed the proposed study as time wasting and secondary to their work.

The researcher was limited in doing the study in various ways: - First, the study was conducted in Nairobi County. Secondly, the study involved only PWDs working in various sectors in Nairobi and managers working with PWDs programme. Thirdly, the study dealt with experiences of people with physical disabilities in access to employment in Nairobi.

CHAPTER TWO: LITERATURE REVIEW AND THEORETICAL FRAME WORK

This segment displays the discoveries of different researchers on the subject under scrutiny. It introduces the hypothetical and reasonable systems and the perspectives of different researchers exhibited in accordance with the goals of the study.

2.1 The Concept of Disability

A definition of disability by WHO (World Health Organization) is the International Classification of Impairment, Disability and Handicap (ICIDH) which according to Turmusani (2003) was developed by the WHO sees the problem of disability with the individual. The WHO sees impairment as abnormality in function and characterizes it with regards to wellbeing background as any misfortune or variation from the norm of mental or anatomical structure or capacity.

Handicap with regards to wellbeing knowledge implies not having the capacity to play out a movement considered typical for individuals: any confinement or need (coming about because of debilitation) of capacity to play out an action in the way or with the range considered typical for a person. In the cutting edge society, the idea inability has been viewed as two differentiating model that is the medicinal or the individual model of handicap and the social model of incapacity. There is a need to come out with the various definitions. Defining a subject is the most common approach in academic tradition. It helps in understanding a particular concept.

Disability has been divided into models. A model is a framework for understanding information. Model is the thing that the social researchers call a heuristic gadget or a guide to comprehension. A decent model can empower us to see something, which we don't comprehend on the grounds that in the model it can be seen from various perspective. It is this multi-dimensioned repeat of reality that can trigger bits of knowledge that we may not generally create (Barton, 2006). Therefore model of handicap give a casing work to comprehension the route in which individuals with impedances encounter inability. They likewise give a reference to society as laws, controls and structure that effect on the lives of crippled individuals. In the modern society, the concept disability has been seen as two contrasting model that is the medical or the singular model of inability and the social model of handicap.

Work has been distinguished as a basic requirement for people with handicaps, given that it is a vital segment of the nature of grown-up life (Rogan, Rossi and Gajewski, 2002). In any case, generally, these people have not had measure up to chances to `pursue business and have experienced segregation and shame in the working environment. As per the most recent advance report (2012) from the National Council on Disability (NCD), in the course of recent decades after the entry of the ADA, the work rate of people with incapacities remains generously lower than those without handicaps. Since 2008, work misfortune for people with handicaps has far surpassed that for people without incapacities. In April 2012, the work rates (over the age of 16) were 17.8% and 63.8% for the two gatherings, while the unemployment rates were 12.5% and 7.6%, separately (U.S. Bureau of Labor, 2012).

These business variations between those with and without disabilities assist result in huge incongruities in personal satisfaction. As key partners in the occupation market bosses' demeanor towards representatives has been distinguished as an essential element that impacts the business rate of people with handicaps (Unger, 2002). For instance, negative business states of mind, for example, separation and misguided judgments about handicap, cause potential obstructions to work by people with incapacities Livermore and Goodman (2009).

To test this range, an expansive number of studies have been directed to survey different parts of bosses' states of mind toward individuals with disabilities, including yet not constrained to:(a) businesses' worldwide mentalities toward laborers with handicaps and their ADA rights; (b) managers' eagerness to contract specialists with incapacities; (c) managers' demeanors toward particular sorts of handicaps; (d) variables identified with managers' dispositions (e.g., sexual orientation, organization size, and involvement with laborers with handicaps); (e) managers' points of view on the employability of workers with disabilities; and (f) bosses' experience of or fulfillment with representatives with handicaps. To blend the examination discoveries on bosses' states of mind toward people with incapacities (Hernandez et al, 2000) directed a writing audit of 37 studies distributed somewhere around 1987 and 1999. Bosses' states of mind were ordered into two sorts: worldwide and particular. Worldwide mentalities allude to "evaluative reactions concerning a general theme that regularly don't include announcing arranged activities or aims" (Hernandez, Keys and

Balcazar ,2000), for instance concur or not concur with the announcement "people with incapacities

Ought to have level with work openings," while particular mentalities regularly incorporate planned conduct or settling on a choice (e.g., whether to contract a man with a particular inability). The creators distinguished the accompanying patterns in regards to boss states of mind toward specialists with incapacities: (a) businesses were probably going to have positive worldwide dispositions yet regularly held negative demeanors when asked particular mentalities towards laborers

with incapacities; (b) positive past encounters with people with handicaps were identified with constructive boss mentalities toward specialists with incapacities; (c) an inconsistency between the communicated readiness to contract people with incapacities and real enlisting proceeded yet appeared to decrease; (d) the impacts of organization size and scholarly fulfillment were not specifically identified with businesses' states of mind; (e) laborers with physical incapacities were seen more emphatically than specialists with scholarly or psychiatric incapacities; (f) a few managers reported uplifting demeanors toward laborers set by professional and bolstered work programs. According to Unger (2002), he also reviewed the literature on employers' attitudes toward workers with disabilities, including 24 studies published before 2000. The author identified that findings regarding the benefits of and concerns about hiring workers with disabilities were inconsistent.

The inconsistency was attributed to variations in research design, such as sampling and data collection procedures. Nevertheless, several findings were similar to those by Hernandez et al (2000). For examples, bosses' dispositions varied relying upon the sorts and seriousness of handicaps the laborers had. Managers who had past involvement with laborers with handicaps demonstrated more good demeanors towards people with inabilities. Unger inferred that (a) businesses appeared to will to yield work quality in return for a trustworthy specialist; (b) managers' worries may get from misinterpretations rather than direct experience; (c) bosses were turning out to be more mindful of the advantages of contracting laborers with inabilities to improve their organizations' social picture or increment the differences of their workforce; (d) few of the studies investigated attitudes of employers who had direct experience or knowledge about their workers with disabilities. In the 21st century, global integration and rapid technology evolution bring both challenges and opportunities for individuals with disabilities. The workplace (e.g., distance work and telecommuting) and required skills Karoly & Panis (2004) have undergone considerable change. The work showcase has a generally short supply and managers need and need to enroll more talented specialists, including customarily underutilized bunches (King, 2011). Consequently, employers' attitudes toward workers with disabilities may also change over time. Hence, there is a need to review and synthesize findings from more recent research on up-to-date employers' attitudes.

2.2 Types of Disability

Incapacity can be separated into various expansive sub-classes, which incorporate the accompanying; Physical hindrances influencing development, for example, post-polio disorder, spinal bifida and cerebral paralysis, Sensory disability, for example, visual or

listening to weaknesses, Cognitive debilitation, for example, Autism or Down Syndrome Psychiatric conditions, for example, Depression and Schizophrenia by WHO (1981). Handicap or impairment which can be described as an anatomically pathological disorder that can be described in diagnostic or symptomatic terms which may arise or be associated with disability Dennis and Stella (1974).

2.2.1 Causes of Disability

The major causes of disabilities are the congenial problems that affect a child when the womb of the mother. These problems result in abnormal formation of the limbs and other various parts of the body leading to situations such as club foot and other such conditions.

Other congenial disabilities in the child can be caused by factors, such as medicines, smoking or alcohol taken by the mother during pregnancy Ouma, (2011). Many disabilities are right from childhood due to diseases like polio that can affect the child in its early age. Another cause of disability can be due to lack of a balanced diet and insufficiency of certain minerals and vitamins in the body. In order to avoid disability the child should be well fed to grow into a healthy adult without deformities Umbreit, (2000). A large number of people have been disabled from different accidents. Apart from road accidents, there are accidents that happen at home such as fire accidents, poisoning and industrial accidents. Despite the cause of the disability, physically disabled persons experience a lot of challenges in securing employment.

2.3 Participation of Disabled People in the workforce

The low support of debilitated individuals in the workforce is talked about in a significant part of the writing. Abroad research demonstrates that crippled individuals are an altogether underestimated business aggregate (Woodhams and Danieli, 2000; Lunt and Thornton, 1994). In the United Kingdom the unemployment rate for debilitated individuals is 38% contrasted and 26% for non-handicapped individuals (Stevens, 2002). In Singapore the unemployment rate for handicapped individuals is as high as 53.3% Lim (2001). In the United States the 2000 registration proposed that lone 30.5% of individuals with a debilitation matured somewhere around 16 and 64 were utilized, contrasted and 82.1% of those without impedances (Russell, 2002).

2.4 The view of Kenyans of the People with Disability

In Kenya crippled individuals are additionally less inclined to be utilized than individuals without disabilities. The discoveries of Disability Counts: 2001 (the subsequent incapacity review to the underlying 1996/1997 discoveries) and the graphic investigation of the 2001 study comes about, Living with a handicap in New Zealand (2004) appear: - One in five individuals has an inability. Fifteen for each penny of the working populace had some type of incapacity. Mishap or damage was the most well-known reason for incapacity of the working populace. Handicap is nearly connected with age. Of those matured 14-44 years, 13% reported having an inability, contrasted and 25% of those matured 45-64 years. Over portion of those matured more than 65 years reported having an inability, and 93% of this age assemble with an incapacity were not in the work constrain. In correlation, 16% of individuals more than 65 years without an inability were

utilized. Handicapped grown-ups will probably not work: 44% of debilitated grown-ups living in families (i.e. not in private offices) are in the work constrain contrasted and 74% of individuals without incapacities. Crippled individuals matured between 25-44 years had the most noteworthy unemployed rate (64%). Individuals with extreme inabilities and of working age were more averse to be in the work constrain.

There were 65% not working contrasted and 36% of individuals with a direct inability and 30% with a gentle incapacity. Handicapped individuals will probably have bring down salaries: 42% of debilitated grown-ups matured between 25-44 years old had a gross pay of \$15,000 and under every year contrasted and 25% of grown-ups without an inability. Impaired grown-ups had bring down instructive capabilities, 39% had no capabilities contrasted and 24% of grown-ups without inability. Almost one in five (19%) debilitated individuals in the workforce required specialized hardware, for example, a PC to help correspondence, individual help or other work environment alterations. Changed obligations, including work hours, was the most well-known prerequisite showed by 9%. Adjustments to the work region or building were required by 2% of individuals in the workforce; seventy five percent of these individuals had portability impedance. Just 10% of unemployed impaired individuals required altered work regions or hardware. Five percent required building adjustments e.g. slopes, handrails, toilets. Sixty for every penny had no exceptional necessities.

Inability Counts: 2001 distinguished the sorts of impedance of debilitated individuals living in family units and those living in private offices. Since the overview was directed,

there has been a move towards de-organization. The study discoveries identifying with grown-ups living in families demonstrated that, of the individuals who reported having impedance: - Physical disability is the most widely recognized, with 65% of individuals relating to some type of debilitation influencing portability, arm, or hand work. Tactile debilitation, including vision and hearing, influenced 41% of individuals. Talking, learning or memory weaknesses influenced 39% of individuals. Psychiatric impedance was recognized by 15% of individuals. Scholarly hindrance influenced 5% of the populace Statistics New Zealand, (1998) and (2002). Business rates (42-47%) were comparable in 2001 for individuals with visual, physical, scholarly or psychiatric hindrance. Higher work rates were noted for those with listening to hindrance (62%) and "different incapacities" (62%) (Ministry of Health, 2004).

The rate of debilitation in the aggregate working populace is assessed, utilizing the outcomes from the 2001 Household Disability Survey, as being: - 5% of every single utilized grown-up had a versatility hindrance, 5% of every utilized grown-up had a listening to impedance, 4% of every single utilized grown-up had a deftness weakness, 2% of every single utilized grown-up had a psychiatric/mental hindrance, 1% of every utilized grown-up had a visual impedance, under 1% of every utilized grown-up had a scholarly disability (Ministry of Health, 2004).

The sorts of occupations impaired individuals worked in were different. As some debilitated individuals don't feel great uncovering the way that they have impedance to their manager these figures might be incorrect. Government organization and barrier

reported the most noteworthy rate of work of incapacitated individuals (17%). The vehicle, stockpiling and development businesses, assembling, wellbeing and group benefits additionally had a generally high rate of work of incapacitated individuals (16%).

The parts with moderately low representation included property and business benefit segment (10%), social and entertainment administrations (10%), correspondence, individual administrations, the retail area and different administrations (11%), Ministry of Health (2004). The low representation of crippled individuals in the customarily more generously compensated proficient part is reflected in the low wage levels of debilitated individuals.

Examine into work investment did by the Ministry of Social Development presumed that the seriousness of a man's inability diminishes the probability that a man will be in business. As indicated by this exploration, having a listening to hindrance seemed to have a much littler effect on business, and did not change as per the seriousness of the impedance. It was noticed that individuals who were visually impaired or outwardly debilitated were seen by managers to be the hardest gathering to oblige (Jensen ,2004). The late EEO Trust review additionally found the kind of disability seemed to have some impact on whether a man is in business. Those with scholarly, cerebrum harm or fixation weaknesses will probably not be in paid work EEO Trust, (2005). The Human Rights Commission (2004) report into EEO in the general population and private divisions portrays the status of handicapped individuals. It expresses that more impaired

individuals are unemployed now than in the 1990s and less incapacitated individuals are working in the center open administration, recommending a stamped decrease in the business open doors for handicapped individuals. "Given this provide details regarding progress or the absence of advance for individuals with weaknesses, we consider individuals with inabilities to be a standout amongst the most impeded gatherings in the current New Zealand work constrain (Mintrom & True, 2004).

2.5 Why the low workforce participation rates

Investigate demonstrates that incapacitated individuals need to work and numerous are effectively looking for work. A UK overview demonstrated that 75% of unemployed impaired individuals felt that landing a position was imperative and 98% would continue searching for an occupation (Meager & Hibbett, 1999).

2.5.1 The nature of the Labour Market

A few specialists trust that the expanding easygoing and low maintenance nature of the New Zealand work showcase does not urge bosses to make work environment adjustments (Pernice and Lunt, 1998). Amid general society division changes and the profoundly focused employment market of the 1980s, more prominent accentuation started to be put on instruction and capabilities. This can disservice crippled individuals, particularly more seasoned impaired individuals for whom access to instruction and preparing has been more troublesome than it is today (Pernice & Lunt, 1998).

2.5.2 Impact of Being on a Benefit

Business empowers handicapped individuals to pick up regard and contribute as a citizen and an associate (Sim, 1999). For individuals with huge disabilities taking after a mishap and those on the Invalids Benefit, constrained low maintenance work is the principle business choice. It is not fiscally gainful to work more hours, as the advantage and different remittances are decreased likewise, making a financial disincentive for individuals with serious impedances. For some individuals with serious inabilities, the monetary advantages for partaking in business are insignificant. Furthermore, any net increments in earned salary over pay bolster (invalids advantage) might be more than balance by the expanded business related expenses of inability (Pernice and Lunt, 1998). Conformity to the Invalids Benefit in 2004 are endeavoring to change this and urge individuals to work. The progressions will permit individuals to trial working 15 hours or more without losing their advantage privilege.

2.5.3 Impact of low education and other qualifications on low workforce participation

Training, or absence of instruction, is likewise observed as a contributing element to the low cooperation rates in the workforce. Likewise with other individuals, "There is a solid relationship between capability level and whether an incapacitated individual is monetarily dynamic" (Meager and Hibbett, 1999). Dim and Neale (1991) found that numerous individuals on the Invalids Benefit, who by and large have a changeless handicap, have accomplished just the most reduced school capabilities. Along these lines

these gatherings of recipients with long haul debilitations were to the least extent liable to have been in work in the most recent two years.

Despite the fact that entrance to training has enhanced in the course of the most recent ten years, handicapped individuals still have a tendency to be less very much qualified than individuals without impedances. "In 2001, while 66.3% of abled bodied individuals had achieved school or post-school capabilities, the figure for the handicapped was 48.6 %"(Mintrom and True, 2004). This is viewed as adversely affecting on the business prospects of impaired individuals in a workplace which values and rewards high expertise levels.

