

*DISABILITY AND EMPLOYMENT IN INFORMATION
TECHNOLOGY & ENABLED SERVICES COMPANIES:
A STUDY IN INDIA*

*A thesis submitted to the University of Hyderabad
for the award of the degree of*

**Doctor of Philosophy
In
Study of Social Exclusion and Inclusion Policy**

**By
PRIYANKA R.S.
Reg No: 16SIPH05**



**Center for Study of Social Exclusion and Inclusive Policy
School of Social Sciences
University of Hyderabad
Hyderabad - 500046
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2	Social Exclusion: Theoretical Perspectives	4	Pass
3	Research Methods	4	Pass
4	Study Area	4	Pass

Supervisor

(Dr.Sripati Ramudu)

CSSEIP

Head of Department

(Prof. K.Raj Mohan Rao)

CSSEIP

Dean of School

School of Social Sciences

University of Hyderabad
Centre for the Study of Social Exclusion and Inclusive Policy
School of Social Studies

Declaration

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ABSTRACT

This research focused on the perception of ITES companies in recruiting the people with disabilities and the hindrances faced by the employers in recruiting these people and also focused on difficulties faced by the disabled employees in the ITES sector. A qualitative and quantitative research was adopted to evaluate the results obtained through survey of respondents. The findings revealed that people with disabilities were provided with new opportunities in the field of ITES sectors few are facing structural and occupational barriers in the workplace. Further, the findings suggested that need to have open drive recruitment of persons with disabilities along with their policies which will enhance overall inclusiveness and increases opportunities.

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CHAPTER 1: INTRODUCTION

1.1 Introduction

The matter of disability has been on the international human rights during December 2006 when it entered into the UNCRPD or United Nations Conventions on the Rights of Persons with Disability, had in its agenda the matter of disability. (UNCRPD) during December, 2006. Disability has also emerged as a major issue in terms of development as there is a growing evidence to indicate that persons with disabilities (PWDs) are known to experience several socio-economic shortcomings as compared to persons who are not disabled. The prevalence of disability frequently leads to a drop in the economic and social well-being of individuals and this is inclusive of increase in expenses for healthcare, poverty, along with psychological and emotional susceptibility through diverse mediums such as; a negative impact on employment, education and earnings (McDonald, 2015).

Persons with disabilities have more scope to remain unemployed and even make less income as compared to people without disabilities though they might be employed. Income as well as employment is negatively impacted in proportion to the degree of the disability. PWDs also have to bear extra costs associated with disability such as assistive services, medical care or personal attendants and therefore might require additional resources to realize similar outcomes as people without disabilities. This phenomenon has been referred as ‘conversion handicap’ by noted economist Amartya Sen (Toboso, 2011). Owing to higher costs, PWDs and their families have more scope to be poorer as compared to people without disabilities having same income levels. In addition, as an outcome of employment related discrimination, absence of access to resources to facilitate self-employment and livelihood initiatives, it is even more challenging for PWDs to gain advantage from socio-economic development and conquer the vicious circle of disability, increased costs, poverty and unemployment (Trani et al., 2011).

In the event that PWDs and their families are expected to circumvent exclusion, they need to be able to have access to work or livelihood and pull down some of the circular association between poverty and disability (World Health Organization, 2011a). However, PWDs in a working age across developed as well as developing nations have been experiencing higher rates of unemployment as compared to people without disabilities. The employment rate of PWDs in Switzerland has been reported to be around 62.2 per cent in

2003 which was followed by Norway 61.7 per cent in 2003 and Canada 56.3 per cent in the same year. Whereas, there are other nations that have done poorly in terms of employment of the disabled wherein South Africa reported a PWD employment rate of 12.3 per cent in 2006, Poland 20.8 per cent in 2003 and Spain 22.8 per cent in 2008. At the same time, the rate of PWD employment in India was reported to be 37.6 per cent in 2002 (Aif, 2014).

The regional laws and regulations pertaining to the job, labour, and taxing are the factors that affect the employment in the corporate sector. The need for the knowledge workers is on the rise right from the period of globalisation. In the IT and ITES sectors, the disabled individuals who have the necessary skill sets are getting the opportunities. Several Indian IT and ITES companies are recruiting the persons with disability without hesitation. Furthermore, the differently abled individuals make their mark by the virtues of hard work and loyalty. If their disability does not impact the organisational output, they are very much employable. The rate of attrition of the disabled knowledge workers is also less. Therefore, the IT or ITES sector does not segregate them and they are providing equal opportunities. In the BPO sector, these people undertake technical jobs, consultant works, and client coordination jobs. They also take up onsite projects for the multinational organisations outside their country. The organisations in other countries get their work done by means of online software labour. The recruitment of disabled individuals in IT and ITES sectors is believed to reduce the attrition rate. The gulf between the supply and need of the industry can be cemented by such recruitment of disabled persons.

The job for the disabled persons will make these people join the mainstream of the society and will give them confidence, in addition to giving them economic strength (Schur, 2002). Title I of the Americans with Disabilities Act (ADA) actually increases the chances of employment for the qualified disabled persons by removing the bias of the corporates and this has inspired these people because they are able to get both financial and non-financial advantages (Blanck et al., 2003).

1.2 Literature Review

1.2.1 Organisational culture and differently abled persons

The organisational culture can be comprehended in three approaches. First approach is the rule of inclusion, “A way of determining a group’s core assumptions and values is to ask present members what they really look for in new members and to examine carefully the

career histories of present members, to detect what accounts for their inclusion in the group” (Christensen & Shu, 1999). The study of organisational structure of power is the second approach, that is, “rules on how a person can obtain, maintain, and lose power” (Christensen & Shu, 1999). The recognition and penalisation system can disclose the organisational culture, “once one has identified what kinds of behaviour are ‘heroic’ and what kinds of behaviour are ‘sinful,’ one can begin to infer the beliefs and assumptions that lie behind those evaluations” (Christensen & Shu, 1999).

Disability has no standard definition. The term disability can be viewed as a societal phenomenon. People may have deficiency, but the society around them impairs. The differently abled persons are not appropriately recognised and the difference is not properly understood. There are some obstacles with respect to surrounding, behaviour, and belief against the differently abled individuals. Hence, disability can be seen as the combination of the society and the physical condition of a person. Blindness, low vision, cured leprosy, impairment in hearing, locomotors disability, retardation or mental illness include in any of the disability list confirms the Equal Opportunities, Protection of Rights and for Participation Act of India, 1995. As per the act, a person should be suffering from more than or equal to 40 % disability and should be certified to be disable by an authorised medical officer.

1.2.2 Corporate social responsibility towards the persons with disability

The corporate social responsibility of the organisations is in fact developed and impacted by the corporate culture, according to Samant et al. (2009); Schur, Kruse and Blanck (2005). The financial, cultural, and governmental environment which influences a business is described by the corporate social responsibility. Earlier, corporate social responsibility related the financial accountability to create assets and jobs and increase profit (Trevino & Nelson, 2011). The purview of the corporate social responsibility has widened later. Per Carroll (1991), pyramid model of CSR has been proposed that has four types of responsibilities called economic, legal, ethical, and philanthropic. The first responsibility of the corporate is to generate goods and services necessary for the society and earn the profits by selling the goods and services. The need for the compliance of the corporate with the legal norms and stipulations forms the second responsibility of the corporate. While profit is the motive of any business, there should be a right way to do that business in an ethical way. This is the third responsibility. The fourth responsibility is the ability of the corporate to part with

money for the welfare activities. It can be in the form of donation or extension of help through the goods and services of the corporate (Trevino & Nelson, 2011).

The business accountabilities are defined by the corporate social responsibility by means of the practices and guidelines that are conveyed explicitly (Matten & Moon, 2008). The CSR is to be added to the policies, guidelines, and rules and regulations of the firms. When this is done, the corporate culture existing within the firms can be changed (Aguilera et al., 2007).