2.5.4 Lower wages

USA and Canadian research has demonstrated that handicapped individuals will probably acquire bring down pay rates than individuals without hindrances (Hum and Simpson 1996; Perry, 2000). The Human Rights Commission report (2004) proposes that there are solid signs that in New Zealand representatives with disabilities, by and large, procure less every hour than those without debilitations (Mintrom & True 2004).

2.6 Employers' perspectives on people with disabilities

Examine by The Institute for Employment Studies Dench, (1996) in the UK found the two primary reasons given for not utilizing handicapped individuals are - No debilitated individuals have connected for occupations, Employees with hindrances have cleared out. The Institute studied 1500 associations (counting 250 associations utilizing the "Incapacity Symbol"). Not very many respondents expressed that occupation candidates with weaknesses had not been utilized because of their handicap. At the point when

incapacity was an obstruction, it was because of the way of the work or potentially gear and wellbeing and security reasons.

The Human Rights Commission's Right to Work (2004) report recognized that a few businesses feel that impaired individuals are satisfactorily upheld by the legislature through the welfare framework and they add to this by means of their assessments. In these cases, incapacitated individuals are not seen as potential workers who can add to the association. It was likewise remarked that preparation staff is sufficiently tedious without providing extra support. "Managers were searching for 'flawless individuals' – the individuals who function admirably, coexist with their work partners, and require little speculation of business assets to carry out the occupation 'legitimately'." Recent EEO Trust explore found that crippled individuals thought bosses would profit by having more attention to the financing and bolster administrations accessible to them EEO Trust, (2005).

2.6.1 Attitudes based on previous experience

Managers' states of mind to utilizing debilitated individuals are clearly impacted by any past experience of utilizing incapacitated individuals. Businesses who have utilized debilitated individuals have more inspirational states of mind than the individuals who have not utilized them. Demeanors frequently fluctuate as indicated by the perceivability of the disability Studholme, (1994).

2.6.2 Barriers to employing disabled people

Hindrances to utilizing impaired individuals from the businesses' point of view incorporate - lack of related experience, lack of required aptitudes, an absence of console and composing abilities was seen to be a noteworthy obstruction (Stevens, 2002). To a few bosses the sort of disability was huge. Disability of discourse and vision were seen as boundaries. In any case, impeded physical quality and portability were not viewed as significant obstructions (Stevens, 2002). Dispositions of collaborators and administrators (Bruyere, 2000). Absence of director learning to make any required conformities. Societal states of mind – contracting a man with a physical incapacity may disturb clients who anticipate that staff will have a 'typical appearance', and might effect on their organization picture (studholme, 1994). Impression of incapacity as a disease and connecting it to more wiped out leave and lower efficiency. The apparent time and cost of enrollment and working environment bolster (state services commissions, 2002), and absence of consciousness of what support and financing is accessible.

2.6.3 Workplace adjustment issues

Cost of modification, preparing, and supervision was not viewed as a noteworthy obstruction in the UK or the US (Bruyere, 2000), Chartered Institute of Personnel and Development, (2001). A Chartered Institute of Personnel and Development (CIPD) 2001 investigation of 800 staff directors in the UK found the most widely recognized types of work environment alterations made were: - Flexibility in use of human asset strategies; Accessibility of existing offices; Modifying the workplace; Acquiring or adjusting gear

or gadgets; Restructuring occupations or changing work hours and Providing composed employment guidelines

The concentrate additionally found that changing enrollment systems was not troublesome for chiefs. The hardest undertaking was making data available for individuals with vision, hearing, or scholarly debilitation. Look into by Bruyere, (2000) analyzing UK and US bosses found that it was exceptionally hard to change demeanors of workers and chiefs.

2.6.4 Is size of the workplace a factor?

The span of an association does not really decide that it is so prone to utilize handicapped individuals. A broad UK overview found that "there is no confirmation that expansive bosses were more probable than little managers to utilize individuals with extreme inabilities" (Meager and Hibbett, 1999,). This varies from the New Zealand encounter where the extent of the association regularly decided that they were so liable to utilize incapacitated individuals. It is proposed that substantial associations have more assets and can adjust occupations to suit the necessities of the handicapped individual (Studholme, 1994). Littler firms do have the benefit of being more adaptable: Barnes (1998) found that "... little firms offered more support and preparing on an individual level, and could in this manner give a superior workplace to debilitated individuals". The Human Rights Commission's Right to Work Report (2004) noticed that a few representatives saw littler managers as being strong and giving a family situation. It was proposed that an excessive amount of accentuation had been put on urging huge managers to contract incapacitated individuals.

2.7 Barriers to finding work and barriers in the workplace

The hindrances confronting crippled individuals endeavoring to enter the workforce or those officially working are:

a) Attitudes

Businesses' absence of incapacity mindfulness and negative and cliché states of mind towards inability. In a few working environments impaired representatives have been isolated from associates and clients (CIPD, 2001; European Commission, 1997; Gray and Neale, 1991; Murray and Heron, 1999; Smith. J, 2004). Questioners' absence of desires, and concentrate on a man's disability as opposed to on their aptitudes and capacities EEO Trust (2005). Associates absence of comprehension and adaptability. At times specialists with impedances have been avoided and bothered (CIPD, 2001; Robert, 2003; State Services Commission, 2002). "More staff with handicaps reported having encountered unwelcome conduct, and they were less fulfilled than other staff with the degree to which staff worked co-operatively" State Services Commission(2002).Public observations concentrating on impedances as opposed to capacity (ILO,2003); Low self-regard and over defensive families

b) Stereotypes

There is discernment that handicapped individuals will probably have mishaps and be less gainful (Perry, 2000; La Grow and Daye, 2004). The low desires of individuals supporting crippled individuals in looking for some kind of employment who may push the good and legitimate commitments of utilizing individuals as opposed to the regale and aptitudes of handicapped individuals.

c) Physical and communication barriers

Transport - out of reach open transport or absence of auto stopping at work. This can be a huge obstruction for individuals who are outwardly or physically impeded (EEO Trust, 2005; La Grow and Daye, 2004).

Physical hindrances – access to the building and offices is an issue for individuals with portability and visual disabilities (Brake, 2001; EEO Trust 2005; La Grow and Daye, 2004).

Openness of data for individuals who are vision, learning or listening to disabled. This incorporates absence of specific gear and low vision helps, particular preparing to utilize this hardware and the accessibility of communication through signing translators for meetings, preparing and gatherings (Bruyere, 2000).

2.7.1 Barriers to career development

Finding and keeping up business are by all account not the only issues for debilitated individuals. The examination additionally recognized issues identifying with open doors for occupation related preparing and professional success.

- Employees with weaknesses are less similar to get work related preparing.
- In the state segment representatives with hindrances regularly, get less support and direction from their administrators in regards to professional success (State Services Commission, 2002).

- There is a crevice in the examination identifying with the issues of keeping up an occupation and building up a profession (Perry, 2000; Barnes, 1998).

2.8 Job status

A study by Stevens (2002) of the work of handicapped individuals in three parts of industry found that while enactment, for example, the UK Disability Discrimination Act 1995 is prompting to a diminishment in the physical boundaries anticipating individuals working, attitudinal hindrances and absence of access to professional success are still significant issues. It was likewise noticed that most workers with debilitations held secretarial or junior specialized parts. Not very many were in administration parts. In New Zealand, impaired individuals are correspondingly under-spoke to in expert, administrative, organization and authoritative parts Mintrom and True (2004).

Guaranteeing that occupations are fiscally and socially compensating is vital if incapacitated individuals are to be urged to work. Barnes (2000) brings up "time after time the kind of employments being offered to debilitated individuals are low status, low pursued occupations with poor working conditions and couple of chances for progression. Perry (2000) take note of that there has been little research into the occupation fulfillment of debilitated specialists. The issue of privacy is additionally brought up in connection to the requirement for managers to treat data around a representative's handicap in certainty IOL, (2002).

2.9 Impact of technology

A considerable lot of the advantages from innovation for incapacitated specialists are accomplished through basic and minimal effort mechanical gadgets, including things like a telephone headset or trolley to convey records (EEO Trust, 2005). Just 33% of the respondents to the 2005 EEO Trust review required unique or adjusted hardware. This runs counter to the myth that impaired specialists require "best in class technology"(Roulstone, 1998). Innovation gives individuals more control over their work and workplace. "For a few, this empowering procedure switched a deep rooted molding which proposed that as a crippled individual they were determinable as far as what they couldn't do" (Ibid).

While the progression of innovation has expelled numerous obstructions for vision-weakened individuals, the speed of progress can make it difficult to keep pace with the new improvements. Expanded robotization has diminished numerous natural boundaries for individuals with physical weaknesses and has lessened the quantity of incompetent occupations. This has influenced a few people with scholarly impedances (Michailakis, 2001). The quick changes in innovation and work mean it is essential that approach is created to address the privileges of debilitated individuals and to guarantee they are not further rejected from business.

2.10 Theoretical Framework

The study adopts the labeling theory, which attempts to address the question as to why a person is designated deviant and thus applies to all kinds of deviant and non-deviant

behaviors. The critical issue is not the behavior but why the behavior is labeled deviant. This theory is not interested in what was done but rather in how people reacted to a deviant. The appropriate subject matter will be the audience not the individual labeled deviant for it is the existence of the behavior in the labeled person not why it was caused.

2.10.1 Labeling Theory

In the early 1960s a group of humanist sociologists, especially, Howard Barker, John Kitsuse and Karl Erickson, came up with the social labeling theory. Proponents as well as critics have referred to the approach by several names from the straight forward the labeling approach.

As indicated by marking scholars, individuals who speak to the powers of lawfulness and also traditional ethical quality apply the freak name to the individuals who have supposedly damaged that law and profound quality. As Barker contend, a noteworthy component in each part of the show of aberrance is the inconvenience of meaning of circumstances, acts and individuals by those sufficiently intense or legitimated to do as such.

Barker also observed that people who break rules might not be considered deviant while others are. It is, therefore important to find out who is labeled a deviant and who is not labeled as such. As per naming scholars, the general population who will regularly be named freak for their govern breaking are those on the edge of society, similar to the matured, impaired, poor and so forth. When they are named freak they as a rule can't

get away from the assignment.

Barker likewise recognized stereotyping as a procedure in naming in that it is connected with racial partiality or predisposition. Marking a man may have a few outcomes for the individual so named and for the labelers. As per naming scholars named above, being named degenerate produces negative results for the individual so marked. A noteworthy result is that once individuals are marked freak, they tend to consider themselves to be degenerate, which thus drives them to proceed with the supposed degenerate conduct. For the labelers, most labeling theorists have little to say, but from Erickson's works, e.g. we can see that the labeling others as deviant creates positive consequences for the community, group or individuals that apply the label. In that, the labeled will tend to avoid being labeled by doing what is right in other cases.

The Disabled people in the society have been labeled as deviant. The labelers have labeled the disabled and the community has continued to see them as deviants. The disabled are seen as deviant in that they do not confirm to the norms of the society. According to Wright (1960), the disabled are likely to be deviant in other aspects apart from the physical disabilities. They are labeled as worthless people, lazy, stupid, ill burden and this makes the disabled to behave according to the labels from the able-bodied society. As explained by Barker (1963), deviance describes the reaction of others to the behavior.

In this case, the disabled behave according to the labeler's description. The disabled

person is separated and ignored from the able-bodied society members because he or she is seen to be deviating from the rest of the society.

2.10.2 Capability Theory

Examine in incapacity can profit us by utilizing a smaller scale financial matters hypothesis called Capability Theory by Amartya Sen (1979). This hypothesis contends for libertarian access to capacities for all. Instructive and strategy level intercessions can be intended to change the develop of abilities, in people with incapacities. Connected fields, for example, handicap don't have their own hypotheses, however rely on upon speculations from behavioral and sociologies for these speculations. Utilizing a hypothesis is essential for enhancing rehearse. Hypothesis additionally helps perceiving quantifiable program results, distinguishing timings for the intercessions adequacy, viability and enhancing program replication.

The principal build in Sen's Capability Theory is the develop of trade qualifications which implies; merchandise and ventures that are acquired from a man's assets or enrichments as opposed to purchasing or offering. These privileges are affected by qualification relations and are a piece of privilege mapping that incorporates methods for getting wage and administrations other than creation and deal. In incapacity and restoration examine, this develop can be redressed by distinguishing people who help people with inability with practical autonomy and by recognizing what merchandise and enterprises are valuable for PWD that can be gotten without creation and deal to cultivate access to these products and ventures for people with handicap. The second develop of the hypothesis is known as the qualities. A ware or great is not coveted, but

rather esteemed for traits that it gives.

For a man with versatility related inability a mobile stick is esteemed for the help it gives in development and its solace being used. The third most imperative develop of Sen's Capability is abilities. Abilities allude to things a man can accomplish or could have accomplished in life. These depend on an arrangement of genuine open doors and not envisioned ones. People with inabilities are frequently undesirable in their abilities. A portion of the capacities that might be applicable for centering in handicap and recovery research would be physical wellbeing, psychological wellness, being a piece of society, having companions, opportunity to seek after instruction, flexibility to seek after profession, flexibility to have employments of one's getting a kick out of the chance to wed, capacity to raise a family and capacity to seek after otherworldly objectives. The fourth build is called working. Working allude to a blend of "doing and creatures" or the different choices or activities we perform in regular daily existence to accomplish things in life. Sen in his hypothesis advances a fairness of abilities and not really, a uniformity of working that makes it intriguing and not the same as numerous different speculations.

In handicap a portion of the working's that can be measured are; performing exercises of every day living, getting sustenance, acquiring, attire and living in possess home, utilizing transportation or driving, having enough companions, having enough family bolster, doing work, raising a family, seeking after a profession, being dynamic in the area, being dynamic nearby, in state, broadly and universally. The last develop is

prosperity. This alludes to one's own welfare. Other than inclination satisfaction (which is regularly the understanding in utilitarian ideal models), likewise incorporates a sentiment fulfillment and different components of individual's life, for example, their achieved condition of wellbeing. In incapacity, this develop can be measured and self-saw wellbeing. The sign of the capacity hypothesis is its concentrate on the abilities or genuine open doors that individuals have in their lives, to accomplish things they need to accomplish. Sen contends for libertarian access to abilities for all.

People with handicaps are at drawback as the abilities in their lives are regularly hindered due to the physical, mental, and social impediments forced by their weaknesses. Be that as it may, the develop of abilities is a memable to change however figures that relate to individual, institutional, and societal levels that make it connected fields, for example, the field of handicap and restoration. Significant intercessions can be composed; those adjust this build and enhance the lives of people with handicap.

2.10.3 Structuration Theory

During the past decades, there has been an ongoing debate on the agency-structure dualism. The Marxist perspective present individuals as passive recipients of the structures in society, while the Humanist perspective see individuals as knowledgeable agents producing social life through voluntary action (Hardcastle, 2005). The structuration theory was introduced by Anthony Giddens (1984) and emerged as a complement or alternative to structuralism approaches, and was considered a less deterministic approach to the conception of structure and agency (Chouinard, 1996).

Giddens sees society as neither existing freely of human action nor being a result of it. This duality of social structures, the mutual dependency between structures and agents, is key in understanding this theory (Dyck and Kearns, 2006). This notion of duality of structure and agency challenge the linear, temporal account of social phenomena by insisting that spatiality, or the way in which agency and structure combine in particular spaces, is central to the course of social change (Chouinard, 1996).

The research questions of this thesis focus on the barriers and opportunities that exist in the mainstream society in order to gain access to participation as well as how these barriers are negotiated and overcome. By seeing how specialists deliver and replicate structures, then there is a potential for transforming them (Hardcastle, 2005). The structuration theory thus provides a useful ontological framework for this research. The relationship between agents and structures can be identified based on three theoretical levels upon which the society is built; micro, meso and macro Schiefloe (2004). The micro level consists of individuals, and groups of individuals, the meso level consists of community and organizations, while the macro level consists of the society in general, including national institutions. The usage of scale and division of society into three theoretical levels is a social construction (Moore, 2008). Hence, it is important to acknowledge that their separation is not as clear-cut in reality. Nonetheless, such a division is useful as a category of analysis because it provides a means to identify agents at various layers in the society, and a means to identify the linkages between them (Schiefloe ,2004; Moore, 2008).