In order to include the disabled persons into the corporate culture, alterations in the professional, organisational, behavioural, and cultural environments should be made. The below aspects are worth considering:

There should be analysis of the rules and regulations and policy guidelines of the organisation in light of the treatment and perception towards the disabled persons, as this may have a significant influence on these people (Stone & Colella, 1996). The people with disabilities can be hired by the firms when the staff members at the firms including the management people trust in normative beliefs (Chan et al., 2010).

In order to include the people with disabilities, the organizational culture should be based on the firm's practices and guidelines that back up the employment, integration, and retention of differently abled persons (Markel & Barclay, 2009). The HR policies should be explored in the face of recruitment of disabled persons in the firms with respect to selection procedure, ergonomic arrangement for these people, support in respect of culture, performance, training, and management (Klimoski & Donahue, 1997).

The importance should also be given to matching of job, experience, and issues related to work culture (Gilbride et al., 2003). The work culture should include equality, backup, adjustment, and attention to these people, in addition to the motivation for the performance, justice, coordination, assistance, and benefits for these employees with disabilities (Schur et al., 2005). In this context, it is appropriate to analyse the ergonomic arrangement for these employees like giving assistive computer technology and different timing for the break (Markel & Barclay, 2009). The universally accepted work environment adopted by the corporate will pave the road for inclusion of the people with disability (BBI, 2017). The staff at the firms should be provided with training on the legal aspects and the

initiatives on improving the relationship with differently abled workers (Markel & Barclay, 2009).

1.2.3 Job opportunities for the disabled people in India

To join the people with disability in the main stream have been lately formulated in many countries including their welfare policies and guidelines. The ILO convention number 159, which deals with the Vocational Rehabilitation and Employment of Disabled Persons (1983) policy that promotes the job opportunities for people with disability being backed up by the legislation for execution. The disabled people are provided with the equal opportunities in the employment as per the National Charter for Social Justice proposed by Indian government in the ninth five year plan of 1997 to 2002. The government of India provides some amount of benefits for the disabled persons by means of various schemes. The families below poverty line are getting substantial revenue by means of Swarnajayanthi Gram SwarozgarYojna (Ministry of Rural Development, 2017) with the introduction of self-help groups and micro-enterprises. It will be of limited vision, if a debate is put forward that the welfare and needs of these disabled persons are taken care of with the programmes and schemes already in place and that there is no refinement is needed.

The trend of recruiting the people with disability in the IT and ITES sectors is on the rise and the HR policies are altered to accommodate such placement. The example is Centre for Economic Empowerment of Intellectually Challenged (CEEIC). Amba and Intel have both begun a Centre for Economic Empowerment of Intellectually Challenged. The requirements and the need for honing up the intellectual capability of the people with below par IQ are given importance in the design of curriculum by CEEIC. To train the intellectually challenged people and employ them suitably, interactive modules are utilised by these centres. CEEIC is also active in raising the self-respect and motivation for these people in addition to providing technical skills. Hence, the people trained by this centre are more confident in working with others. This centre has trained as many as 4500 intellectually disabled people since the year 2004. From one centre, CEEIC has now grown to 171 centres in cities like Bengaluru, Mandya, Chennai, and Delhi in 18 states. Innovation in business models is made and many advantages are there for the countries in the world by means of globalisation. The Corporate Social Responsibility (CSR) is the most important accountability of businesses. In India, the CSR has been noteworthy. The Indian ITES field has proved to be the leader in recruiting the disabled persons and this trend of recruiting the

disabled is on the rise. The ITES sector of India has become a separate knowledge industry in India; however, at the outset, it was established to cut the cost. The ITES sector has the features of security, productivity, quality, and value addition. These features serve as the yardsticks for the business process outsourcing. In the years between 2000 and 2004, in the services industries segment, about 95 per cent of absolute growth in foreign exchange inflows from the information technology enabled services sector.

The financial year 2015 revenue of the Indian Information Technology and its enabled services sector was \$ 146.5 billion and is expected to generate \$ 160 billion during the financial year 2016 (ibef, 2017), it was about USD146.5 billion (Ibef, 2017). The industry is growing tremendously as mentioned by providing job opportunities for millions of people, which also include the disabled people. In fact, the IT and ITES sector of Indian has instilled the confidence in the minds of young generation because there are a plenty of opportunities even for the graduates.

1.2.4 Strategy of recruitment of disabled people in IT and ITES sector

The IT and ITES sectors of India could bring a change for the disabled people with customised opportunities to play a vital role in their lives. According to a survey conducted by Deloitte (2010) disabled person are employed by 64 per cent of IT and ITES companies in India. By providing the conducive workplace for the disabled people like transportation and ergonomic adjustments, these organizations also try to make them feel comfortable. Because of the opportunities in front of the disabled people, they are encouraged to continue their higher education. The attrition is the major stumbling block in the path of progress of ITES sector of India, but the organisations in this sector hope that this problem can be eased with the recruitment of disabled people as they will not hop from their jobs. Up until 2006, 24/7 Customer, Trans Works, NASSCOM, Progeon Ltd., Wipro BPO did not have even a single differently abled person in their businesses. Each of these companies had 15 people in 2007 and they are on the course to employ more disabled people. Former NASSCOM chief Kiran Karnik said, "The companies that have employed them (the disabled) are happy with their quality of work and loyalty," "To a certain extent, the appointments will offset attrition because these employees are stable and do not leave for a better salary." The growth rate of the IT and ITES sector for 2020 is expected to of 9.5 % (ibef, 2017)

When the talents needed are not available and also the attrition rate is also high, the pool of talented disabled people serves as the source to bridge the gap. But the software companies do not concur that they are seeing the population of disabled people as a choice for attrition or non-availability of candidates. Although these companies provide necessary infrastructure, they do keep a database of disabled employees in the companies and conduct them in a different manner. It is hoped that this condition will change for good. The organisations in information technology and information technology enabled services are planning to recruit more disabled people because of the hike in attrition rate in IT sector from 10 to 25 per cent and ITES sector from 35 to 50 per cent. The corporate social responsibility also provides the needed impetus for the recruitment of differently abled persons. Nearly 5 to 10 per cent of the staff comprises disabled people in some software companies. About 10 per cent of the total 500 employees made up disabled people in the Chennai-based Laser Info systems (now part of Polaris Software). A job fair conducted in November 2006 (WP, 2016) exclusively for disabled people recorded about 700 candidates, who were screened by 30 companies. This fair had a large number of participants from ITES sector. The BPO companies have raised the prospects for disabled people. The former Senior Vice President of Lason India said, "for the physically challenged, the ITES/BPO industry promises a level playing field." The organisations look for meticulousness, orderliness, being penchant for details, and doing repetitive tasks. The hiring of the disabled people in ITES companies happens as a part of the business delivery model and not because of human resource crunch. The US based ITES company Value Labs at its Hyderabad centre has recruited three differently abled people. Infosys BPO also recruits people with disabilities. NCPEDP or National Centre for Promotion of Employment for Disabled People awarded the Helen Keller award to Infosys BPO for the years 2006 and 2007. The Infosys BPO, the information technology enabled services arm of Infosys, celebrates The World Disability Day on December 3. In this celebration, many indoor and outdoor functions are performed across the various centres of Infosys BPO in Bengaluru, Jaipur, Pune, and Gurgaon. These celebrations are performed to convey the message to the public and its employees that Infosys BPO is an equal opportunity employer and connotes that all people should join for the cause of the differently abled people. This organisation also inspires the people with disabilities to ascend various career opportunities available within the organisation and imbibes the self-confidence in them to contribute to this society. There is no allocation of employment opportunities for the disabled people or development of policy guidelines for hiring these workers in the industry. These candidates are undergoing the selection process like other non-disabled

candidates. In the Wipro BPO, these candidates will undergo a communication test, technical test, and a personal interview. A few disabled people who learned the skills from Enable India, an NGO imparting training to the disabled people were recruited at Trans Works, which is a unit of Aditya Birla Group company providing business process outsourcing services and customer care services and 24/7 Customer, which is a Bengaluru-based ITES company. National Society for Disabled in New Delhi has been entrusted with the task of imparting training for the differently abled people who intend to join ITES sector by an Infosys Technologies Ltd., subsidiary Progeon Ltd. This centre has imparted the necessary skills for some people and they have been recruited by Progeon. These ITES organisations are having plans to recruit disabled people in the processes of email processing, quality control, accent training, data entry, voice processes, and transaction processes. These disabled candidates can even work in the areas of human resource, training, and administration. Per the staff working in the ITES companies, the disabled workers are working in the same level of skills as normal workers. The employment opportunities are explored by the NGO Enable and this organisation would train the disabled candidates and map them to the appropriate jobs. However, the ITES industry is seen separated with respect to the argument that the pool of disabled candidates can complement the attrition in the industry. But the gulf between the demand and supply can be bridged if the ITES sector starts to recruit more and more disabled candidates. The inspiring perception is that the employers say that these people with disability are very self-assertive and are found with encouragement. They are displaying tremendous skills in handling the tasks in the ITES industry and their attitude is also very helpful in handling customer care assignments.

The treatment meted out to disabled ITES workers at the profession. The differently abled people employed at business process outsourcing organisations are having enthusiasm and smart working capabilities and the organisations are hiring them as normal workers if their disabilities do not interfere with their profession. The advantage of hiring them is that they are having extraordinary skills and commitment as they want to win over their disabilities. The ITES industry also conducts them like normal employees and they do not treat them otherwise. However in these organisations, the meetings are conducted near their seats and also allow the family members to come along with them during the official or recreational travels. The benchmark of ITES industry is an accuracy of 99.995 and quality of task should be on a par with Six Sigma wherein only 3.4 errors are allowed in a million of chances. However, the disabled people work with maximum concentration to their fullest

potential. A training programme for the disabled candidates was formulated by the BPO Company Lason India. In order to impart the training for the disabled people, the trainers were trained in sign language. The training was successful wherein the first batch got appointed in the company. About twelve were recruited at Lason. Adobe Systems India also recruited one disabled candidate. Several BPO organisations are keen on providing customisations for the disabled employees like ramps, customised computers, customised seats, and restrooms. The differently abled people are allowed to work in day shift. Ramps and specialized restrooms were planned for the disabled people in the campus of Value Lab.

1.2.5 Employment, disability and social model

The way the concept of disability is defined by the practitioners, academics, policy makers, and researchers is challenged by the birth of social model of disability (Oliver, 1990a; Swain et al., 1993; Barnes et al., 1999b). A new structure and language of understanding, identifying, and responding to disability are provided by the social model of disability. There is a tendency in the society that the disabled people are under-employed in terms of the amount of work they do and that they earn even less (Burchardt, 2000). Disabled people encounter sizable attitude barriers in the workplace and there is evidence for this (French, 1988; Graham et al., 1990; Morrell, 1990; Thomas, 1992; Roulstone, 1998; Goldstone & Darwent, 2000). Hence, in this line of thought, an immediate review of influence of medical model to date and the necessity to improve the social model understanding is highlighted by the nature of the employment position of the disabled people and the failure of job policies and provisions. Bringing change in disability social model will achieve it. The disability social model viewing of the disability brings in the changes. The stumbling blocks and fundamental revisions to the language and perceived root of disability are parallel. Interpreting language choices, rights and active involvement are the emergent needs in the job seeking and realm of employment. The social model's broader perspective provides involvement and choices in practice and policy, are in parallel with stumbling blocks to the language of disability. There is an immediate need to interpret the language of choices, active involvement, and rights into the realm of the employment and job seeking. In practice and policy, choices and involvement can be drawn on the broader perspective of the social model.

1.3 Assistive technology that shapes the life of disabled people

It is very difficult to take part in the desired activities because of loss of physical mobility. The worst is the complete prevention in. The physical mobility loss makes it difficult for taking part in desired activities. Overall prevention in participating is the worst of it. Seamless integration of the user capabilities participation with assistive technologies research is on the rise. Powered wheelchair providing mobility: The powered wheelchairs operated by joystick is the conventional way for mobility.

Mobility Loss The function that is being controlled by the joystick can be altered by means of one or more switches. Some of these functions are seat tilt, wheelchair movement, footrest elevation, backrest recline, and elevation of the seat. However, not all persons have the needed neuromuscular capability and cognitive capacity to move in a dynamic environment with a joystick using a powered wheelchair.

Prosthetic Limb Control The crux of the prosthetic development lies in the replacement of both afferent nervous system (sensory ability) and efferent nervous system (movement ability). Replacement of both the afferent and efferent nervous system or sensory and movement ability is the core of prosthetic development to provide sufficient prosthetic limb control. In Europe, there are three new methods seen in order to interface the prosthetic with the user. They are:

- Computer-vision enhanced control – this improves both the shared control system and device.
- Kinematic/kinetic based control – a method in which the movement of the limb is controlled by the software and this provides a good interface.
- Peripheral nervous system interfaces – interfaces for the peripheral nervous system.
- First and last approaches are used for the upper limb prosthetic control, while the second approach is used for the lower limb.

Functional Electrical Stimulation This is a technology that provides the possibility of regaining the movement. But the utilisation is confined because of the time and effort needed for this system. In this technology, parts of the system are implanted. The University of Aalborg devised Neurodan that has been built on cuff electrode technology. Based on this,

a solution has been provided for the disabled people called Actigait. There is another solution called Neurostep that times the muscle stimulation by means of sensing the limb state originating from the afferent activity in the peripheral nervous system. Neurostep works on the basis of controlled software.

Robotic Exoskeletons This origin of this technology began in 1960s in the military research and development. Nowadays, this research is driven towards the people with disabilities. From the review in the paper (Reinkensmeyer & Boninger, 2012) it is understood that the initial research focuses on the treatment applications using the robotic exoskeletons. Lokomat gait training robot is the example of this technology. Research is going on in developing the robotic exoskeletons by which the disabled people can participate extensively in the community and household functional activities.

1.4 Assistive Technologies for the Deaf

Telephone Typewriter A telephone typewriter allows the people with hearing impairment or speech impairment or the deaf and blind to utilize the telephone to communicate by means of typing the messages back and forth to one another without speaking or listening. They can read the conversation by means of a large or small fluorescent screen, by means of a small in-built paper printer or by means of braille. However, a telephone typewriter is needed at both ends of the conversation. Surprisingly, for the deaf and blind, the braille version of the device is also available.

Telephone - Captioned (CapTel 800i) Australia's first captioned telephone was begun in 2010 by the Australian Communication Exchange (ACE). The device CapTel is similar to any other phone with one important feature that is this device shows the hearing impaired person each word the speaker says throughout the talk on a screen, which is the part of the telephone.

Converser Pro It is a personal communication aid. It is nothing but a small, lightweight, simple wireless FM listening device giving clear sound and volume at all times whether it is in the hand or around the neck or it has been positioned near the sound source. It is helpful for giving better audio access for the meetings.

1.5 Assistive Technologies for Blind

Screen electronic magnifiers which are also called as closed circuit televisions (CCTVs) and screen magnifiers enlarge text, graphics, and pictures by means of an in-built camera, onto a laptop, computer, or TV. These devices are available in several forms including handheld, portable, electronic and reading software. Certain devices have text-to-speech conversion capabilities. The magnifier may need a much larger screen in order to maximise full viewing. They give access to the print-based media in the offices.

Another device called Smartview has a 22-inch LCD widescreen monitor and a page locator light. This monitor can be adjusted left and right, up and down, and tilt backward and forward.

Another device called Topaz has a range of 17 inch to 24 inch LCD widescreen monitors with high-definition clear sharp image. There is no need to move the document because the complete page can be displayed on the screen. There is also a USB port in order to connect the laptop or PC. Another device called “Zoomtext large print keyboard” is available in black on yellow background or white on black background.