Human Agency- The idea of duality infers that social structures are spoken to through the decisions that operators make amid social communication, while in the meantime, specialists shape and reshape social structures in routinized everyday experiences (Teather 1999; Dyck and Kearns, 2006). Human organization is subsequently not the expectation individuals need to act, yet rather their ability for acting in any case (Hardcastle, 2005). Agents are, according to Giddens (1984), knowledgeable about social actions in their everyday life. Giddens distinguishes between discursive consciousness, i.e. what people can put into words about their actions, and practical consciousness, i.e. the everyday actions that become routine although not put into words (Dyck & Kearns, 2006). However, Giddens acknowledges that change occurs both as the conscious negotiation with the structures as well as the result of unintentional and unacknowledged consequences of actions (Hardcastle, 2005).

Social Structures -Traditionally structures were considered an outer drive that decided human activity. Giddens (1984), in any case, considers structures to be social structures. Structure is along these lines viewed as standards and assets that exist just at the time of social practice as built up examples of conduct created and replicated after some time and space. They persist partly because they are viewed as chronically reproduced rules and resources and because people operating within them consent to do so Hardcastle (2005); Dyck & Kearns (2006). The rules and resources are made available to the agent by structures of signification, domination, and legitimation although defined by the hegemonic cultural powers within each space. The structures of implication, or

interpretative tenets, suggest general dialect decides vital for correspondence that constitutes significance of what individuals think. These tenets offer intending to the association but not really comprehended or shared. The structures of legitimation, or standards, are guidelines identifying with social direct.

These standards are deciphered and verbalized by individuals as rights and commitments joined by authorizations and prizes. Such guidelines are embraced through approvals that give moral direction and codes of social lead for what individuals do Hardcastle (2005). While the structures of signification and legitimation are regarded as rules, the structures of domination are regarded as resources. Resources may be regarded as allocative resources, i.e. the economy and authoritative resources, i.e. control of people in order to make them act in some way (ibid.). Following this, the structural components of society are both enabling and constraining, as they are nothing more than the products of social interaction Dyck & Kearns (2006).

Contextuality, Position and Power -Contextuality is an important concept in Giddens' theory. Conceptuality infers that human association is arranged in time and space, and concerns how social frameworks change after some time and space. This includes the physical setting of collaboration, the operators display, and the correspondence between them (Dyck and Kearns, 2006). The position of the operator is of significance to the idea of relevance, and distinctive positions make diverse access to power and control. Power is understood as a productive resource and related to each context. However, people are never regarded as powerless Hardcastle (2005).

Social Action versus Social Practice- Action is an important concept in the structuration theory, and is understood to be a result of people using their agency within the structural contexts of their social setting via rules and resources (Panelli, 2004). It is, however, of importance to separate the concepts of social action and social practice. Social action is part of the discursive consciousness of the agent, i.e. an intentional action in order to either produce or reproduce social structures. Social practice is, on the other hand, part of the practical consciousness of the agent, which represents the routinized everyday activities (Dyck & Kearns, 2006). Although agents are knowledgeable, their knowledge is limited.

As a result, whether action is intentional or routinized, the consequences may be unintended. Such unintended consequences become conditions bounding further action. The binding of social systems through their extension over time and space suggests that the structural properties of social systems may be beyond the control of individual agents (ibid.).

Persons with Disabilities – Competent Social Agents- As indicated by Giddens (1984), each individual has the limit or organization to act contrastingly and to change and change social practice through office. Consequently, any individual including PWDs are to be regarded as competent social agents. However, it is of importance to acknowledge that every person has its own set of capabilities Sen (1993); Burchardt (2004). Hence, different agents have various access to assets and resources of which they can choose

from in order to change and transform social practice. It is also important to acknowledge that every person has its own motives and strategies to act. To be able to conduct social action, an individual is in need of information and the ability to formulate an intentional action. However, as many PWDs have had limited access to education, it might be relevant to include a cognitive aspect which may represent a limited ability to acknowledge ones situation. Nonetheless, the disability experience should not be generalized. This implies that every PWD is an individual with the capacity to act as an agent. As such, although some persons have limited capability sets, they are all capable agents of change as change might be the consequence of unintentional social practice Dyck and Kearns (2006).

Human Resource theory, practicability, and work of people with incapacities: - The underlying foundations of Human Recourse administration dive deep into the historical backdrop of human culture. Indeed, even the primary delegates of humankind, being joined into gentile groups tackled numerous issues each day, utilizing their own, exceptionally restricted physical and keen assets. They confronted inquiries of work division, work inspiration and train. HR Policy expresses that the organization advances level with circumstances and expert improvement for all populace fragments, including "youngsters, seniors, men, ladies, graduates, and self-trained individuals with handicaps, and so on." Fairness of HR practices fundamentally predicts worker authoritative responsibility, work fulfillment, citizenship practices, and turnover expectations.

Substantial changes in Human Resource Management occurred in the 20-30s of the 20th century. Three important factors determined the changes - the appearance and spread of “scientific work organizations,” the development of the union movement and active government interventions in the relationships of workers and employers. The theory of the “**scientific organization of work**” or more precisely “**scientific management**” has its basis in the early 20th century in the work of Frederick Taylor-1909 (USA). It was subsequently developed by many scientists and has later formed the “quiet revolution” in managing organizations in general and human resources in particular. The theory of “scientific management” maintained that there were only two methods of management and organization of work for all companies, the universal and the optimal, which allowed increases in productivity. The development of these methods is supposedly based on the use of science (mathematics, physics, psychology) and experimental works. While propagating the ideas of “scientific management,” representatives of a new profession appeared in many plants – engineers, who were engaged in the studying and optimization of working methods. It is also important to remember that the HR fulfills the task of making the company more efficient. So, in case it is decided that a new position or process will be developed, the specifics of how it should look like and what the main focus will be, should be figured out in advance. In consequence, it is suggested to build in accordance with the type of the organizational culture of the company. Of course, companies with a "clean" type of an organizational culture do not exist, even though some dominating bright characteristics of such occur in most.

2.10.4 The P.A.E.I. Theory

The "P.A.E.I. Theory" by Ichak Adizes is very popular nowadays. According to this theory, there are four types of factors that make up the ideal manager.

Factor A - Administrator. The manager is a man of instructions and rules. He makes the company more rational and manageable. It would be most effective in a hierarchical organizational culture.

Factor P - Producer. The manager is a man of action. He takes an idea and not only embodies it into life, but also can make money on it. His weakness is the inability to delegate and that is why he is very tired himself. In this market culture, everyone is competing to achieve results and customer satisfaction.

Factor E – Entrepreneur (generator of ideas). The manager is a fountain full of ideas from the morning until late at night, and they can fundamentally contradict each other, be real, expensive, and crazy. But out of hundreds, some of these ideas make the company a monopoly on the market for spoiled consumers. Generators of ideas make the company efficient in the long run. It is easily recognized as an entrepreneurial organizational culture.

Factor I - integrator. The manager makes the organization rational in the long run. He unites people, showing that the final results depend on the contribution of each and everyone's work when they aim at a single target. The principles of family and clan cultures are present here. A manager in whom all the above-mentioned factors would be

present does not exist - this is an example of an ideal manager. Top managers should have three factors, on average, or at least two. Only some managers can work in three cultures at the same time, the majority manages two. But all should be able to function well in at least one.

Ideally, the company's management team can be balanced and have all the factors at least present. Still, one will always dominate and affect most of the company's strategy. Therefore, it needs to be taken into consideration that the HR department will implement its procedures in the given environment for its employees.

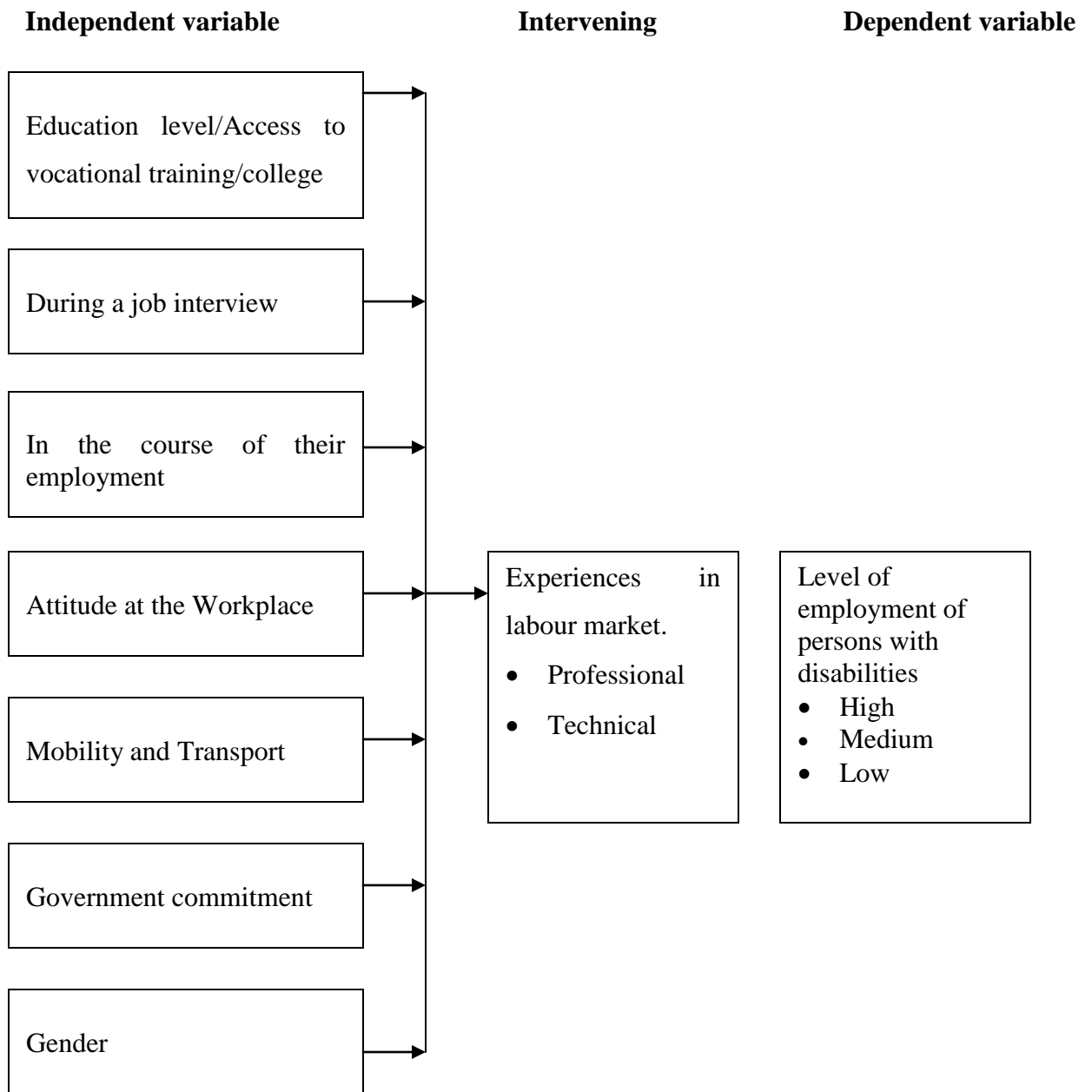
Representatives with incapacities who report having managers who display practices esteeming differing qualities were more averse to report badgering as an aftereffect of their handicap, and report larger amounts of duty and lower turnover goals. Decency of HR practices fundamentally predicts worker hierarchical duty, work fulfillment, citizenship practices, and turnover expectations.

Another study utilizing about 30,000 worker overviews from 14 organizations discovered inability is connected to lower normal pay, professional stability, preparing, and cooperation in choices, and to more negative states of mind toward the employment and organization Schur (2009). These "incapacity holes" in mentalities shift crosswise over organizations and worksites, with no state of mind crevices in worksites appraised profoundly by representatives for decency and responsiveness. The outcomes demonstrate corporate societies receptive to the requirements of all representatives are particularly valuable for workers with handicaps. Therefore, enlisting people with

inabilities enhances workforce differences and general organization benefit and profitability Kregel (1999).

Expanding quantities of individuals with inabilities are utilized through models that concentrate on capacities and decision, for example, tweaked business. In any case, most people with handicaps overall still are utilized in protected as opposed to aggressive settings Wehman (2003). A valuable qualification to comprehend the impediments or boundaries that keep tweaked work from turning into the overwhelming model is between those that influence work supply and those that effect work request (National Council on Disability 2007; Wehman (2003).

Figure 2.1: Conceptual Model illustrating demographic and socio-economic factors associated with PWDs unemployment in Kenya



Age can bring about unemployment because of the way that age runs with experience and learning which suggests that new graduates with no experience dependably think that its difficult to get to respectable occupations since they need important experience. Conjugal

Status can bring about unemployment, for the most part biased by numerous PWDs who are compelled to deal with their kids. Work status is generally dictated by instruction level, whereby PWDs with high training level can get to business more than those with low training level. In any case, it must be noticed that there are a few employments where training is not fundamental.

Preparing is urgent in work, as prepared PWDs will probably be prepared, talented and get to employments than the untrained Grubb, (1999). Preparing is key just in the event that it is done in a decent situation, does not supplant great instruction, is likewise great training, builds profitability and there is an interest for it.

CHAPTER THREE: RESEARCH METHODOLOGY

This chapter deals with research methods which were applied in carrying out this study. It is organized along the following sections: research design, target population, sampling procedures and research instruments. The last part is a brief discussion of the ethical issues when working with persons with disability, the reliability, validity, some limitations of the study and the role as a researcher. A discussion on data collection procedures and data analysis technique then follows.

3.1 Location of the Study

The study was directed in Nairobi County. Nairobi is both the capital city of Kenya and the regulatory capital of the locale in which Nairobi is arranged. The land directions of Nairobi are $1^{\circ} 16' 60''$ South (scope) and $36^{\circ} 49'$ East (longitude). Nairobi is arranged at a height of 5672ft above ocean level and covers a territory of around 150 km². Nairobi is partitioned into the accompanying eight voting public: Makadara, Kamukunji, Starehe, Langata, Dagoretti, Westlands, Kasarani and Embakasi. The selection of the area of study was purposive as it represents urban areas with the most advanced hospitals in Kenya where majority of Kenyan are seek medication which their local hospitals cannot provide. As indicated by Mugenda and Mugenda, (1999) purposive examining is an inspecting system that permits the specialist to utilize cases that have the required data concerning the destinations of the study.

The study was conducted in the County of Nairobi. Nairobi is selected for several reasons, key, being it has a large population of persons with disabilities who are ethnically and socially diverse.

The County of Nairobi is also the political and administrative centre of the country and the business capital of East and Central Africa in addition to being East Africa's industrial capital thus blending a cosmopolitan culture for this research A.F.U.B., (2007). Due to its economic status, the likelihood of getting persons with physical disabilities in formal employment that had experiences challenges while seeking employment is high and therefore, this region is considered sufficiently representative of the wider disability sector.

Map of Nairobi

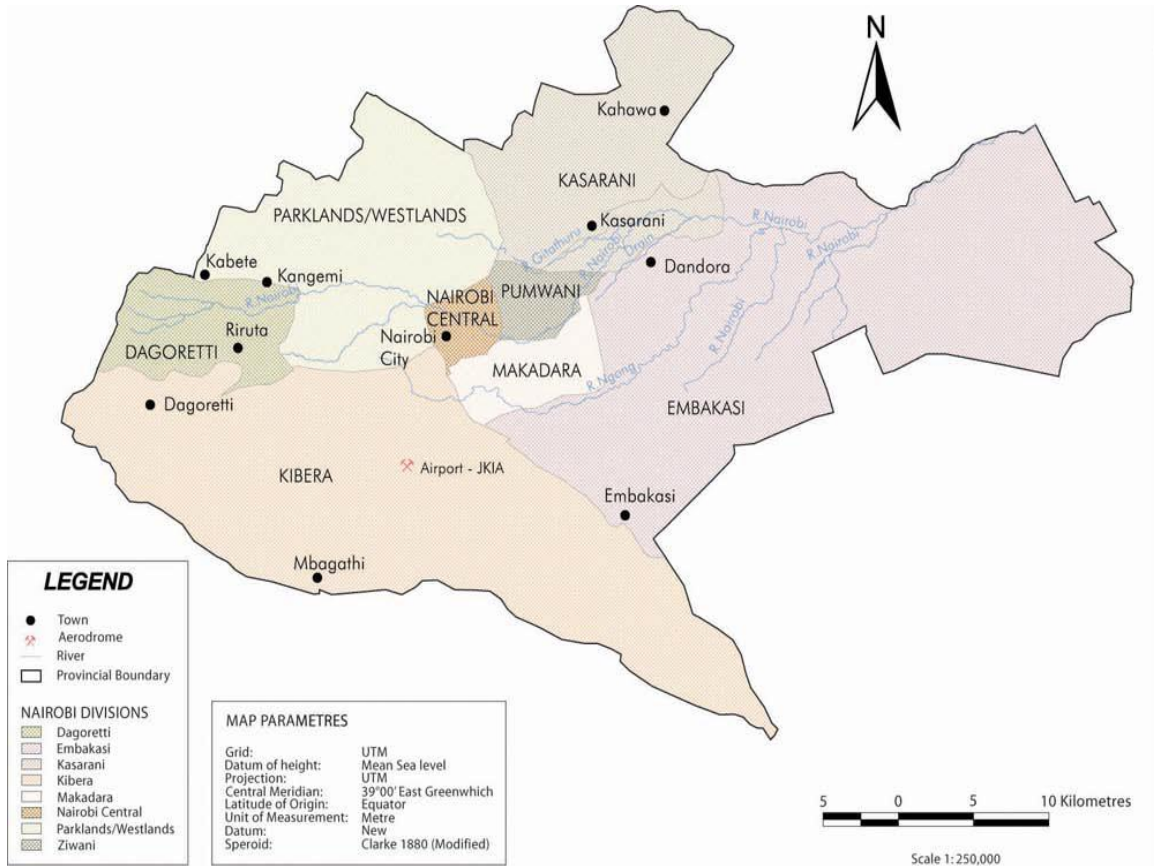


Figure 3.1 Map of Nairobi

3.2 Research design

When choosing one methodology over the other, the emphasis is placed on making an appropriate and sensible choice based on what kind of knowledge the researcher is seeking (Patton, 1990). The choice of methodology was strongly affected by the subject and the goals of the study, the theoretical approach and also the personal view of the researcher. According to Elliot (1999) the question shall determines the method.

This study adopted a descriptive research plan. As indicated by Busha and Harter (1980), this examination technique is fit for gathering foundation data furthermore the analyst has little chance to propel or impact respondents' reactions. Sproull (1995) likewise suggests the overview procedure for research where demeanors, thoughts, remarks and general feeling on an issue or issue are looked for, for example, the one under study. Selltiz, Jahoda, Deutsch and Cook (1959) characterize an examination outline as a plan of conditions for gathering and investigation of information in a way that joins their association with the reason for the exploration to the economy of systems.

This study seeks to find out what kind of challenges, experiences PWDs face in access to employment, establish how they access care and support and from who and finally offer far reaching recommendations on how best to serve PWDs in order to improve their Quality Of Life. This research design has been adopted since it offers high flexibility to report on a wide range of issues concerning PWDs.

3.3 Unit of Analysis and Unit of Observation

Unit of analysis refers to the social entities whose social characteristics are the focus of the study (Baker, 1994). Therefore the units of analysis for this study are the People with physical disabilities in the Nairobi County. Unit of observation is the unit on which one collects data Mugenda & Mugenda, (2003). In this study, the unit of observation was the challenges and experiences of PWDs as they carry on their daily life in work environment.

3.4 Target Population

The target population under study covered persons with physical disabilities who are in employment in Nairobi, Kenya. As a practical limitation, the researcher only concentrated on persons with physical impairments and not persons with visual, hearing and learning disabilities who were 40 in number but only 38 responded to the questionnaires who were working for both public and private sector in Nairobi.

3.5 Sample Size and Sampling Procedures

The sampling frame was obtained from the Kenya National Survey for Persons with Disabilities. The researcher was given a list of all the registered people who are registered with them and are already employed and the organizations they work for. From the list, 20% of the 200 PWDs within Nairobi in Government parastatals and private companies were selected. The focus was on those who are in Nairobi County.

The following non-probability sampling techniques were used for the study. Purposive sampling was utilized as only persons with noticeable physical disabilities were targeted

for the study. Snowball sampling method was also used where either individuals or organizations who agreed to participate in the study give the researcher leads as to where other willing participants who were qualify for the study could be found. Using a sample size calculator Maccor (2010) with a confidence level of 95% and a confidence interval of 5%, from a target population of 40 persons with physical disabilities, 38 were sampled.

3.6 Methods of data collection

3.6.1 PWDs Interviews

Information accumulation alludes to social event such data to empower an analyst to address an examination issue and answer the exploration questions (Polit and Beck, 2004). The organization of research instruments was finished by the scientist. PWDs were talked with up close and personal in the road or their homes or at their work environments. The upside of this approach is that it is delicate and individuals situated, permitting interviewees to build their own records of their encounters by portraying and clarifying their lives in their own words" (Valentine, 1997).

It is a discussion between two individuals where the relationship between the analyst and the respondent is exceptionally uneven. As indicated by Esterberg (2002) calls this an "unbalanced trade" of data. The point of a meeting is "not to be illustrative but rather to see how distinctive individuals experience and understand their own lives" (Valentine, 2000). Feminist scholars claim that interviews are a very good way to study marginalized groups, such as PWDs, because it allows them to tell their stories in their own words. It is valuable as a method because it allows the researcher to obtain the PWDs own perspectives (DeVault, 1999 & Reinharz, 1992) in Esterberg, (2002) & Grieg, (2007).

3.6.2 Key Informant Interviews

Key informant interviews aim is to obtain special knowledge (Mikkelsen, 2005). Key informants are persons that that possess particular knowledge or insight in the topic under study (Mikkelsen, 1995) and may act as a “gateway” to other informants. To conduct the key informant interviews, semi-structured interview guide approach will be used. This gives the researcher an opportunity to compare the answers that were received from the different organizations and officials, and to confirm with informants with the information that was gathered. During this study, 10 key interviews were conducted with NGOs working with persons with disability which includes KPDK officials, institutions where PWDs goes for physical therapy among Equity bank staff/managers, Haco industries management, Naivas Supermarket, Ministry of public works, Ministry of education management, Uwezo Funds secretariat, Ministry of Cooperatives- Nyayo House, Association of the Physically Disabled in Kenya and Care International in Kenya. This was very useful because these interviews give the researcher a quick and often thorough introduction into the history of the PWDs being monitored by the NGO, CBO, or FBO. These interviews were more structured than the other interviews.

3.6.3 Focus-Group Discussions

Focus-group discussion as a method is good for understanding the discourses which shape practices of everyday life, and as such, to understand attitudes related to issues of disability (Cameron, 2001). Accordingly, focus-group discussion as method can be fruitful in this research.

However, due to limited access to 'basic' informants, and to the fact that the researcher had a reasonable good understanding of social attitudes through in-depth interviews and observations, focus-group discussions were not done. The study conducted 6 FGD with the following managers Kenya National Association of the Deaf, Albinism Society of Kenya, Kenya Society for the Blind, Brian Resource Center, Cerebral Palsy Society of Kenya and Associated for the Physically Disabled of Kenya.

3.6.4 Observation

Perception accept that individuals' conduct is intentional and can express further values and convictions. What individuals say they do and what they really do can be two altogether different conditions. As indicated by Thagaard, (2003), perception is an especially decent strategy to study cooperation between individuals in their regular setting. Perception can in this manner be a significant device with a specific end goal to supplement different techniques and checking the legitimacy of a study. Perception is exceptionally valuable when managing PWDs in light of the fact that it might uncover examples of conduct the PWDs themselves are unconscious of or can't portray to an attractive degree (Kitchin & Tate, 2000). An observation checklist was used to facilitate in getting certain aspects of the PWDs life that is not voiced out.

3.6.5 Desk Review

Secondary information, or sources of data, consists of already existing literature (Ringdal, 2001). There are several reasons and justifications for using secondary information (Kitchin & Tate, 2000). In this case, issues of time, access, and trustworthiness are the most important. To supplement the primary data the researcher used information from

various secondary sources. These include national research documents concerning the socio-economic situation in Kenya (poverty, education, health, residential childcare settings and the situation of PWDs), such as the Kenya Human Development Reports, Kenya Poverty Reduction Strategy Papers. Reports from the UNDP, UNAIDS, UNICEF and USAID along with various reports and documents from the Kenyan Government was also used to shed some light on these issues.

3.6.6 Case Study

Contextual investigations are escalated examinations of people, occasions, choices, periods, ventures, strategies, foundations or different frameworks that are concentrated comprehensively by at least one techniques (Thomas G., 2011). Contextual investigations might be graphic or illustrative. The last sort is utilized to investigate causation so as to discover basic standards (Shepard et al, 2003). Amid this study, no less than four contextual investigations were recorded in order to get a top to bottom data of PWDs. About each part of subject's life and history was examined to look for examples and reason for conduct. The trust is that taking in picked up from examining one case can be summed up to numerous others. Tragically, contextual analyses have a tendency to be profoundly subjective and it is hard to sum up results to a bigger populace.

3.7 Research Instruments

The study researcher administered semi-structured questionnaires and personal interviews to obtain data. A combination of the two instruments was considered useful in helping overcome shortcomings of each instrument used in isolation. Persons with physical disabilities were asked various questions relating to their experiences, attitudes, and

perceptions, challenges faced while seeking employment, their recommendations to both the government and employers. The resulting responses to these questions provided information on the current state, challenges and future prospects. In addition to knowledge gained from the responses, these questions provided an assessment of whether there is a gap between employers and what persons with physical disabilities expect.

Data were collected in Nairobi County with the help of two (1) research assistants. The sample for persons with physical disabilities were drawn from registered associations of persons with disabilities in Kenya particularly the umbrella of National Council of Persons with Disabilities (NCPWD) which was set up by Act of parliament in 2004 to advance the privileges of people with incapacities in Kenya and standard inability issues into all parts of national improvement.

3.7.1 Pre- Testing Research Instruments

The purpose of pre-testing is to survey the clarity of the instrument things, the legitimacy and dependability of each of the things in the poll instrument and additionally the dialect utilized as a part of the instruments. As per Mugenda (2008), the pilot test fills two needs.

To start with, it refines the instruments so that the respondents had no issues in noting the inquiries. Also it empowered the scientist to acquire some evaluation of the inquiries legitimacy and the presumable unwavering quality of the information that should have been gathered. Saunders (2007) additionally proposes that to decide the legitimacy of a concentrate, at first a scientist ought to request that a specialist remark on the

representativeness of and reasonableness of the inquiries. The initial move towards approving the instrument was done amid the pilot consider. The surveys were served and gathered by the analyst by and by to principals of ten people with handicaps in Nairobi County. While controlling the surveys, the specialist talked about every poll thing with the respondent keeping in mind the end goal to figure out if the things were accurately recorded and in this manner not open to confusion when managed to the respondents amid the principle contemplate. In the second step of figuring out if the instruments were substantial, the scientist counseled her chief, who prescribed that the instruments were legitimate. After the pilot test the data acquired were utilized to alter the instruments.

3.7.2. Validity of the Study

As indicated by Mugenda (2008), legitimacy is how much results got from the examination of the information really speaks to the marvels under study. Fundamentally, legitimacy is the precision and weightiness of deductions which depend on the examination results, or how precisely the information got in the study speaks to the factors of the study. The instruments were examined for substance legitimacy. Kothari (2008) alludes to substance legitimacy as the degree to which a measuring instrument gives satisfactory scope of the subject under study. The analyst pre-tried the instrument with specialists from this field of study to guarantee legitimacy.

3.7.3. Reliability of the Study

As indicated by Mugenda (2008) dependability is the measure of how much research instrument yield reliable results or information after rehashed trials. Subsequently, a pre-test was completed to test unwavering quality of the study instruments. An instrument

cannot be valid if it is not reliable, that is, if it does not measure what it purports to measure consistently each time it measures. Cronbach Alpha (α) is used for estimating internal consistency because of its ease of use and that only a single test is needed. It can also be used for both binary and large-scale data. Reliability coefficients were computed to ascertain the internal consistency of the questionnaire items. The result from analysis was found to be 0.78, which is statistically reliable since this type of study requires a minimum reliability of 0.70 for it to be considered adequate Sekaran, (2003). A reliability of 0.70 is generally considered a minimum threshold for reliability and 0.80 is considered very good reliability (Scholle, 2008).

3.8 Ethical issues in this study

In this study, the following ethical issues were consideration: The researcher got an introduction letter from the University of Nairobi, Department of Sociology to conduct the study. The respondents were assured of confidentiality and that they did not have to provide any personal information or identification if they did not wish to. The researcher ensured informed consent through self, study introduction, and ask informants for voluntary participation. The researcher explained the study purpose to respondents to ensure that they understood what they were taking part in and how the data was to be used. Information from the target population was treated with the confidence that it deserved.

3.9 Data Analysis and Presentation

During the time spent bringing request, structure and elucidation to the mass of gathered information, both subjective and quantitative information were examined. The

information investigation was started by inspecting the accumulated crude information for exactness, handiness and culmination. The goal behind altering is to distinguish those things that perhaps erroneously reacted to, for example, spelling mix-ups and clear spaces left unfilled by the respondents. This information was then arranged and characterized in measured terms (Lokesh, 1984). This included the exchange of grouped information gathering instruments to the forbidden shape in which they were efficiently analyzed. Distinct insights was received for exhibiting and examining the information designs in the reactions from the example and abridged by the utilization of recurrence tables and rates. SPSS programming was utilized to create clear insights, that is, mean, rates, mode and recurrence disseminations. The outcomes are introduced in diagrams, charts and tables.

CHAPTER FOUR: DATA ANALYSIS, PRESENTATION AND FINDINGS

The aim of this chapter is to provide a summary of the data collected from the two sets of questionnaires. General trends are explained using percentages, tables, figures and descriptions of data as a way to present the findings of the investigation. The Researcher with the help of trained research assistant collected the survey data through questionnaires, interviews and through personal observation at different work stations both in public and private sector employing persons with disabilities. The data gathered was then analyzed using the Statistical Package for Social Science (SPSS) version 20.0. The information is presented and discussed in relation to the objectives and research questions investigated in this study.

4.1 Response rate

The study had targeted to interview 40 persons with disabilities working in both private and public sector within Nairobi County working in different departments namely Human Resource, Finance, Accounts and Information Technology Departments. The questionnaires were administered through drop and pick in various government ministries located in Nairobi and private companies receptions. The 38 PWDs responded (Human Resource 7, Finance 11, Accounts 9 and Information Technology Departments 11) to the questionnaire, which translates to a 95.0% response rate. The entire return rates were statistically representative, therefore, enhancing generalization of the research results. However, the statistical results were triangulated with extensive literature to draw lessons learnt.

4.2. Socio-Demographic characteristics of sample

This section presents information on the respondents, age, gender, highest level of education, attending vocational training, type of organization worked in by PWDs, and the years the PWDs had served in the organization. In Nairobi city, Kenya, both men and women with handicaps confront different difficulties in business openings in the Public and private area. There are few individuals with handicaps who are government employees. Of the 38 PWDs who took part in this study, (56.7%) were male while (43.3%) were female. This marvel was seen in most work environment went by amid the study. Albeit both men and ladies with inabilities confront challenges in discovering business openings in the Public and private sector, women with disabilities are at a greater disadvantage and they are subject to multiple challenges because of their gender and disability. Some challenges that disabled women face in employment opportunities in the Public Civil Service are contributed by the culture, behavior, status, or background of an individual or families members and relatives.

4.2.1 Distribution of respondents by age

The study sought to know the age bracket of the respondents. From the findings the age distribution is shown in Table 4.1 below.