1.6 Statement of the Problem

The organisations think that the people with disability have limited capacity with respect to work and when they are employed, they think that they are bringing the problems. After the recruitment, these people with disability cannot be terminated citing their disability because of their legal rights. The laws across globe does not have any provision for the people with disabilities if they cannot perform their duty as prescribed by the organisations and the organisations can terminate these disabled employees, if the reason is not connected to the disability (Lufburrow, 2007). Of late, a research done by Perry (2002) shows that even through there are human rights legislation, anti-discrimination, and quota systems in place to encourage the organisations to give up the negative attitudes towards the people with disability and to increase their commitment to these workers, these steps do not address the change that is needed to join these workers with disability in the mainstream and they indeed need some special arrangements in the work environment. This scenario is evident in the ITES sector particularly, as these organisations do not provide necessary opportunities for the

disabled workers. However, the change is sighted in the ITES sector and this change is occurring slowly.

Following the signing and ratification of the UNCRPD in 2007 by India, the procedure to enact a new legislation to replace the Persons with Disabilities Act, 1995 (PWD Act, 1995) was initiated in 2010 in order to ensure compliance with the UNCRPD. After undergoing an array of drafting and consultation procedures, the Rights of PWD Act, 2016 (RPWD Act, 2016) was passed in both the houses of the Parliament. Post receipt of an assent from the Hon'ble President of India, the act was notified on 28 December, 2016 (Hess-Klein, 2017). The said act's fundamental emphasis was on participation within the society without discrimination, and by total effective inclusion. Respecting the differences by accepting the disabilities are the integral part of humanity and its diversity. Providing equal opportunities, gender equality, accessibility, and evolving capacities with respect to the rights of the children with disabilities to safeguard their identities This principle projected a model transition in thoughts and perceptions related to disability from the standpoint of social welfare relating to the issue of human rights (Narayan & John, 2017).

1.7 Aims and Objectives

This aim of this research is to find the knowledge, perception, attitude, and experience of the employers while hiring the differently abled persons in the information technology enabled services sector in order to efficiently join these persons in the main workforce.

- To study the perception of the ITES companies in recruiting the people with disabilities and the hindrances that will surface while recruiting the people.
- To study the difficulties faced by the disabled employees in the ITES sector and to identify the creation of conducive work environment for the persons with disabilities.
- To analyse the policies of the corporates in relation to the disabled employees and equal opportunities in an inclusive way.
- To analyse why corporates are showing interest to hire disabled people.

1.8 Theory for Disability

The observation in 1974 of the Union of Physically Impaired is, due to the organization of employment excluding the physically impaired to work on par with the able bodied peers is the cause of a particular form of poverty in the final analysis. The social activity participation and provisions that brings possibilities of general employment excluding us is linked with our exclusion of working on par with able persons.

Also, the Disability and European social theory review Abberley (2002) suggests how to address the disabled persons' exclusion from the mainstream society. It proposes the need for theoretical perspectives development which expresses the disabled peoples' standpoint. The other social group's standpoint do not necessarily serve the interests of the disabled people. The social group includes the disabled people are members of these social groups which are dominant are they themselves are oppressed.

1.9 Methodology

The term research methodology is defined by Leedy (1997) as the methods of systematic collection and exploration of information with the aim of adding the research knowledge. The research design is an important step in the research methodology which provides good understanding of the data collection and study limitations taking into consideration the resources and time. There are two types of research methods as per Creswell (1994), Bell (1996), and Punch (2005) namely, qualitative and quantitative research approaches. These two approaches are utilised for the primary data collection. According to Merriam (2009), a qualitative method gets the distinct data from the people included in the study. Here the viewpoints are collected to get the insights. It is based on non-numerical data and their exploration (Saunders et al., 2009). On the contrary, quantitative method is about the statistical process of data on the basis of numerical techniques (Creswell, 2011). The current study tries to analyse the disability and employment in the corporates in relation to ITES sector and the understanding of respondents in corporates in the ITES sector.

Primary (open & closed ended questions) data is collected through online questionnaire across selected organizations with pan-India presence, and secondary (books & records) sources were used, for theoretical background.

As persons with disability are very few the following sampling techniques were adopted:

- Purposive Sampling - This technique would help the investigator to cross check if they meet the parameters for eligibility based on the objectives (Easterby-Smith et al., 2012, p. 228).
- Snowball Sampling - This technique depends on the referrals from primary respondents who are sampled first to other individuals who have the same characteristics.

With respect to collecting Primary data 68 employees with disability were consulted. A questionnaire consisting of closed and open ended questions was used.

The thesis is divided into five chapters:

- The first chapter deals with introduction, review of literature, statement of problem and methodology.
- The second chapter outlines the detailed theoretical discourses over the issue of disability and employment.
- The third chapter throw light on legal provisions with regard to the employment of persons with disability.
- The fourth chapter is concerned with the field study which is the main part of the research.
- The fifth chapter presents the findings of the study and conclusions.

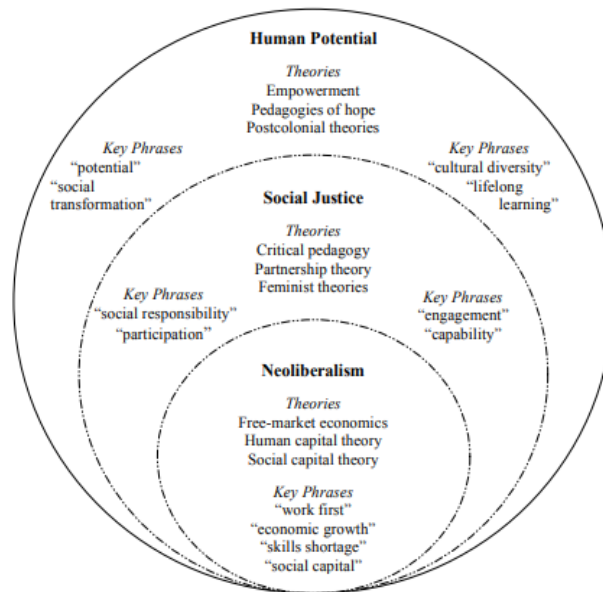
CHAPTER 2: THEORETICAL DISCOURSES ON PERSONS WITH DISABILITY

2.1 Introduction

The community setting of the disabled workers is the conceptualization that the study mainly focuses. There are many unclear ways that the people think about disability and work relationship is the observation of the literature review. Explanation of this analysis is in the study's fourth chapter as it focuses on one major element that is the employment system and how disabled workers and disability are conceptualised by the managers and co-workers. The work of the systematic framework is required to support the rich data analysis is what was discussed in the earlier sections. The said work accepts the highlighted complexity in the literature review along with the background drivers. Hence, this section analyses crucially assesses views of thinkers' regarding employment and relates this view with the disabled situation of employment theoretically.

Social inclusion can be understood as a perfect network in regard to inclusion degrees. The most crooked form of explanation is linked to neoliberal idea of social inclusion as a means of contact; and an elaborate representation related to the idea of social justice notion is in the form of participation while a wider explanation includes capability of humans like that in empowerment. (see **Figure 1**)

Figure 1: Spectrum of Ideologies Underlying Social Inclusion Theory and Policy



The contractive form of social inclusion understanding is related to neoliberalism ideology that started to establish in the early 1980s.. An increase in social inclusion, from the point of neoliberal ideologies, is related to human capital investment and enhancement of shortage of skills in order to cater the growth of economy which is an important agenda in developing the economy of a nation to enhance developing the economy of a nation thereby improvising its performance in ever growing competitive universal market.

As per Political scientist Manfred Steger, the central doctrine of neoliberalism is inclusive of

The whole world can utilize the western culture availabilities of economic growth dominance, the significant concept of improving growth by free trade, free market conditions which are uncontrolled, individual selection, relaxation in government regulations, encouraging change in design of social development (Steger, 2005).

Hence, classic liberalism alienates the concept of Neo liberalism in relation to a enforcement of state considered to be a an 'illiberal manoeuvre'.

The Neo liberalism theory through the social capital concept is one way of its appearance. Power inequalities and social class divisions by replication is what Pierre Bourdieu, sociologist put-forth as the statement of the concept of social capital (Bexley, 2007).Also, Putnam gives the vogue state of the acclaimed neoliberal notion. It is pressurizing the community's non-commercial sources into the structure of a quasi-market.

The differing types of social accountancy are associated with vital variable components like expertise and social support with the framework of trust (Bexley, 2007).