Table 4.1: Age of the respondents

Age of the Respondents	Frequency	Percentage
20-24	3	7.9
25-29	7	18.4
30-34	6	15.8

35-39	11	28.9
40-44	6	15.8
45 and above	5	13.2
Total	38	100

From Table 4.1 above, the study found out that most of the respondents were aged between 35-39 years, of the respondents aged between 25-29 years, 15.8% of the respondents were aged between 30-34 and 40-44 years, 13.2% of the respondents were age above 45 while 7.9% of the respondents aged between 20-24 years.

4.2.2 Distribution of respondents' gender

The study sought to know the gender of the respondents. From the findings the age distribution is shown in Table 4.2 below

Table 4.2: Distribution of respondents' gender

Respondents' Gender	Frequency	Percentage
Male	22	57.9
Female	16	42.1
Total	38	100

From Table 4.2 above the findings shows that most of the respondents were male while the rest were female.

This phenomenon was observed in most workplace visited during the study. Albeit both men and ladies with inabilities confront challenges in discovering business openings in the Public and private division, ladies with handicaps are at a more prominent hindrance and they are liable to various difficulties in view of their sexual orientation and incapacity.

4.2.3 Marital status of the respondents

The study looked to discover the conjugal status of the respondents and the discoveries are appeared in Table 4.3below.

Table 4.3: Marital status of the respondents

Marital status of the respondents	Frequency	Percentage
Married	16	42.1
Single	8	21.1
Divorced	3	7.9
Widowed	7	18.4
Separated	4	10.5
Total	38	100

From Table 4.3 above the findings shows that majority of the respondents were married, 21.1% of respondents were single, 18.4% were widowed, and 10.5% were separated while few of the respondents were divorced.

4.2.4 Religion of the respondents

The study sought to find out the religion of the respondents and the findings are shown in Table 4.4below.

Table 4.4: Religion of the respondents

Religion of the respondents	Frequency	Percentage
Christian	24	63.2
Muslims	10	26.3
Others	4	10.5
Total	38	100

From Table 4.4 above the findings shows that majority of the respondents were Christians followed by Muslims and a few were from other religions.

4.2.5 Occupation of respondents

The study sought to determine the occupation of the respondents. The findings from the study are shown in Table 4.5 below.

Table 4.5: Distribution of respondents' occupation

Respondents' occupation	Frequency	Percentage
Formal employment	17	44.8
Informal employment	11	28.9
Business	10	26.3
Total	38	100

From the table 4.5 above the findings shows that most of the respondents were in formal employment, 28.9% of the respondents were in informal employment while 26.3 were in business.

4.2.6 Distribution of respondents by education

Education is a vital prerequisite for combating poverty, empowering PWDs and protecting them from abuse and exploitation. Access to skills development improves the employability of Persons with Disabilities.

The study sought to find out the education level of the respondents and the findings are shown in Table 4.6 below.

Table 4.6: Distribution of respondents by education

Distribution of education	Frequency	Percentage
Primary level	4	10.0
Secondary level	13	34.2
Vocational training level	7	20.2
Diploma level	8	21.2
University	5	14.4
Total	38	100

From Table 4.6 above the finding shows that, few respondents had degree in various fields, 21.2% had Diplomas, and certificates from various colleges with 20.2% have attended vocational training for persons with disabilities. Majority (34.2%) had secondary education while 10.0% had primary school certificates.

This illustrate that most PWDs were highly qualified. One of the contributing variables for the low number of incapacitated ladies in work openings in the Public Civil Service is absence of education.

Most incapacitated ladies have low levels of instruction in light of the fact that their folks were not able stand to build up their potential. This was because of social hindrances where by incapacitated young ladies are not sent to class, as they are viewed as unfit, a weight, an indication of misfortune or adversity and it is viewed as despicable to have a crippled young lady youngster. The vast majority of them wind up being kept at home.

Some parents are also overprotective of their disabled children, especially girls. They do not allow them to go anywhere or do anything thinking that they may be harmed or get into trouble. They end up being confined at home not because their parents hate them or feel ashamed to expose them but because they want them to remain safe. As a result, some of their basic rights like the right to education are curtailed, as they are not even sent to school. Their future career is also distorted as they cannot be professionals and hence it limits their chances of getting formal employment.

The research also revealed that some time ago, some parents were not aware of the presence of schools in the country, which accommodate children with disabilities. As a result, those who were well off, and who were aware of the rights of people with disabilities, used to send their children outside the county for schooling. Those who were economically poor had no alternative rather than to keep their children at home. In explaining this point, one disabled female respondent in an individual interview reported that:

“I became disabled when I was five years old. I schooled at Thika Joy Centre. My parents were not aware of the presence of schools for people with visual impairment in the country. My mother and other relatives didn’t wanted me to go to school but my father insisted, other relatives were not happy, they were worried that it will be difficult for me to stay at school alone without any relative, and thought that I am supposed to remain at home as they thought education will not help me”.

Due to these reasons, there are few women who have gone to school and most of them have only gone up to the secondary school level. The current statistics show that there are still very few women at the tertiary level. Limited levels of education amongst disabled women result in restricting their job opportunities to certain occupations in the Private and Public Civil Service.

The people with inabilities have a great deal of possibilities, gave they are conferred some specific preparing. The incapacitated can perform better, on the off chance that they are given some professional or ability up-degree trainings. It likewise recommends that 85.3% debilitated target respondents have not procured any professional preparing whether from division or something else. One may likewise discover wide crevice among

the individuals who have procured professional preparing and the individuals who have not done as such. There is need for the government to increase the number of vocational training institutions for PWDs.

For debilitated individuals to be completely coordinated into national life, they should have the capacity to procure a job and carry on with an autonomous life like some other subject. There are, indeed, a great many handicapped individuals procuring a work in a wide range of courses - in low-altitude and specialized occupations, in basic leadership positions, in the formal and the casual segment. Nonetheless, the work of people with handicaps by and large obliges bosses to make exceptional strides, for example, working environment office and hardware adjustments, work environment changes, and selection of uncommon faculty administration programs. These measures include a monetary expense, which many private owned companies may not be ready to invest on. This may explain why only few of the PWDs that participated in this study are employed in private sector while majority were working in public sector.

Since disability affects the method for their working, it once in a while may turn into a practical boundary. The study uncovered that dominant part of the respondents was in their employments for over five years. This was additionally affirmed when examined with the other staff individuals from their separate associations.

More than 90% of the impaired representatives were in their separate calling for over 5 years. Majority of the respondents 38.5% had served their employer for 1 to 2 years,

17.5% had served between 6-10 years, while 14.4% had served for more than 10 years. Those that had worked for less than 1 year were 29.7%.

The study was guided by the following specific objectives:

To identify the experiences of people with disabilities in accessing employment in Nairobi County.

To find out barriers preventing the employment of people with disabilities.

To establish how people with disabilities handle the challenges they come across while searching for jobs.

To explore what is being done by the Government to help people with disabilities to cope with challenges of joblessness.

The following sub-sections therefore present the findings of the study as per the objectives of the study:

4.3 Experiences of people with disabilities in accessing employment in Nairobi County

4.3.1 Attitude at the workplace

The first objective of this study was to distinguish the encounters of individuals with disabilities in getting to work in Nairobi County. This was done to answer the primary research address "What are the encounters of individuals with incapacity in accessing employment in Kenya?" This section present results from analysis of this objective.

The respondents were asked whether they had previously failed to be employed because of their disabilities. Majority of them (87.4%) cited that they had been denied employed more likely because of their status while 12.6% had not.

This shows a high rate of discrimination of PWDs in job applications since majority were refused job during job interview. At the point when a business could sensibly trust that a candidate won't have the capacity to play out a vocation work on account of a known incapacity, the business never, request that that specific candidate portray or show how s/he would play out the capacity. More than 80% of the respondents expressed that they got the work inside 1 year of applying for the occupation. The people with incapacities discover hard to discover an occupation, on the grounds that their handicap comes in the method for their working. In any case, here in this study it was uncovered that lion's share of the respondents landed the position under reservation amount for the people with incapacities inside a year's chance. Just 18.0% respondents landed the position inside 1 to 4 months of applying for the occupation. In creating nations like our own, where the rate of unemployment and under-work is high, and assets are rare, the extent of avoiding or curing, either in part or completely, and teaching, preparing and restoring the incapacitated is entirely constrained. 93.1 % of the respondents said there is no arrangement of instructional classes offered by the association for the limit working of the debilitated people in particular territories while only 6.9% said they had such chances. Discussions with respondents revealed that their employers prefer to give such trainings to normal persons whom they believe that is worth their investment.

***CASE 1: A lady:** She once failed to get employed at a public university due to her disability. “When you apply for a job in the public sector, if they had a disabled worker and s/he has made a mistake, this is considered as yours”. I got a post at a university but they didn't accept me there because of another disabled worker. They considered it to be appropriate for me to do it and said that I would do the*

same. They treated me like him. However, I never got there or worked there. The manager liked me but one day he said "I'd like to employ you here but when I do it, you'd be just like the others", "I employed two of you here, and after they got employed, they did such and such." I have lost many jobs like that. I'm so scared of being turned down from here as well. This is the reason why we are always turned down.

Results from analysis shows that about 44.7% respondents had been previously involuntary terminated from employment due to their disabilities in other places. About 55.3% cited they had never been terminated due to their disabilities.

During discussions with the respondents, majority of them cited that the private sector was the worst when it comes to sacking. Some private firms were opting to pay them their salaries while they stay at home just for them to try to file their quotas of employing PWDs. Employers were reluctant to comment on this issue.

When asked to rate their workload, majority of the respondents (32.4%) cited they are given very heavy workload per day just like the other able workers, 25.7% cited the workload was heavy while 23.6% cited that the workload fair. About 18.3% cited that they are given little work thus making them remain idle most of the time that make them feel bad about themselves. Those with heavy workload perceived that their employers are overworking them so that they can give-up working for them.

Area 15 of the Person with Disabilities Act (2003) outlaws segregation by managers in work through making such move as not victimization people with handicaps in publicizing of employments, enlistment, and assurance of wage levels and arrangement

of offices. This Section went for guaranteeing that people with inabilities are given an equivalent balance in business like different people without handicaps. About 98.6% respondents indicated that they had not been promoted while only a minority (1.4%) had been promoted. Discussion with the respondents revealed that other normal persons with equal qualification as the while other with lesser qualification were promoted while they themselves were not. They felt that this is discrimination. Majority of PWDs believes their chances of getting promotion on merit is very slim as when this kind of interviews are carried out, the disabled workers can be labeled.

4.3.2 Level of Workplace Aggravation for Persons with Disabilities

The findings revealed that most employers have negative attitudes towards PWDs with disabilities. The same have been noted in the following areas;

4.3.2.1 During a job interview

Some Government organizations and offices are not intrigued by utilizing handicapped ladies. This is on the grounds that they think they are sensitive and not equipped for buckling down, have troublesome birth issues, they will require maternity leave and that they will require help with childcare notwithstanding their inability. Others think it is troublesome and costly to work with debilitated ladies. This causes managers to lose enthusiasm for utilizing them.

Due to these reasons, when a woman with disability appears for an interview, she is not considered for the post. Some of them are not even interviewed; instead they are given excuses by the interview panel and told to leave.

Data from K.I indicated as follow:

“It is very difficult for a disabled woman to secure employment in the Public Civil Service. When I finished my diploma course in education I made applications for various posts but I was not able to get a job within the Public Civil Service. There is a time when I saw the vacancy announcement in the news paper for the post of a physics teacher. I applied and I was short listed. When I appeared for the interview the panel was like shocked! They communicated among themselves and then one panel member told me we are sorry madam, we short listed you by mistake as we need a history teacher and not a physics teacher. I later noted that my fellow classmate, a male physics teacher, who was also a disabled, was offered the opportunity.”

The negative attitude of employers and heads of departments during job interviews greatly affect crippled ladies who endeavor to secure work in the Public Civil Service. Some women with disabilities had lost interest and hope of securing jobs in the Public Civil Service and opted for private institutions instead. They were tired of the embarrassment they were facing during interviews. Others think it is impossible for a disabled woman to get a job in the Public Civil Service unless you have a “God father” to assist you. This notion is also held by disabled women themselves.

Data from FGD indicated that:

“It is difficult for a debilitated lady to land a position in the Public Civil Service notwithstanding when she meets every one of the capabilities. This is a direct result of the negative mentality of businesses, which is credited by culture. Some we did not get any problem in getting a job because we coming from a well off family and our parents knew some of the people who were in the interview panel.”

4.3.2.2 Level of workplace aggravation for PWDs

The researcher requested the PWDs to rate their workplace experiences through structured questioners. Next to each statement, they wrote one of the following numbers

to indicate whether or not they experienced that: - (1) = little or no extent; (2) = some extent; (3) = Moderate extent; (4) = Great extent; and (5) = Very great extent.

Average responses are shown along with the percentage of PWDs who rated each statement as being either “**Great Extent**” or “**Very great extent**” they have **experienced harassment**. As can be seen, more than eighty percent of PWDs had experienced various workplace related harassment as shown in the table below. The descriptive statistics were computed to calculate the average response and additions of percentage score of the respondents that indicated **Great Extent** and **Very great extent** experienced and the findings are shown in Table 4.7 below.

Table 4.7: Level of workplace aggravation for PWDS

		Average Response	
1	Making or allowing the use of jokes.	4	91.4%
2	Claim for different or harsher standards of performance.	3	89.3%
3	Assignment of more difficult duties.	2	84.8%
4	Unpleasant or hazardous jobs.	2	83%
5	Threats or verbal abuse.	2	76.1%
6	Using harassment to disabled people because of the existence of disability.	2	73.3%
7	To what extent is PWDs is bothered, tormented or troubled because of his/her status at your work place.	2	72.3%

From Table 4.7 above the results from analysis revealed different levels of harassment towards persons with disabilities at their work place. About 91.4% cited high level of use of negative jokes toward them, 84.8% cited that they are assigned more difficult duties; 83% indicated that they are made to do unpleasant or hazardous jobs while 76.1% cited that there are cases of threats and verbal abuse toward them by their employers, supervisors and fellow employees. About 72.3% respondents cited that they are bothered, tormented or troubled because of their status at work place at a great extent. With this high level of harassment at work place for persons with disabilities and low level of awareness for among PWDs of their rights, most this goes unreported and perpetrators of such acrimonies goes unpunished. This reduces work performance of persons with disabilities thus enhancing believes that PWDs are non-performance.

4.3.2.3 When pwds goes to report on duty station

Some heads of departments have been hesitant to receive disabled women in their duty stations. They are considered as burdens because of the assistance that they require from the office in order to work effectively. For example, people with visual impairment need assistants to assist them in reading, teachers need supporting teachers to assist them in marking students exercise books. This is considered a burden on the office. Some women moved through three to four duty stations without being accepted. This resulted in some of them reporting the matter to the Minister for intervention before they are accepted to work in a particular duty station:-

Data from K.I indicated that:

“Getting a duty station to work on was really difficult. Whenever I was going to report I was told that the school is full while in reality it was not true. I kept on reporting to the Ministry of Education

and they were posting me in different duty stations but nobody was receiving me. In some places like Majengo, I was plainly told by the Education Officer that they cannot take me because I'm visually impaired. I was going up and down for a year and so. I then went to report to the Minister of Education. Again I faced challenges because the secretaries could not let me meet him. I spent some weeks looking on the possibility of talking to him in vain. One day when I reached there the secretaries complained of being tired of seeing me every day. They told me to leave and never come back. I was "pissed" off; I cried so loudly, fortunately the Minister came out and invited me in. I reported my problems and as a result of his intervention I was accepted at Kasarani Primary school."

It is worth noting that some disabled women have been giving up their employment opportunities because they are tired of the discrimination that was shown to them when they went to report to their duty stations. Some of them decided to leave aside their professional careers and became entrepreneurs in order to earn money and make a living.

4.3.2.4 In the course of their employment

There is an observation that individual with incapacities are not equipped for working adequately. They are oppressed by kindred staff and heads of offices. Kindred staff individuals see them as weights due to the help that they require from them. Some of the time they even say awful words to them and the head of office just stays silent and may even bolster those making the remarks. In the Focus Group Discussion, one female disabled respondent who is a teacher reported that in her former school where she was teaching at Uhuru Primary School, there were four disabled women (visually impaired). One day when they were in a meeting one of the able bodied teachers asked the head master; *"when are you going to transfer these burdens to other schools? They are too*

many here, we are really tired of working for them, and we need assistance from other people”.

All the able bodied teachers who were in the meeting supported the idea. The head master replied that he will work on the issue. Few months later, all four teachers were transferred to different schools. Sometimes even disabled males discriminate against women with disabilities in employment opportunities. Unlike men, most women with disabilities are not elevated to senior positions notwithstanding when they qualify. In a few examples ladies with handicaps have battled without anyone else to progress and some of them figured out how to accomplish a PhD. Regardless of those endeavors and meeting all capabilities to get a higher post they were not advanced. This came about to some of them discovering employments outside the nation or to moving to the private division.

Data from FGD indicated that:

“It is very difficult for a disabled woman to get a promotion even when she is qualified. There is one teacher who decided to look for a job outside the country. She was a primary school teacher. She struggled to pursue higher education until she managed to get a PhD. She reported back to the Ministry of Education after her studies but she was not promoted. She was demoralized and lost interest to continue working in the Public Civil Service. She got a job in a certain private company in Nairobi – Kenya where she is currently working.”

Most women with disabilities are also denied chances for going on authority missions, instruction openings and preparing. This restricts their odds of advancing and is a hindrance in securing senior positions inside the Public Civil Service.

4.3.2.5 Mobility and Transport

The challenges identifying with transport for ladies with incapacities differs relying upon the way of the inability. Those with visual hindrance confront distinctive difficulties when contrasted with those with physical incapacity as clarified underneath. For the most part, handicapped open government employees are not furnished with transport to and from work. They utilize open transport called "Matatu" which is not extremely advantageous for them. They can't contend with the healthy individuals keeping in mind the end goal to get into an auto. In Nairobi, amid working days, open transport is an intense issue particularly in the mornings and in the nighttimes. It is difficult notwithstanding for a physically fit lady to get into an auto. You truly need to battle so as to get in. Some of the time individuals even move through the windows keeping in mind the end goal to get into the transports. During the time spent attempting to go into the auto, other individuals are hurt as they might be pushed and thumped about. Cheats additionally utilize that chance to pick takes; it is only an un-helpful sort of circumstance, particularly for an impaired woman. In an individual interview that was held with one female teacher who is visually impaired.

K.I (who survived from being knocked by a Matatu reported that) indicated that:

“Disabled women face many challenges in relation to transport. It is not easy to scumble fight for the few matatus and arrives in the office on time. One day (sometimes in 2007) when I was struggling to board into the daladala and I was pushed and fell down near the car tyre. I almost got knocked down because the car was about to move while I was still down. Fortunately one person managed to drag me to the pavement.”

In order to cope with this difficulty, women with disabilities wake-up very early in the morning, when there are not many people at the bus stop. This enables them to board the

buses comfortably. They also leave their offices very late in order to avoid fighting for buses. However, it is not safe for them to walk very early in the morning or at night. In one Focus Group Discussion it was reported that there have been some cases of disabled women being sexually harassed on their way to the bus stop. In 2008 one disabled woman, who was a telecom operator was raped when she came out from the office late. She finished her work early, but could not go to the bus stand as she knew she would not manage to fight to board the bus. There is likewise a negative discernment by the transport conductors that crippled ladies are unemployed thusly they don't have cash to pay for the transport passage. They are seen as homeless people. Subsequently drivers and conductors don't permit them to board the transports. This causes ladies with incapacities once in a while to invest much energy at the transport stages and at last arrive late at their workplaces. In the individual interview that was conducted at the Ministry of social welfare on 7th October 2009, K.I (the former Member of Parliament who is a visually impaired woman) reported that:

“Disabled women are considered to be beggars and sometimes conductors are reluctant to allow them to board into the buses. Several times when I want to get into the car with my assistant who is able bodied, they ask her if she will pay for my transport fair. This is because they link disability with poverty.”

Women with physical inabilities require specialized guides to upgrade their versatility. They require exceptional shoes (culpa), tricycles, mechanized three wheelers, altered autos, bikes or comparative vehicles. The arrangement of specialized guides in the Public Civil Service in Tanzania changes starting with one office then onto the next. In a few workplaces individuals with physical incapacity are given bikes (in Tanzania the well known name for bike is "Bajaji"). They are additionally given fuel and the workplace

acquires costs for repairing the bike. The workplace likewise causes the costs of purchasing unique shoes and supports. In different workplaces ladies with physical handicaps are offered credits to purchase the bike, yet they bear the fuel and upkeep expenses of the auto's costs from their own particular pockets. In different workplaces notwithstanding getting a credit to purchase the bike is troublesome. There is no institutionalization of administrations furnished to individuals with physical inability. The administrations gave to a lady physical handicap rely on upon the affectability and cooperative attitude of the administration in a specific office inside the Public Civil Service. A few heads of offices and foundations are definitely mindful of the necessities of ladies with handicaps and they are in charge of starting the entire procedure for their staff to acquire specialized guides. In every one of the workplaces, the preparation of how to utilize specialized guides, particularly the bike is not given. A debilitated lady should experience that preparation at her own cost. Ladies with physical incapacities, who don't get any specialized guides from the workplace, utilize open transport and they confront similar difficulties, which ladies with visual debilitation confront. The vast majority of them don't figure out how to purchase the bike all alone in light of the fact that they are costly. At first they were sold for 2 million Tanzanian Shillings (roughly US\$2,000). As of late the bikes began being utilized as Taxis as a part of Dar es Salaam. This made the cost ascend to 4 million Tanzanian shillings (roughly US\$4,000). Transport is a major test for ladies with physical incapacities. Infrequently they are not ready to touch base at their obligation stations on time. It additionally affects their working standard as they here and there fail to meet expectations. This negatively affects their potential for advancement and it causes clashes with their bosses.

4.3.2.6 Working aids and Assistant personnel

This is a noteworthy issue for individuals with visual debilitation. The Government does not issue them with working instruments, for example, PCs, composing outlines with stylus, Perkins Braille, printers or manila papers. They need to purchase these for themselves; a portion of the Public/Office Buildings Most of people in general structures in Dar es Salaam are not impaired neighborly. They are multistorey, there are no inclines, and in the lifts, numbers are not engraved in braille. This stances challenges for individuals with incapacities in getting to open structures and makes a troublesome workplace. A few people have fallen ground floor and supported genuine wounds as an aftereffect of which they turned out to be significantly more helpless. In sharing her lived reality, one female who is working in the Ministry of Health and Social Welfare as a telecom operator reported that: “My office was on the third floor and the building doesn’t have a lift. I was reporting several times to the management on the difficulties I was getting to go up and down every day, but they told me there is no any office on the ground floor. One day, sometimes in 2006, when I was getting out of the office I fell from the third floor. I sustained serious injuries on my spinal cord. I was hospitalized for six months, but I did not recover totally. I am still feeling back pains, and sometimes I lose my memory. I am still going for medical check-ups. After the accident I was given the office on the ground flow.”

A few structures likewise have tiles that are exceptionally dangerous; this is additionally a test for individuals with inabilities. Some of them have been falling and they maintained wounds. Some asked for exchange to different workplaces however not every one of them prevail with regards to getting an exchange. It is additionally troublesome for

individuals with visual debilitation to utilize the lifts; they require somebody to help them. They are not self - dependent on the grounds that in the lifts the numbers are not composed in braille. A few ladies with handicaps surrendered their posts in the Public Civil Service and went to search for different occupations in private Institutions in light of the fact that the earth at the working environment was exceptionally un-favorable for them. One female teacher who is mobility impaired (both legs) reported that when she went to report to her duty station, she could not manage to reach the office until fellow staff come and lifted her up. This went on for several days and she started feeling bad as she had to wait until her fellow staff colleagues could assist her. She then decided to look for a job in a private institution and fortunately managed to get a job at NGO called Action on Disability and Development (ADD) where she is currently working.

The discoveries likewise uncovered that at first there was no arrangement in the Construction Act identifying with benevolent structures to individuals with handicaps. Notwithstanding, a year ago, another law was drafted, including arrangements for benevolent structures for individuals with handicaps. It additionally has an arrangement for discipline of any individual who neglects to consent. The bill was introduced before the parliament on February 2010 for exchange and ideally in the wake of being passed it will achieve changes.

4.3.2.7 Government commitment

The study noted some efforts that are being made by the Government to change the situation of people with disabilities in employment opportunities in Kenya.

4.3.3 Level of satisfaction by treatment given to persons with disabilities at work place

The researcher requested the PWDs to rate their level of satisfaction with their work place experience through structured questioners. Average responses are shown along with the percentage of PWDs who rated each statement as being either “**Great Extent**” or “**Very great extent**” they are satisfied at workplace. As can be seen, more than eighty percent of PWDs are dissatisfied at workplace and the findings are shown in Table 4.8 below.

Table 4.8: PWDs Self-Reported Satisfaction by Treatment given to them at Work Place

	How satisfied are you with: ...	Average Response	Percent rating as “Great extent and Very great extent”
1.	The questioning of the capability of the PWDs free from their education during job interviews.	2	15.6%
2.	Provision of reasonable accommodation in the		21.9%

	workplace.	2	
3.	Provision of general working conditions such as desirable shifts, provision of adequate tools that are necessary for the effective performance of your work.	2	21.9%
4.	Disciplinary actions to employees including reprimand, warning, probation.	2	25.1%
5	Promotion of disabled employees.	3	37.6%

From Table 4.8 above the results shows that when asked their level of satisfaction with their work place experience, only 15.6% were satisfied with the questioning of the capability of the PWDs free from their education during job interviews during job interview. A candidate's inability would be a "known incapacity" either on the grounds that it is self-evident (for instance, the candidate utilizes a wheelchair), or on the grounds that the candidate has willfully unveiled that s/he has a shrouded handicap. Thusly, manager may inquire through questions about their abilities. Only a small number of employees were satisfied with the accommodation offered by the institution they were working for where majority were not. Provision of general working conditions such as desirable shifts, provision of adequate tools that are necessary for the effective performance of your work as cited to satisfy only a handful of PWDs as was indicated by 21.4% while 25.1% cited that they were satisfied by disciplinary actions to employees including reprimand, warning, probation and 36.7% were satisfied by promotion of disabled employees. When workers are dissatisfied their outputs at workplace will go down.

PWDs require security against misuse and mishandle. Indeed, even where the laws are not biased, the PWDs confront a large group of misuse at some work environment. In spite of the fact that authoritative information is uncommon, there is some proof that incapacitated ladies and young ladies confront higher rates of savagery and separation than their non-debilitated partners. The respondents were asked if there are systems set up to review grievances. Around 40.0% of the respondents said there is no cell for Grievance Redresser; around 58.3% referred to that it is incompletely accessible while 1.7% didn't know.

4.4 Barriers preventing the employment of people with disabilities

The second target of this study was to discover obstructions keeping the work of individuals with handicaps. This was done keeping in mind the end goal to answer the second research address what boundaries keeping the work of individuals with incapacities? The meeting discoveries in regards to the inhibitors or boundaries of work for individuals with handicaps are appeared in 3 beneath. Seven sub-topics rose, which can be gathered into three subjects: bosses' pessimistic recognitions and treatment, shortcomings of individuals with handicaps and negative parental demeanors. The discoveries are appeared in Table 4.9 beneath.

Table 4.9: Themes and sub-themes for inhibitors of employment

Theme	Sub themes	Selected Statements
Employers' Negative perception and treatment	<ul style="list-style-type: none"> Employers' negative perceptions and treatment Employers' lack of confidence 	<ul style="list-style-type: none"> They [the employers] don't see your face so never mind, the day of the interview comes, they see your face, [Oh, blind person, cannot accept] (Female) I once asked a man, why? [My application is rejected] ... He said that we [the employer] don't have the facilities, you have to go to [rural areas], and you cannot cope with everything. (Female). I was once told directly by an employer that he doesn't believe that people with disabilities can perform the job equally well as non-disabled people (Male).
Own Weaknesses	<ul style="list-style-type: none"> Lack of Academic Skills Negative self-concept Lack of confidence 	<ul style="list-style-type: none"> Many [people with disabilities] can't read or write like those with mental retardation or never go to school because parents have kept them at home... how to compete with normal people in the job market... (Male) In my opinion, the low self-concept among people with disabilities are quite obvious, you can see that they are afraid when talking to people (Male). Sometimes, people with disabilities may ask themselves, can we do this or not? We're not like other people (Male).
Negative Parental Attitude	<ul style="list-style-type: none"> Imparting false hopes Overprotective 	<ul style="list-style-type: none"> Sometimes the parents don't want to accept [the child's disability]... they keep taking the child to one doctor to another, they just won't accept, so actually the feelings transfer onto the child, because if the parents are insecure, still have hopes, the child says that one day, I will make it in life. Perhaps they [the parents] want to protect their children [who have disabilities], do not allow them to mix with other people... afraid that they might get bullied. Thus, keeping them away from society... this is not good for them (Female). Overprotective parents caused people with disabilities to feel scared, ashamed, the worst part is that they will be afraid to try new things (Male).

These findings show that there are various factors both internal and external which inhabit the PWDs from accessing employment in Kenya making the need to create awareness on the same.

4.4.1 Rating level of employment inhibitors

As has been observed in this study, the challenges confronted by these PWDs in picking up business stretch out past the demeanors of bosses and of society. A large number of the challenges are systemic, in the way structures are built, the way space is organized, and the quick pace of creation which numerous businesses anticipate from their workers. Average responses are shown along with the percentage of PWDs who rated each statement as being either “**Great Extent**” or “**Very great extent**” they are satisfied at workplace. As can be seen, more than eighty percent of PWDs are dissatisfied at workplace. The table below summarizes the findings. The findings are shown in Table 4.10 below.

Table 4.10: Rating level of employment inhibitors

		Average Response	Percent rating as “Great extent and Very great extent”
1	Bosses thinking people with PWDs don’t have the required job skills.	3	83.1%
2	There are no job training programs in the community to prepare them for work.	3	89.1%
3	Perceptions that people with PWDs have difficulty doing their job because of their disability.	3	86.4%
4	Employees negative attitudes and non-acceptance of people with disability.	2	85.3%
5	Perceptions that people with disability have higher rates of absenteeism and lateness.	4	98.1%
6	Perceptions that people with disability have trouble getting along with others.	2	59.4%
7	Perceptions that people with disability have trouble controlling their emotions.	2	50.1%
8	Perceptions that people with require more monitoring to ensure work correctly completed	4	96.0%
9	Provision of reasonable accommodation in the workplace.	4	88.8%
10	Provision of general working conditions such as desirable shifts, provide adequate tools	1	8.1%
12	The PWDs have low intellectual capacity.	2	58.1%

From Table 4.10, the results from analysis affirm the statement from semi-structured interviews where majority respondents stated that their Bosses think people with PWDs don't have the required job skills at great extent, majority also cited that there are perceptions that people with PWDs have difficulty doing their job because of their disability while 89.1% there are no job training programs in the community to prepare them for work thus making them do odd jobs. About 85.3% cited that there is high level of employees who have negative attitudes and non-acceptance of people with disability and 98.1% who perceive that people with disability have higher rates of absenteeism and lateness. One member was extremely disappointed by the confinements put on her by the physical structure of specific spots of business:

Contingent upon where the work is, the building may not be available. The entrance into the building might be open, yet once you get in there the bathrooms may not be available, or the lounge, or wherever...it makes me distraught, when I realize that somebody could work exceptionally well in this building and on the grounds that it's not [accessible], they can't.

Another member let me know that she frequently felt that she or her sticks were standing out that she took up a lot of space, or took too long to stroll starting with one territory then onto the next: (Employers feel that individuals with inabilities) are moderate and they don't realize what they're doing, and they act as a burden, and their wheelchairs or supports or sticks act as a burden.