The most interlinked concept related to this concept is employment access which from the viewpoint of neoliberal concept may be referred to as adequate representation of social inclusion due to neoclassical economic conceptualisation in humankind in the form of autonomous decision makes who are exempted from societal imbalances. Demonstrating this viewpoint will be the main notion which is pointed out by social exclusion as ‘access restriction to openings and chances and ability restrictions essential to capitalise them’ (Hayes, Gray, & Edwards, 2008, p. 9)

In relation to the discipline of Economics and also pertaining to scarce resources, the concept of social inclusion works better from deficiency models. For instance, thus the decline of social explanation in respect to components based on economic aspects is exemplification of reductive coordination whereas life world reductive coordination would be illustrated by stakeholder dominator structural framework and cultural assimilation. Stakeholder dominancy includes interests of corporate or government sector that attempt in the marginalisation of interests and voices for communities like homeless, deprived, gay, elderly groups and many more

2.2 Social justice participation

Social justice ideology identifies the social inclusion of additional inclusive interpretation. Human rights & dignity, opportunity egalitarianism and fairness for all is the increase of social inclusion from the social ideologies’ perspective. It enables every human being to fully participate with their human dignity respect is its primary aim irrespective of its linking or not to economic interests. Foregrounding of the participation and community engagement acts are done here. Linking it also to the community sustainability notions (Langworthy, 2008) is possible along within the contextualisation of participation’s paradigmatic conceptions (Eisler, 1988, 2001). Participatory perspective’s exemplification is of the idea that the ability pertained by the social inclusion is they participate in vital activities in the society they live (Saunders et al., 2008), Through the partnerships of university-community, the university can play a vital role social inclusion participations. Such a notion is valorised by four primary types of scholarships which the Boyer’s Schema comprises. Service or scholarship of application is included in it and conceptualised by two-way process between

the university inquiry and community learning. Researches of Kenworthy-U'Ren and U'Ren takes forward such “partnership synergies.” These researches are regarding similar theoretical constructs as learning theory, linkage complexity, participatory action and network embeddedness research (Kenworthy-U'Ren & U'Ren, 2008). It is under the privileges, responsibilities and shared interest's rubric. Analysing of such university engagements by relating them to the process of contract, complexity and collaboration can be done (Thompson, 2008). It involves features like experiential education, authentic learning, constructive teaching and academic service learning (Thompson, 2008). Contrasting the integration of reductionist forms which are promoted by neoliberalism, complex integrations are comprised by the social inclusion which are done by interpretations of social justice. They involve complete ecology interest which gives rise to participatory dialogue irrespective of power. There is further enhancement of such participatory complexity in probable human ideologies.

2.3 Employment Inclusion

This study of disability inclusion has made use of several theoretical perspectives such as the theory of inclusion and exclusion, stigma and labelling theory, social selves and construction of reality theory and empowerment approach which I believe can provide good understanding to view the interaction of various societal structures with lived experiences of inclusion/exclusion. This study utilizes the works from the authors such as Goffman(1963b), Burkitt(2008), Burger and Luckman(1966), Mead (1993), Rimmerman(2013), Healy (2005), Saleeby(2006), Oliver (1990b) and others.

The use of different theoretical framework not only delivers the necessary knowledge base to understand the issues of disability in detail but also contributes to understanding and analyzing the findings. As this study intends to explore the experiences of inclusion and exclusion by the people with disabilities, the theory of inclusion and exclusion is considered as the main theory which is supported by social stigma theory and social identity theory. This chapter aims at shedding light briefly on the outline of the theory and approaches used in this study and the purposes they serve

2.4 Theory of Social Inclusion and Exclusion

In the day-to-day performance of routine activities in the social world, it is quite common that one may be given recognition while some may be denied. The final result in

both cases is social practice. They are the outcome of coordination between friends, kinships, communities and sometimes society too. It can be henceforth concluded that social exclusion is a method by which individuals or groups are either fully or partly excluded from complete and active participation in the society they live in.

According to Aasland and Flotten social exclusion is referred to as multi-dimensional phenomena and many living variables are taken into consideration like exclusion from participation in society, labour market, citizenship rights and from a social scenario like social exclusion proxies. In Rawal, Francis assesses the capability of social exclusion as an opportunity to get hold of multiple characteristic features of deprivation with respect to institutional and cultural categories. In the first place, there is a proper reason to evaluate from not being exempted from societal relation and in this case, social exclusion might be directly related to capability poverty. In the second place, if there occur exclusion from social relation, it might create or lead to various forms of deprivations which may, in turn, limit the standard of living choices of people. If there is exclusion from employment chances, it will lead to the impoverishment of the economy, which may lead to other deprivations like undernourishment, homelessness conditions. Thus, social exclusion could be an important part of capability deprivation, and it might as well be the reason for different capability. Inclusion is regarded as a most favourable result to combat or fight social exclusion, while exclusion is referred to as the representation of weak social cohesion. Social inclusion concept differs or transfers from strategy to required objective according to human understanding. Henceforth in social science literature, social inclusion is regarded as social exclusion's opposite. A more explanatory distinction of these two terms that claims social inclusion should reduce or come down to live, love and do somewhere was analysed by Dunn. Social exclusion is considered as a complex process that is accessible in almost all fields in life like day-to-day work, living style, work, training, and other services such as health, insurance, leisure and many more

On the basis of various aspects of social integration, the most important paradigms of social exclusion like specialization, monopoly and solidarity point to exclusion for a different reason and political philosophy that gives an elaborate explanation on multiple types of social limitations. Solidarity is referred to as social relations and its continuous efforts in the creation of a strong society. Here, social exclusion is derived as deprivation of solidarity or

distress in values and rights shared in this concept. The term Monopoly is closely related to Marxism and social exclusion with the suppression of the poor in society.

It thus becomes important to understand the social exclusion dimensions in the process of conceptualization of social exclusion and inclusion. According to Percy-Smith, social exclusion may be interrelated to political, economic exclusion and also as deprivation of access to particular fields such as medical, housing, security, information and much more which are mostly interlinked and gets themselves closely associated in citizenship participation. In the words of Rimmerman, social exclusion is represented with reference to civic and social participation inclusive of saving, production, consumption, social and political activity.

According to Burchardt, the social exclusion could not be conceptualized and separated from social, political, individual, or group aspects. Also, the ability or the capability of the people to actively participate and take decisions is reflected in political dimensions, and this able participation affects their lives greatly. To conclude, the group dimension is represented in a different manner from the dominant or marginalized population in relation to social status.

As argued by Rimmerman(2013), the past of disability interprets that deprived people live in the marginalized society completely exempted from various chances or choices or factors like healthcare, employment, democratic participation and human rights. In relation to unequal social resources, deprived people are marginalized and exempted from social life mainstream. But, when referred to prior experiences of deprived people, the verdict is that they are regarded as objects that active participants and are observed against their whims as an abnormal living standard.

In the name of combating social exclusion of people with disability when the inclusive strategies in the form of the administrative system of welfare, employment and social security are implemented, sometimes, affects negatively keeping the people with disability largely at the margin. Blaxter(1976), offers considerable evidence that structural factors adversely affect people with a disability ranging from a lack of technical aids and adaptations and poor housing to the reliance of social services on the informal voluntary support of female relatives. It was stressed by Locker (1983) that obstacles are negotiable, time consuming sources, energy and money and in regard the steps decided by person are not

disturbed and hence retreated to forced passivity. It is also deficient to the limit that it makes the individual without any choice rather than to depend on others' help.

. The interrelationship between deprived people and able people in routine activities are required to solve the queries with respect to their inclusion. Disabled people are set aside from normal able-bodied people in different ways which refer them as posing a tough challenge to common values of society by representing as useless, oppressed, sick and unfortunate. According to Hunt, deprived people are regarded as most unfortunate as they are not capable of enjoying the material and social benefits of modern living. Here, there is a denial of opportunities like parenthood, social status, freedom, house, and many more to them. Disabled people are referred to as useless as they do not have the ability to be of benefit for the economy of the community. This disability marks them as abnormal, minority members or different. Hence, disability should be regarded as a kind of social suppression. According to Abberley, oppression is an inclusive concept in hierarchical social divisions and relations and also for many disabled people who form a part of oppression biologically. Hence, disabled people are oppressed as they are neglected complete participation in social life. According to Young the 'important factors' alienation and exclusion are major elements for disabled people, and it is the worst type of oppression as the risks of separation from social life in relation with their education in specific institutes.