4.4.2 Key informant's observations of inhibitors of employment for PWDs

Discussions with various key informant involved with PWDs programmes in Nairobi, majority cited that there are a few obstructions and issues that have been reliably raised during that time, for example, myths and generalizations and there are some new deterrents that have risen as of late that impede PWDs from get to work.

A portion of the primary occupation inquiry and enlistment obstructions are as take after:- Negative states of mind, fears and misperceptions, false presumptions, myths and generalizations about PWD held by bosses, administrators, chiefs and different representatives; Lack of learning by businesses about inability issues, obligation to suit, how to set up an organized enrollment program for PWD and accessible assets; Inadequate work environment availability, convenience and work bolster for PWD; Inaccessible Web locales including apparatuses and applications that are not usable or potentially easy to use for PWD, and also PWD who might not have PC get to; Inadequate enlistment and effort procedures and bosses not teaming up with non-legislative and different associations to achieve work seekers who have handicaps; Employers need learning about how to actualize PWD maintenance methodologies; Lack of responsibility at all levels of government in setting and accomplishing objectives to enlist PWD; Lack of access to work environment preparing and satisfactory employment abilities and work encounter for PWD; Lack of access to data, including extra correspondence obstacles confronted by socially and etymologically various PWD; Employers do not have the financial assets to effectively select and hold PWD, including arrangement of settlement; Perception that today's laborers must have the capacity to

"multitask" and juggle numerous parts and that PWD won't have the capacity to do as such and be profitable; Lack of facilitated bolster administrations for both businesses and PWD; Disconnect among organizations serving PWD on what the genuine work culture resemble, along these lines the requirement for better instruction on both the office and the business sides; Conflicting needs - need being set on other target bunches (e.g., Aboriginal people groups, noticeable minorities); Inadequate data and work devices identified with incapacity particular boundaries; The social separation of workers with incapacities in the working environment and how this fundamentally influences degrees of consistency; Inconsistent administration arrangement - PWD don't generally get an abnormal state of administration from specific administration suppliers; Unrealistic boss desires for PWD; Women with incapacities don't have the help they require with family unit errands, incorporating with youngster mind; Inflexible wage bolster projects, for example, social help and inability annuities can go about as a trap for both ladies and men with disabilities; Lack of business support - most occupation seekers did not get work support, (for example, work look data, how to round out an application, time administration and self-backing aptitudes); Inadequate physical framework (transport, building access, work environment changes); Inadequate coordination between elected offices and additionally programs that were made particularly to meet the business needs of PWD; and offices don't comprehend manager needs; Limited pool of candidates with disabilities who meet businesses' criteria, and on the other hand, absence of consciousness of candidate sources.

4.5 Handling of job searching challenges

The third target of this study was to set up how individuals with handicaps handle the difficulties they run over while hunting down occupations. This was done so as to answer the third research address "What are the ways of dealing with stress do individuals with inabilities utilize as they hunt down work?"

In spite of the fact that occupation dismissal can be a thump to the sense of self it's additionally a chance to re-assess a vocation way, recognize neglected abilities and qualities, and land clear on why position dismissal is happening. Results from analysis shows that the PWDs have different strategies for coping with rejection when searching for employment. Majority of them indicated that they do nothing to cope with rejection while searching for employment, and that they don't give up but try next time since every interview you go on puts you one step further ahead than you were before. Others vent, but do it privately, they don't take it personally since the choice to not contract depended on the organization's particular criteria and necessities which might possibly have anything to do with the respondents. Accordingly they don't censure themselves or their status, results to outrage, are trying to claim ignorance and acknowledge that dismissals are a part of the pursuit of employment which braces self candidly to handle the trouble that accompanies dismissal. This is insisted by the way that dismissal will happen over and over all through our lifetime; acknowledge dismissal as a piece of life.

Others showed that they do request criticism however most bosses shun sharing strong input in the event that you don't land the position to at any rate get data that can help your

battle and delete any questions concerning why you didn't get an offer. Others address the issues, which brought on them the dismissal from one organization consequently serving to enhance and changed as a purpose behind acknowledgment at another on the off chance that it has nothing to do with respondent's status. They acknowledge the way that they are not the only one and realize that consistently; incalculable others are sharing respondent experience. Other referred to coping techniques incorporates concentrate on respondent qualities, Keep a Positive Attitude, Spend time reflecting, place things in context, being appreciative, Hold their head high, Don't raise the past, Keep it in context, Stretch themselves, and abstaining from getting their Needs Met through Interviews.

4.5.1 Suggested strategies to enhance employment of PWDs

Table 5 beneath demonstrates the meeting discoveries in regards to recommendations by PWDs to improve the work of individuals with handicaps. A sum of eight sub topics were distinguished and later assembled into six subjects. These subjects mirror the parts played by different gatherings, incorporating individuals with incapacities, guardians, bosses, the media, school and government.

Table 4.11: Suggested strategies to enhance employment of PWDs

Theme	Sub themes	Selected Statements
Roles of People with Disabilities	<ul style="list-style-type: none"> • Change negative attitudes 	<ul style="list-style-type: none"> • People with disabilities who are unemployed must change their attitudes, should not rely on public sympathy to find jobs, (Male). • In order to stay in a job, one (people with disability) must always do his or her best at work..., be good role models change, if [one] feels that it is not good enough (Male).
Parents' Roles	<ul style="list-style-type: none"> • Instill confidence 	<ul style="list-style-type: none"> • Parents must treat children with disabilities like normal kids, don't be too protective to instill confidence in them

		(Male). <ul style="list-style-type: none"> • [In the past, my parents always force me to find job on my own (Male).
Employers' Initiatives	<ul style="list-style-type: none"> • Give people with disabilities a chance to work 	<ul style="list-style-type: none"> • Employers should give people with disabilities a chance to work, try to employ them first, focus on their strength, don't simply reject them (Male). • The boss can try to give more responsibilities to the disabled workers so that they can prove that they can do work as well Male).
Media Involvement	<ul style="list-style-type: none"> • Create public awareness • Highlight government policies 	<ul style="list-style-type: none"> • The government is already giving some incentives for the employees, maybe some employers are not aware of it from time to time the media has to highlight what the government does (Female). • The media should tell people that the disabled workers also could contribute to society (Male).
Role of Government Agencies	<ul style="list-style-type: none"> • Support and practice inclusive education 	<ul style="list-style-type: none"> • Schools, especially secondary schools, should practice inclusive education because it encourages people with disabilities to socialize with society so that they can mix with them without feeling scared (Male).

From Table 4.11 the discovering demonstrates that Persons with inabilities keep on struggling to partake in the social and monetary standard of society. The costs that outcome from unsatisfactory unemployment rates and squandered human potential among people with inabilities affect people, businesses and governments.

4.6 Government of Kenya interventions to address employment of persons with disabilities

The fourth objective of this study was to explore what is being done by the Government to help people with disabilities to cope with challenges of joblessness. This was done in order to answer the fourth research question “What is the government doing to help the disabled people cope with the challenges of unemployment?”

Majority respondents indicated that the government has employed persons to interpreter for them during public fuctions, that the government is encouraging PWDs to engage in

business by providing them access to government tender while and that the government helps the PWDs with legal aid when needs be. Through the government, they have designated parking for their vehicles and various taxes exemptions even for importation of motor vehicles. The government gives money transfer to the PWDs that were very venerable. Free primary school has assisted most of them to access education, special training institutions and vocation training. However, discussions with the respondents indicated that the government is performing poorly in ensuring more PWDs are employed, are appointed in various positions and are treated well at work place.

Documents reveal and discussions with PWDs shows that the Work Act (Cap 226, Laws of Kenya) is the general Act of parliament that makes arrangements on matters identifying with work surprisingly. In so far as the work of people with incapacities is concerned, the Act can be translated as adding to the financial underestimation of people with handicaps by not treating the work of people with inabilities a subjects requiring uncommon concern. There is no acknowledgment in the Act that people with incapacities confront segregation when they look for work and that they have restricted open doors contrasted with those without handicaps. The Act has no arrangement to force commitments on businesses to utilize people with handicaps abandoning them thusly to the changed employment advertise, which is vigorously one-sided against them.

CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

The fundamental concentrate on this study was to look at the encounters of individuals with incapacities in getting to work in Kenya, instance of Nairobi County. This was done keeping in mind the end goal to endeavor to understand the destinations of the study as point by point in section one. The rundown and talk of the discoveries and examination of the discoveries are given in accordance with each of the destinations of the study. This part additionally offers proposals to the partners.

5.1 Summary of Research findings

This section presents a summary of the research findings, which are presented according to the sub-themes that were generated from reviewing the literature related to the study.

5.1.1 Experiences of people with disabilities in accessing employment in Nairobi County.

Among them, 56.7% were male and (43.3%) were female. For both men and ladies, handicap turns out to be to a greater extent a disservice when exacerbated by low financial and instructive status. With regards to larger part of African nations including Kenya, ladies are alloted a low status. Thus, the crippled ladies are at a more noteworthy detriment contrasted with handicapped men. Handicapped ladies, in this way, are by and large in a more terrible circumstance contrasted with men by the numbers. Results from analysis shows there is preference of male rather than the female which reflects both public and private sector are performance oriented system and profit maximization.

The respondents were asked whether they had previously failed to be employed because of their disabilities. Majority of them (87.4%) cited that they had been denied employed more likely because of their status while 12.6% had not. This shows a high rate of discrimination of PWDs in job applications since majority were refused job during job interview. Further, results from analysis shows that about 44.7% respondents had been previously involuntary terminated from employment due to their disabilities in other places. About 55.3% cited they had never been terminated due to their disabilities.

When asked to rate their workload, majority of the respondents (32.4%) cited they are given very heavy workload per day just like the other able workers, 25.7% cited the workload was heavy while 23.6% cited that the workload fair. About 18.3% cited that they are given little work thus making them remain idle most of the time that make them feel bad about themselves. Results further revealed different levels of harassment towards persons with disabilities at their work place. About 91.4% cited high level of use of negative jokes toward them, 84.8% cited that they are assigned more difficult duties; 83% indicated that they are made to do unpleasant or hazardous jobs while 76.1% cited that there are cases of threats and verbal abuse toward them by their employers, supervisors and fellow employees. About 72.3% respondents cited that they are bothered, tormented or troubled because of their status at work place at a great extent. With this high level of harassment at work place for persons with disabilities and low level of awareness for among PWDs of their rights, most this goes unreported and perpetrators of such acrimonies goes unpunished.

5.1.2 Barriers preventing the employment of people with disabilities

Instruction is a fundamental essential for battling destitution, engaging PWDs and shielding them from mishandle and abuse. Access to aptitudes advancement enhances the employability of Persons with Disabilities. Despite the fact that the administration has supported comprehensive instruction, exchanges with respondents checked on that exclusive few impaired people get to training in this way getting to be keep them from getting to work. The discoveries promotes demonstrate that there are different elements both inward and outer which possess the PWDs from getting to work in Kenya making the need to make mindfulness on the same. This incorporates Bosses thinking individuals with PWDs don't have the required occupation abilities at incredible degree, greater part additionally refered to that there are observations that individuals with PWDs experience issues doing their employment as a result of their inability while 89.1% there are no occupation preparing programs in the group to set them up for work hence making them do odd employments. Around 85.3% refered to that there is abnormal state of representatives who have pessimistic mentalities and rejection of individuals with incapacity and 98.1% who see that individuals with inability have higher rates of non-attendance and delay. One member was extremely baffled by the constraints set on her by the physical structure of specific spots of business: Depending on where the work is, the building may not be available. The entrance into the building might be available, however once you get in there the bathrooms may not be open, or the break room, or wherever.

5.1.3 How people with disabilities handle the challenges they come across while searching for jobs

Despite the fact that employment dismissal can be a thump to the conscience it's likewise a chance to re-assess a profession way, recognize disregarded aptitudes and traits, and land clear on why position dismissal is happening. Comes about because of examination demonstrates that the PWDs have distinctive techniques for adapting to dismissal when hunting down business. Dominant part of them demonstrated that they don't does anything to adapt to dismissal while hunting down business, 12.7% refered to that they don't surrender however attempt next time since each meeting you go on puts you above and beyond ahead than you were some time recently. Around 13.3% refered to that they vent, however do it secretly, 4.3% showed that they don't think about it literally since the choice to not contract depended on the organization's particular criteria and necessities which could conceivably have anything to do with the respondents. Around 5.6% showed that they don't point the finger at themselves or their status, 11.3% brought about outrage, and 7.0% went to condition of refusal while 9.0% acknowledge that dismissals are a part of the pursuit of employment which supports self sincerely to handle the misery that accompanies dismissal. This is confirmed by the way that dismissal will happen more than once all through our lifetime; acknowledge dismissal as a piece of life. Around 6.0) refered to that they acknowledge the way that they are not the only one and realize that consistently; endless others are sharing respondent experience. Other refered to coping methodologies incorporates concentrate on respondent qualities, Keep a Positive Attitude, Spend time reflecting, place things in context, being thankful, Hold their head

high, Don't raise the past, Keep it in context, Stretch themselves, and abstaining from getting their Needs Met through Interviews.

5.1.4 How the Government to help people with disabilities to cope with challenges of joblessness

The study noted some efforts that are being made by the Government to change the situation of people with disabilities in employment opportunities in Kenya. About 16.2% respondents indicated that the government has employed persons to interpreter for them during public factions, 2.8% indicated that the government is encouraging PWDs to engage in business by providing them access to government tender while 5.5% indicated that the government help the PWDs with legal aid when needs be. About 14.3% indicated that through the government, they have designated parking for their vehicles and various taxes exemptions even for importation of motor vehicles cited by 10.5% while 11.7% cited that the government gives money transfer to the PWDs that were very venerable. About 14.3% cited free primary school has assisted most of them to access education while 17.3% cited special training institutions and vocation training. However, discussions with the respondents indicated that the government is performing poorly in ensuring more PWDs are employed, are appointed in various positions and are treated well at work place.

Documents reveal and discussions with PWDs shows that the Work Act (Cap 226, Laws of Kenya) is the general Act of parliament that makes arrangements on matters identifying with work surprisingly. In so far as the work of people with incapacities is concerned, the Act can be translated as adding to the monetary minimization of people

with inabilities by not treating the work of people with handicaps a subjects requiring extraordinary concern. There is no acknowledgment in the Act that people with handicaps confront separation when they look for business and that they have constrained open doors contrasted with those without inabilities. The Act has no arrangement to force commitments on businesses to utilize people with inabilities abandoning them thus to the changed employment advertise, which is intensely one-sided against them.

5.2 Discussions of the Findings

The drivers and inhibitors of work for individuals with incapacities in Kenya were uncovered through the gathered amounts and subjective information. In particular, interviews with the 36 members yielded various perspectives in regards to the experience PWDs experiences at their work put and when looking for work in Kenya. Also, the study assembled sees in regards to the measures that ought to be taken by different gatherings to improve the business rate of individuals with inabilities in the nation. Inside each of these points, subthemes rose.

Discoveries demonstrate that scholastic and occupation related abilities were seen as essentials for individuals with inabilities to discover work. Scholarly abilities allude to fundamental proficiency (perusing, composing, and dialect aptitudes), numeracy and essential PC aptitudes. In Kenya, individuals with inabilities could get scholastic aptitudes through the custom curriculum framework that is available from pre-school up to the tertiary level. Then again, individuals with handicaps can likewise get instruction from different custom curriculum establishments oversaw by the NGOs in the nation.

The members trusted that individuals with inabilities ought to have professional aptitudes on the off chance that they need to discover business, especially the individuals who are not scholastically slanted. Prevocational and professional aptitudes can be gotten through different ways, for example, standard schools, custom curriculum schools, professional schools, Community-Based Rehabilitation (CBR), protected workshops, recovery focuses, welfare and NGO establishments, contingent upon the individual's age and kind of handicap. Other than these professional projects, individuals with inabilities ought to likewise get professional preparing in data framework and PC aptitudes to keep them side by side of the quick advancement in Information and Communication Technology (ICT) and to meet the present requests for talented laborers.