Leary states that exclusion is related to negative emotions like anger, shame, anxiety and many more. Rimmerman(2013) refers that exclusion or neglect of a complete section of people like disabled people can create negative after effects when it is in the case of avoidance or isolations, exclusion is a disassociation procedure that results in stigmatization when a specific aspect of people associated with disability is considered as base for disassociating from people who are perceived or regarded as members of category

2.5 Social Stigma Concept

A negative response to an unfortunate perception of discrimination is known as stigma (Susman, 1994). This does not imply that the individual carries any specific difference but is associated with interpersonal interactions with other individuals who may perceive the difference Goffman(1963b) played an important role in determining the concept of stigma, stating that "stigma is an attribute that is deeply discrediting and that reduces the bearer from a whole and usual person to a tainted, discounted one" (Goffman, 1963b). According to

Goffman, a sense of being stigmatized develops in an individual when there is a contradiction between one's perceived social identity (which is based on the image created by the social structure) and the real identity of the individual. This discordance results in feelings of poor desirability among individuals who feel stigmatized when compared with people who do not have such a feeling (Ibid: 5)

Further, Goffman states that social intermingling could occur at any time, the focus is greater when an individual who feels stigmatized has to interact with another individual during special social constraints (Goffman, 1963b). There are many different types of stigma, ranging from stigma due to race, religion or nation that an individual belongs to, or due to physical disabilities or even due to blemishes on the face (Ibid.: 14). A stigma, therefore, occurs when an individual is different from people who are considered normal (Barnes et al., 1999a). Goffman (1963b) stated that “the standards the person with stigma has incorporated from the wider society equip him to be intimately alive to what others see as his failing; inevitable causing him to agree that he does indeed fall short of what he really ought to be. Shame becomes a central possibility, arising from the individual's perception of one of his own attitudes as being defiling things to process, and one he can readily see himself not possessing” (Goffman, 1963b).

The root cause for stigma, based on the studies conducted by Goffman state that the benchmark for describing an individual as normal may have its origins in medical health. This is because stigmatization occurred even before the advent of social interactions (Ibid.:11). Advocates of such differentiation derived strength from the belief that people with stigma were not recognized to be human (Ibid.:15).

A sense of callousness has pervaded the concept of stigma, with terms like a moron, bastard or even cripple used to bring down the honour of individuals as a part of daily interactions. (Ibid.: 15). Though these are unsettling aspects of the Goffman's interpretation, there is controversy in the claim that there should be a value afforded to stigmatized individuals and normal people to help in identifying stigmatized people (Barnes et al., 1999a).

The discrepancy in power stokes stigma, according to Link and Phelan (2001) who state that individuals who feel stigmatized are normally individuals who have lower power than individuals who are considered normal. The social isolation and differentiation that is

meted out to individuals with disabilities is a complex process that includes physical differences, negative feelings from others and lower regard for such differences by other individuals (Ibid).

The concept of stigma as an aspect of relative labelling, emotional reactions to stereotypes, loss in status and vilifications was championed by Link and Phelan (2001). During convergence of the following interrelated components the stigma exists according to them. People label the human differences after distinguishing them in the first component. Undesirable characteristics are linked to labelled persons and then to negative stereotypes by controlled cultural beliefs in the second. To accomplish certain degree of separation of “them” from “us” placing of labelled persons in different categories is in the third component. Status loss experience of the labelled persons and the discrimination leading to unequal outcomes is in the fourth. On the access of the economic, social and political power there is complete contingency of stigmatization. It allows differentness identification, stereotypes construction and the different categorization of the labelled persons. It also allows for the full execution of discrimination, rejection, disapproval and exclusion. In a power situation allowing unfolding of the stigma components there is co-occur of the labelling elements, separation, status loss, discrimination and stereotyping.

It is important to identify the various factors associated with stigma while attempting to classify it. There are two important aspects of stigma, which is prejudice and stereotype, according to Corrigan and Kleinlein(2005). Stereotyping occurs due to a collective countenance that encourages rapid generalization of people while prejudice is caused due to a collective acceptance of such stereotypes, resulting in the build-up of emotions (Ibid). The biggest fallout in stigma against individuals with physical disabilities is that the malicious views are contagious, with many people isolating the individual and refusing to have any physical contact (Goffman, 1963b). These insights into stigma and their effect on society are important to the current study that is aimed at understanding the functioning of the Nepalese culture that prevents people with disabilities to attend social functions. Such preconceived notions about people and their differences make it difficult for such people to integrate with society at large.

“Nevertheless, there remains considerable scope for uncertainty in encounters between normal ones and stigmatized ones and Goffman pays considerable attention to the ways in which stigmatized individuals attempt to manage their spoiled identity” Still between

the normal and stigmatized ones there exists sizeable scope for uncertainty. The ways of managing the spoiled identity by the stigmatized individuals was given significance attention by Goffman(Barnes et al., 1999a). Disabled people's plight can also be reflected by extending this concept. According to Goffman adopting to three strategies are vital to manage such discrimination. They include withdrawing, covering and passing.

Passing is the ability to cope with deprecating information about self-Goffman(1963b)while covering is putting up with the predicament and withdrawal is the act of staying away from the rest of the society (Ibid:125). Individuals who are subjected to discrimination would first try to make the best out of the situation, remaining cheerful on the outside, but maintaining a distance with the normal group to ensure that the normal group is not embarrassed by their presence and that they don't seem to deny their position in the society (Barnes et al., 1999a).

"It appears that the process of exclusion and stigmatization is evolutionary in nature and represents the rejection of groups like people with a disability that appear to be a burden on society"(Rimmerman, 2013). The stigma extended on certain individuals is based on the perception of people who consider themselves normal and due to social interactions.

2.6 Concept of Social Identity

Social identity is a construct of the individual's sense of self, which in turn is based on social interactions. The identity of the individual has certain attributes which may be perceived as negative or positive. Berger and Luckman(1966) assert that the perception of self is the main focus of subjective reality and is associated with an intricate relationship with society. Identity, in turn, is generated from the social construct, emerging from the relationship between the individual and society.

Moreover, Giddens(1991)clarifies that the identity of an individual is developed habitually, paving through the spontaneous activities of the person in focus. This forces individuals to create an identity for themselves as a response to their social situations, right from their childhood (Mead, 1993).

Mead (1993), states that society is responsible for creating individuals and for moulding their individual identity. The difference between "I" and "me" was clearly enunciated by Mead (1993), who details how it is formed through interactions with society.

The identity of an individual is shaped by the vital role played by society experiences and activities. This forces people to look at other members of the society as a mirror image of their own self, in terms of attitudes, actions, words, and expressions (Burkitt, 2008). The identity of the individual is thus carved by the views and beliefs of the society at large.

Burkitt(2008) contends that there exist social relations and networks of power within a society that are reflected in the individual's image. This includes ranks, groups, classes, values, religious beliefs and other factors that create a sense of hierarchy and divisions within the society. Other aspects of society, like social contacts, family, neighbourhood, ethnicity, race, gender, and views, also influence the individual. The varied social interactions are closely monitored by society and are perceived through a sieve of discrimination, which passively encourages people to follow the norms put forward by a society. An attempt by individuals to seek out their identity is also most often within the binds of the society that they grew up in.

To add to this, Burkitt(2008) reiterates that self-identity is associated with power and class interactions within a society. The sense of pride and belonging that an individual feels towards the society are dependent on the cultural, social and powerful network within the society. An insight into the myriad power relations and the social interactions within India will help in identifying the perception of people with disabilities in India.