By and by, various boundaries that could restrain the work of individuals with inabilities in Kenya were additionally distinguished in this study. Businesses' contrary observations and treatment, the deficiencies of individuals with incapacities and the adverse parental states of mind were seen by the outwardly impeded members as a portion of the real boundaries of work for individuals with handicaps in the nation. Most of the members felt that businesses are hesitant to contract individuals with incapacities since they ordinarily need trust in them and might not have the offices to suit their necessities in the work environment. This conviction is bolstered by Heron and Murrays (2003) ponder, which found that businesses every now and again see individuals with handicaps as unacceptable for work and are in this manner hesitant to utilize them.

Writing audits likewise uncovered that society more often than not holds contrary recognitions toward individuals with handicaps, to the degree that they are viewed as various, less-fit, uncouth, mediocre, and their prosperity is seen as because of fortunes or exertion as opposed to capacity Morgon and Wisely, (1996); Millington, Strohmer, Rei, and Spengler, (1996); United for Intercultural Action, (2000). Such biased believing is plainly shown in Bowman's (1987) examine in which 85% of the respondents have higher trust in individuals who mishandle liquor than individuals with mental hindrance as far as employment execution. This outcome mirrors society's adverse recognitions toward the competency of individuals with handicaps, notwithstanding when contrasted with heavy drinkers who may have more subtle intellectual confinement.

Strikingly, the members additionally specified that individuals with incapacities are similarly in charge of their failure to get business since they may do not have the fundamental aptitudes required to play out a vocation, as exhibited by one of the interviewees: Many [people with disabilities] can't read or compose like those with mental impediment or never go to class since guardians have kept them at home... how to rival ordinary individuals in the occupation advertise... (Male). Notwithstanding less scholastic aptitudes, a few people with incapacities likewise have an antagonistic self-idea and need self-assurance. These qualities may have made them lose the fight for work even before it was started.

In addition, overprotective guardians who shield their youngsters with incapacities from the outside world could accomplish more damage than great to their kids. Guardians who

are unwilling or not able to acknowledge the state of their kids regularly trust that there is a cure for their kids' handicap and take them to see one specialist after another. They trust that their kids will get to be ordinary through otherworldly mending. By implication, these guardians confer false trusts on their youngsters as well as disregard the kids' quick requirement for exceptional intercession, which could upgrade their employability in future. Therefore, a few people with incapacities wind up remaining at home, absolutely subject to their family and segregated from society.

To put it plainly, bosses' antagonistic discernment, an absence of aptitudes among individuals with handicaps, their negative mental qualities, and the negative demeanor of guardians were distinguished by the members as obstructions to business. These boundaries may clarify the steadily high unemployment rate among individuals with incapacities in Kenya.

5.3 Conclusion

Securing business has a specific level of constructive effect on individuals with incapacities as far as monetary dependability and mental strengthening. Business not just gives a wellspring of pay to free living additionally builds one's feeling of acknowledgment and sense of pride Sarkees and Scott, (1986). A great many people with inabilities are trainable and employable. On the off chance that given openings for work, they can add to the nation's improvement and get to be citizens. Since utilizing individuals with handicaps positively affects businesses, increments in modified and

upheld work won't just help people with disabilities, additionally advantage the workforce and society all in all. Shockingly, all through the world, people with handicaps stay utilized at lower rates than individuals without incapacities, and when utilized, frequently are in shielded settings.

5.4 Recommendations

There can be no important intercession or any powerful systems for the advancement and insurance of the privileges of PWDs without sound strategy and enactment out of which projects that engage and ensure PWDs can be de created. There is have to address the unique needs of PWDs in Kenya by:-

- a) Calling for the acknowledgment, selection and approval of general standards and models recommended in worldwide Treaties, Conventions and Protocols. Kenya has given an establishment to the advancement and insurance of PWDS rights for incorporation of PWDs in standard society yet however a considerable measure should be done to convey the inability issues to the global standard.
- b) The government ought to offer grants to class matured PWDs who can't go to class as a result of monetary imperatives. Elective learning sessions ought to likewise be directed (all the time and for nothing out of pocket) to PWDs who are as of now past the school-age however don't have in any event secondary school recognition (which is typically the base capability set by bosses).

c) The government can likewise allot extra subsidizes for projects and exercises identified with abilities improvement and business help for more seasoned PWDs with lower instructive achievement.

d) There is requirement for the legislature to build the quantity of professional preparing establishments for PWDs.

e) Some measures were proposed by the members to upgrade the work rate of individuals with inabilities in the nation. These proposals can be gathered into six primary topics and include different partners. Above all else:-

i. People with incapacities should be certain about their own particular capacities and potential.

ii. This involves guardians' parts in imparting trust in their youngsters.

iii. The manager is another partner that assumes pivotal parts in giving individuals inabilities an opportunity to work in the associations.

iv. In expansion to more extensive openings for work, there are likewise needs approaches that bolster individuals with incapacities in instruction, group engagement, and business.

v. The government ought to set up clear strategies on consideration instruction, work standard, and arrangement of upheld business administrations, for example, work situation and aptitudes preparing.

vi. These approaches must be highlighted in the media to upgrade open mindfulness. With these endeavors set up, the work rate of individuals with incapacities in the nation may make strides.

5.5 Areas of further research

This research was relatively broad and considered all prospective of employment of PWDs. It has become evident in the course of this study that it would be useful to carry out further research in the following related areas.

- i. Replication of this studies five or ten years from now to find out what changes have taken place in the employment of PWDs in Nairobi.
- ii. A repeat of this study in a different location.
- iii. Future studies ought to likewise open the explanations for managers' adverse recognitions toward procuring individuals with handicaps and distinguish measures to make more openings for work. There are necessities to reinforce the enactment on occupation quantity and build up arrangement on bolstered work in the nation to guarantee individuals with handicaps have more extensive business openings and are furnished with employment preparation preparing, move bolster administrations, work hunt, and position help. These arrangements must be highlighted in the media to upgrade open mindfulness about it. With the foundation of bolstered work framework, work mentors will be accessible to help

individuals with inabilities discover work, prepare for the occupation and look after business. Bolster benefits that might be given incorporate employment position, nearby occupation instructing and exclusively custom-made supervision. These administrations can individuals with handicaps meet the desire of the businesses and increment their employability.

In outline, the unemployment issue confront by individuals with incapacities is a multi-faceted issue ascribed by different components. An all-encompassing methodology that includes different partners, for example, individuals with inabilities, guardians, teachers, advisors, work mentors, bosses, government organizations, and media is expected to upgrade the business rate of individuals with handicaps in Kenya.

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APPENDICES

Appendix –I: Challenges and Experiences of People with Disabilities in Access to Employment in Kenya: A Case of Nairobi County

CONSENT FORM

Consent Form for Participants in the study

My name is Pauline Wanjiru Maina. I am a student at The University of Nairobi and am carrying out a research on “Experiences of People with Disabilities in Accessing Employment in Nairobi County”.

The purpose of this study is to assess the experiences of people with disabilities in accessing employment in Nairobi, Kenya. The information that I collect from this research will be kept confidential. We shall assign your questionnaire a number instead of your name to ensure the information you provide cannot be traced back to you. Your decision to participate in this study is entirely voluntary. You may pull out of this study at any point.

If you have any questions or clarifications about the research feel free to contact the following.

Pauline Wanjiru Maina, P.O Box 53292-00200 Nairobi.

Declaration

Have you understood the information given above?

a) Yes [] b) No []

Do you give consent to participate in the study?

a) Yes [] b) No []

Interviewer signature/ thumb print_____

APPENDIX -II – Questionnaire

This questionnaire is designed to gather information on the experiences of People with Disabilities in Access to Employment in Nairobi County. I, therefore, kindly request you to provide information to all items in the questionnaire by putting a tick () on one of the options. For questions that require your own opinion fill in the blanks.

SECTION A: GENERAL INFORMATION AND BIO DATA

1	Age of respondent	(a) 20 – 29 [] (b) 30 – 39 [] (c) 40 – 49 [] (d) 50 – 59 [] (e) 60 and above []
2	Respondent's gender	(a) Male [] (b) Female []
3	What is your highest level of education?	(a) None [] (b) Primary [] (c) Secondary College [] (e) University [] (f) Adult education []
	Have attended any vocational training?	(a) Yes [] b) No []
4	What is the name of the employer / organization	
5	Type of organization you work for.	a) Public sector [] b) Private sector []
6	What is your current position in this organization?	
7	How long have you served in this organization?	(a) Less than 1 year [] (b) 1-5 years [] (c) 6-10 years [] (d) Over 10 years []

**SECTION B: EXPERIENCES OF PEOPLE WITH PWDS IN ACCESSING
EMPLOYMENT**

1. Had you previously failed or had refusal by an employer to engage you as an employee due to your status? a) Yes b) No
2. Time taken to get the Job _____
3. Have you attended any Training / Capacity Building Courses a) Yes b) No
4. If yes specify. _____
5. Had you previously been involuntary terminated from employment due to your status? a) Yes b) No
6. How would you rate your workload in a day? Very heavy () Heavy () Fairly Heavy () Little ()
7. Have you ever been promoted? Yes () No ()
8. If yes indicate the type of promotion. _____
9. Please complete this questionnaire by ticking the appropriate response to each statement: The following five-point Likert-scale is used:
 - (1) Little or no extent
 - (2) Some extent
 - (3) Moderate extent
 - (4) Great extent
 - (5) Very great extent

1.	To what extent is PWDs is bothered, tormented or troubled because of his/her status at your work place.	1	2	3	4	5
2.	Making or allowing the use of jokes.					
3.	Claim for different or harsher standards of performance.					
4.	Assignment of more difficult duties.					
5.	Unpleasant or hazardous jobs.					
6.	Threats or verbal abuse.					
7.	Using harassment to disabled people because of the existence of disability.					

10. Is there in place any grievances Redresser mechanism in your organization? Yes ()

No ()

11. Please complete this questionnaire by ticking the appropriate response to each statement: The following five-point Likert-scale is used:

(1) Little or no extent

(2) Some extent

(3) Moderate extent

(4) Great extent

(5) Very great extent

	How satisfied are you with: ...	1	2	3	4	5
1.	The questioning of the capability of the PWDs free from their education during job interviews.					
2.	Provision of reasonable accommodation in the workplace.					
3.	Provision of general working conditions such as desirable shifts, provision of adequate tools that are necessary for the effective performance of your work.					
4.	Disciplinary actions to employees including reprimand, warning, probation.					
5	Promotion of disabled employees.					

SECTION C: BARRIERS PREVENTING THE EMPLOYMENT OF PWDs

1. Please complete this questionnaire by ticking the appropriate response to each statement: The following five-point Likert-scale is used:

- (1) Strongly disagree
- (2) Disagree
- (3) Neutral
- (4) Agree
- (5) Strongly agree

PERCEPTIONS REGARDING THE PWDS

1	Bosses thinking people with PWDs don't have the required job skills.					
2	There are no job training programs in the community to prepare them for work.					
3	Perceptions that people with PWDs have difficulty doing their job because of their disability.					
4	Employees negative attitudes and non-acceptance of people with disability.					
5	Perceptions that people with disability have higher rates of absenteeism and lateness.					
6	Perceptions that people with disability have trouble getting along with others.					
7	Perceptions that people with disability have trouble controlling their emotions.					
8	Perceptions that people with require more monitoring to ensure work correctly completed					
9	Provision of reasonable accommodation in the workplace.					
10	Provision of general working conditions such as desirable shifts, provide adequate tools					
11	Physically disabled are equally gifted and productive.					
12	The PWDs have low intellectual capacity.					

SECTION D: HOW PWDS HANDLE THE CHALLENGES THEY COME ACROSS WHILE SEARCHING FOR JOBS

How do you deals with the following barriers?

		Copping strategies	Suggested solutions
1	Systematic barriers		
2	Attitudes of fellow employees / bosses		
3	Inflexible roster/ assignments		
4	Bullying		
5	Having to hide their disability		
6	Layout of workplace		

SECTION E: WHAT IS THE GOVERNMENT DOING TO HELP PWDS COPE WITH CHALLENGES OF JOBLESSNESS

1. What are the biggest challenges do you experience at your workplace and how do you deal with this? _____
2. Do you receive any support from the government? a) Yes b) No
3. Are you aware of PWDs programme within your area? a) Yes b) No
4. Is yes, name them. _____
5. What specific areas of support would you like to be provided with?

6. What is the government doing to address the challenges experienced by PWDs?

7. Are there any best practices you can describe in responding to the PWDs situation in Kenya? _____

Appendix –III: KEY INFORMANT INTERVIEW GUIDE.

My name is Pauline Wanjiru Maina. I am a student at The University of Nairobi and am carrying out a research on “Experiences of People with Disabilities in Accessing Employment in Nairobi County”. The purpose of this study is to assess the experiences of people with disabilities in accessing employment in Nairobi, Kenya. The information that I collect from this research will be kept confidential. We shall assign your questionnaire a number instead of your name to ensure the information you provide cannot be traced back to you. Your decision to participate in this study is entirely voluntary. You may pull out of this study at any point. If you have any questions or clarifications about the research feel free to contact the following.

Pauline Wanjiru Maina, P.O Box 53292-00200 Nairobi.

THANK YOU

1. Date.....
2. Age.....
3. Sex: Male [] Female []
4. What are the main experiences of people with disability in accessing employment in Kenya?
5. What are the main barriers which prevent people with disabilities not to be employed?
6. What are the coping mechanism do people with disabilities employ as they search for employment?

7. How successive are these mechanism in securing employment for people with disabilities?
8. What is the government doing to help the PWDs cope with the challenges of unemployment?
9. How successive has the government had attained in helping PWDs?
10. Are there any best practices you can describe in responding to the PWDs situation in Kenya?
11. General comment on the PWDs in Kenya.

Appendix –IV: FOCUS GROUP DISCUSSION INTERVIEW GUIDE.

My name is Pauline Wanjiru Maina. I am a student at The University of Nairobi and am carrying out a research on “Experiences of People with Disabilities in Accessing Employment in Nairobi County”. The purpose of this study is to assess the experiences of people with disabilities in accessing employment in Nairobi, Kenya. The information that I collect from this research will be kept confidential. We shall assign your questionnaire a number instead of your name to ensure the information you provide cannot be traced back to you. Your decision to participate in this study is entirely voluntary. You may pull out of this study at any point. If you have any questions or clarifications about the research feel free to contact the following.

Pauline Wanjiru Maina, P.O Box 53292-00200 Nairobi.

THANK YOU

1. What are the main experiences of people with disability in accessing employment in Kenya?
2. What are the main barriers which prevent people with disabilities not to be employed?
3. What are the coping mechanism do people with disabilities employ as they search for employment?

4. How successive are these mechanism in securing employment for people with disabilities?
5. What is the government doing to help the PWDs cope with the challenges of unemployment?
6. How successive has the government had attained in helping PWDs?
7. Are there any best practices you can describe in responding to the PWDs situation in Kenya?
8. Generally comment on the PWDs in Kenya.

APPENDIX VI: Time Plan

Activity	Months in the year 2014												Months in the year 2015											
	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
	Proposal Document Development																							
Literature Review																								
Developing research tools																								
Data Collection																								
Data Analysis																								
Project paper Writing																								
Project Paper Submission and Defense																								
Project paper final submission																								

APPENDIX VII: The Budget Schedule

Research Budget

	ITEM	COST (kshs)
1	PROPOSAL DEVELOPMENT	
	Printing of 52 pages @ Kshs. 30	1560.00/-
	Reproduction 6 copies @ Kshs. 80	4,800.00/-
	Binding 6 copies @ Kshs. 50	300.00/-
	Traveling Expenses	4,000.00/-
	Subsistence	4,000.00/-
	Miscellaneous expenses	3,000.00/-
2	DATA COLLECTION	3,000.00/-
	Data collection	5,000.00/-
	Books and reading material	3,000.00/-
	Data analysis and computer runtime	5,000.00/-
	Printing 70 pages @ Kshs. 30	2,100.00/-
	Reproduction 6 copies @ Kshs. 40	8,400.00/-
	Binding 5 copies @ Kshs. 1,000/-	5,000.00/-
	Miscellaneous expenses	4,000.00/-
	GRAND TOTAL	50,220.00/-