2.7 Human Potential Empowerment

From the ideologies of the human potential's perspective, improvement in social inclusion is more than human rights and justice. Also, it wants to increase each human's potential to the maximum. Using the possibility model than the deficiency models, the potential of the human goes more than the interpretation's centre of social inclusion as a sign of empowerment. Among the others, Griffith University's Clapton states that the empowerment includes "moral working imperative with humanity complexity" (Olsson, 2008)- this is complex integration form. This perspective gives the view of every human as multi-dimensional; who have interests and needs that is more than their role in a nation's political economy. Social inclusion raises the diversity and difference, specifying the collective individualism. Education is taken as transformative, making the potential of an individual for "common dignity life" (Nicholson, 2008). Discourses consist of theories of psychology of adult development, that suggests higher human reasoning stages (Cook-

Greuter, 2000; Sinnott, 1998),, transformative pedagogies and critical pedagogies, The psychology theories of adult development suggesting higher stages of human reasoning are part of the discourses (Cook-Greuter, 2000; Sinnott, 1998). The deficit and disadvantage aim is reversed by transformative and critical pedagogies to move toward lifetime learning, positive development and empowerment (Bassett, 2005 Hart 2001; Montouri, 1997). Diverse cultures of westernization and homogenisation are resisted by the theories of the postcolonial development Jain ad Jain, (2003), Jain et al (2001) and positive future history vision and multicultural discourses (Gidley, 2001,2005). The finding of the basic understanding is Motivation to follow the routes for persons is by improving the thinking and capability to generate effective pathways to attain the goals. Also they get more energy with motivation to pursue the goals and think of workable routes to attain them.(Egan et al., 2008)

The remaining persons face exclusions based on opportunity when they are unable to sell or supply prescribed conditions based labour space. It is for them to acquire more independent subsistence - social hold's final arbiter and societal merit found in the growing society.

Traditional philosophy did not concentrate on the experience and existence of people those who are cognitively or physically impaired. The philosophers in the past rarely took the disability topic. Generally, the culture relates the disability with the imperfection, insufficiency and defectiveness. The philosophy focused on overcoming or transcending. The impairments kinds were rarely mentioned by the philosophers. But when they highlighted, the purpose needs to invoke a limiting case (Sillers et al., 1998), for instance, deformed babies are to vitiate the human life value (Kuhse & Singer, 1988), or the adults who are dependent and not involved in the social contract parties (Rawls, 1985). The philosophers questioned the pre-eminence that is assigned to the normalcy, concomitant devaluation of cognitive and physical conditions that is considered as disabilities (Canguilhem, 1989).

2.7.1 Social Constructivist view

Goffman(1963b) stated about the people with unexpected differentness, normal people and the interactions in the social situations. Normal people found the differences as stigma for those individuals who socially concept the people with an identity of disabilities due to the differences. The function, their look, behaviour, or other way is the base of the

unexpected differences. The social creationist sees this disability's problem as a better outcome of institutionalised contemporary society practices (Oliver, 1990b)..

The paradigm of US social constructionist disability has three objections: (1) accepting the existing roles, which provides the disability with the appearance of inevitability and objectivity; (2) Based on the value judgments as which is good, the roles are present. (3)The model is a deficit as the disabled person is unable to fulfil the social role. Also, it clears why a person is said to be disabled. Also, the usage is limited for advocacy and research.

2.7.2 Social Model Version

This version is also known as social model and gives a better viewpoint of the class on disability and their adherents which has the stress on the origins of working-class. This has a stress that on the society's organization for avoiding few people from contributing to society in the ways either access or employment. Based on this model, society assumes that the people with disability are unable to make their own decisions. Hence physicians are given the power to take the decisions on behalf of them about the medicine. Most of the writers say that it is just a model that tells why there are disability people and not the theory of society that leads to change and understanding. This model also excludes a few disabilities and alienates. This has only limited usage for the purposes of research, as it is not social theory. Also, it alienates a few of them which is not fair for advocacy. But the supporters are vociferous in the defence.

2.7.3 Impairment Version

The Impairment version specifies that it is an impairment that distinguishes the people who were disabled from the non-disabled people and hence, it is an important variable. Disabilities and impairments are socially constructed, and it's old. It is taken as the deficit model, due to the impairment is identified in an individual whereas social structure results in the disability. Impairment model is under-developed and this either may or may not convert into a worth in future. The impairment version influences many researches with certain criteria, which is absent in the disability studies. Focus is set to the following organizations: Easter Seals, the March of Dimes, the Cancer Society, the Muscular Dystrophy Association and others those people with disabilities.

Let us caution you. When the findings of an individual are given with fervour or indignation, an individual will be recognized as partisan advocate and then it will be terminated. (Bedirhan Üstün et al., 1998).. We can talk regarding the grievous mistake reason when we study about philosophical foundations of studies of disability. People are treated as second class citizens when they have disabilities according to this version points. Various barriers (economic, cognitive, attitudinal, sensory, architectural, and others) are confronted by us. Due to this discrimination many individual view a correspondence of their related experiences comparing with the experience gain by a minority group that is oppressed.

This version's one of the main criticisms is that there is limited theoretical basis, which has the aim on the structure without any importance of discourse. This further makes use of dichotomies (poor, rich, non-disabled; disabled) that has limitations, and it is fake. Non-disabled people are turned off through militancy. The insights are helpful in research and also to organize and advocacy.

2.7.4 The Independent Living Version

The independent living version represents and persists that a disabled person has the basic right to decide choices of their own and don't have a discrepancy that requires to be rectified. The problem that a disabled person faces include social obstacles, lack of proper support services and a step taken by experts to control. The solution to evade these obstacles is advocacy.

2.7.5 The Post-Modern Version

The concept of disability is created on the basis of cultural and political aspects which require decoding and deconstruction so as to proceed with the fundamental orientations and undefined assumptions on disability and disabled people. There is a schedule for everyone which should be progressed as a set. To perform this concentration is laid on cultural artifacts and information to observe the happenings. As per the argument of critics, this study and its corresponding final outcome are not realised by many academicians, unlike the general people.

2.7.6 The Continuum Version

Inherent in all available versions there is a hypothesis present which is referred to as continuum from able to disabled. It has been said that all will henceforth be disabled.

Moreover, this is an incomplete and undeveloped version which can happen in the near future. This is a prominent aspect as to why all should be very excited and really concerned regarding disability-based discrimination.

2.7.7 The Human variation version

Scotch and Schriner(1997), Scotch(1988) accepted Higgins(1992) are the original theorists behind this disability paradigm version. They have placed their opinions that disabled people are more or less similar to the rest of the oppressed group of people, and they face alienation as they are different and not just varied community. Hence, society is unable to coordinate with this widespread, and complicated disabled community wherein standardization does not function properly. But, there are two main problems associated with variation in human version regarding disabled paradigm. More reliability is present on the concept of normality and final outcome be (similar to ADA) which is considered as a process towards eradicating discrimination

2.7.8 Disability as Discrimination

Earlier eight editions of disability paradigm have fundamental experience and logic, but a disabled person experiences his/her disability when they face alienation on its basis. This alienation combines all the other editions or version. The rights of disability fall under civil rights. Burgdorf(1997)states “ Fair treatment to all is an assurance of equality and it is not a specific factor or service that is particularly reserved only for a few.” We are not identified as a particular secured and secluded category with specific prerogatives which evades notions related to equality. Hence, we must receive protection likely(Galbraith, 2002).

What does the disability paradigm mean? Based on the given nine editions, the paradigm of disability put forth the following facts: (1) performing social responsibilities that enable alienation; (2) the formation of society also results in alienation; (3) a harmful aspect represents misfortune and poor life style, and this assumption leads to alienation; (4) disabled people are oppressed minority group; (5) People, in general, require different services so as to lead an independent life; (6) Everyone has a schedule or plan that may lead to alienation but specifically alienated on disability; (7) All are likely to become a person with disability; (8) there is abnormal behaviour in humans which is the base of social policy; and (9) alienation of disabled persons is available in all times in every place. In brief summary, it is an ideological action to identify a disabled person, and the concept disability is an ideological

aspect, and there is no common acceptable method to define disability and also to measure the same.

If summed up briefly, this is a typical activity in identifying a person with disability and thus, the disability theory is a normal feature, and hence there is not a general satisfactory method in defining disabled concept and no proper calculating measures for the same. Thus, the implementations of concept of disabled should either be stated or defined. Generally, a disabled person is either not a professional or a service provider who produce an eminent or important decision. Additionally, social changes should happen, and the society, not disabled person should transform. However, any study that use the paradigm of disability has to add to disabled persons was active partners as they are the original decision makers or solution providers. These applications are found in varied domains (Pfeiffer, 2000, 2001; Walmsley, 2001; Mactavish et al., 2000; Beaulaurier & Taylor, 1999; Gilson et al., 1998; Barnes, 1996; Oliver, 1992).Also, inability and its experience is not a suffering or dependency and it is not a deficiency in capability and productivity. Disabled aspect is a part of life, and there is quite a difference between disabled persons with general people.

Also it is improper to communicate guilty and with bitterness in respect to persons with disability and also not the disabled people be termed as strong, brave and noble as they have are more proficient like anybody. Like other general stereotypes, disabled persons can become good parents sexually and sensually. They are not deprived so far they are not employed. They are not neglected until they are exempted from basic education and only given specific education. Many disabled persons are not very brilliant in reality(Pfeiffer, 2001).

Successful creation and calculative revelation of the concept of disability in a society is very clear and precise in the developing literature context. research on ‘social obstacles’ that people with disability faces in tougher areas and materialistic well-being and civil status like shelter, housing facilities, transportation, health and welfare schemes, entertainment, media, employment and cultural interpretation and many more (refer the paper Disability and Society; Barnes (1991), Zarb(1995). Such obstacles are not documented and hence become uncovered, thereby pointing out the main characteristic features of the landscape of social exclusion. Not much concentration or focus is offered to barriers in very close aspects of life and it is on this base social connectivity of disabled persons performs and also for an example, in family and sexual association and in different aspects such as child care,

reproduction and parenting. Also, research extraction disablism in such domains has been introduced (Shakespeare, 1996; Thomas, 1997, 1998, 1999). The success points out the association with oppressive and the disabled persons as disabled and who disqualify as non-impaired, and this is prominent and important for persons with disability. Prior instances on inequity and exclusion are henceforth referred such that primarily and as their outcome is significant if it is not adequate get transferred or move forward to give greater prominence to disabled persons in cultural imagery and legislation and social policies (Oliver & Barnes, 1998). According to my viewpoint, the less success narration is disability theorisation as a social phenomenon from the 1970s.

There has been definitely a considerable phase of development in different directions out of which three editions are reviewed now in this study. Theorisation of disabled concept as a kind of social activity has been studied from 1970s. Hence, a considerable and constant phase is definite. Others are recorded or historical: enforced reliability, 'specific' education, workshops or 'shelter', workhouses and many more.

2.7.9 Feministic perspective of disability

In recent times, feminist activists and thinkers' progress forward into the limelight in regards to disability interests that initiated their philosophical commitment to inclusiveness and also by personal experiences in disabled concept. The system of disability has become common in feminist studies to philosophical concepts like that of ethics and justice study and embodiment metaphysics. Studies on feminism in other aspects like standards in knowledge can prove an advantage by increasing perspective related to disability. Studies on feminism grew as an important requisite to have better understanding so as to how separation on gender marginalizes women (Cummerton, 1986; Fraser & Gordon, 1994; Harding, 1997). In biological aspects, from the viewpoint of a person with a disability, it is a limitation in regard to social, attitudinal, cultural and environment based obstacles. Disability and feminism are quite closely interlinked these ideas are non-biological, and are socially structured away from biological authenticity (Wendell, 1996b). Also, the disabled community and women are blended in cultural aspects as weak or inferior; and they are exempted from complete public and economic participation in life; and they are referred to as Valuable rules on the basis of men who belong to able and upper community that have the ability to have higher quality of expertise (Thomson, 1997) The constructional hierarchy of physical aspect therefore provide support for economic, social and political arrangements.

People with disability are marginalized in a society wherein the abilities related to mind and physique is generalized. Persons with disabilities are not underestimated for their physique as they are quite different from the rules that they stand as reminders of able bodied people of negative physical structure– they are staying away, neglected and forgot. The theory of feminism has highlighted that the reason for the desire of culture towards the control of the body that may arise from fear to lose control, pain, death and dependence. Represented as cultural legend of the body is controlled (Wendell, 1996b, 1989; Zola, 1983). The outcome of cultural legend on women is elaborated in feminism literature while the final outcome of persons with disability are to be researched completely and examined (Wendell, 1989). High value is laid on “ideal” body in culture and in which there is body control while those who don’t have body control are regarded as “others.”

It becomes hence essential to formulate feminist analysis on disability as a greater number of women fall under the category of disabled people Wendell(1989), and movements on women have been analysed deeply in-depth ideas on the cultural representation of the body. The theory on feminism provides an analytical structure that can consider social and personal realities of disability and explain as to how prior experience on disability and social oppression on disabled people interlink in respect to racism, nationalism, class oppression and sexism. This study can deny the prevalent manipulation that the disabled concept is a self-proven situation of inadequacy and private grief where the consideration of politics is a limited minority aspect - like females seem before feminism. The complicated theory of elimination of the persons with disability and able bodied as the disability approach is more or less similar to theory of oppression of society, culture and political economy(Wendell, 1989).

In the third place, writers were inclined greatly by poststructuralist and modernist ideas have been asked to raise queries on parameters or features based on conventional aspects in disability theorisation. From deconstructionist viewpoint, to ascertain that disability persists in a social relationship nexus that in turn connects the disabled and the non-disabled which buys fallacy of enlightenment such that these social divisions and dichotomies (impaired/non-impaired, normal/abnormal) are ‘true’ (Shildrick & Price, 1998; Corker & French, 1999; Corker & Shakespeare, 2002). Based on this view, it can be suggested as differentiation in biological and social aspects identify as ‘disabled or impaired’ from being normal is due to committing errors in essentialism thought. This sides away

remaining mistakes or limitation in Enlightenment strain like finding the ‘major reason for oppression and in rest of the situations, bringing developing change. On the basis of non-essentialism the disability theory highlights on enquiring of cultural base categories, language, performance or practice on ‘disability’, ‘inefficiency’ and ‘normalcy’ that come into existence by means of social behaviour and on the source of Authority on these categories possess in forming identities of others and self

Such type of related theoretical base innovations has boosted or enhanced the disability thinking, and also has coordinated the claimed legitimacy that raises the question of social concern in disability aspect. There is a hold on cusp of impressive development in the disability research. The process that follows it is an association of varied themes wherein the theory of social disability is required immediately or instantly. A brief analysis of chapter on such kind of complicated questions refers that the study undertaken is essentially broad, but it cannot detract from the aspect of combining preferable themes for planning theoretically. Global economy’s disability: towards disability’s contemporary political economy.

Contemporary political economy of disability

Discussions in detail by Finkelstein (1980), Oliver (1990b) and Gleeson (1999).on the order of forward movement or navigation for mechanisms that are related to the casual inability in the initial functioning of capitalist production and exchange. Regarding Marx’s historical materialism approach a sound established way is essential. The acclaimed cultural, political and economic change over helped to promote a transition from feudal to capital form of economy in the West and more particularly connecting varied divisions of people inclusive of the ‘invalid’ and ‘weak’, ‘crippled’ and dependent on the basis of incapability to represent themselves as labourers on wage basis.

Mixture of capital social association of production in industries in the nineteenth century Britain as the emerging power that transformed most of the diverse divisions related to pre-capitalist social connections based on micro and macro phases made them sufficient at different aspects from social terms of embodiment that identified themselves as non – dependents and also parted logistically and outcast in workhouses that function Similar to asylums, sanatoria and warehouses(Braddock & Parish, 2001b).

In my opinion the high potential of including inability is what the research strives in elaborating the vital reason of social exclusion.. Also, the political economy pertaining to

inability requires non – stop and improvised development. The ancient analysis hence, needs proof in respect to eminent evidence: what do the disabled or impaired people ‘perform’ in the pre-capitalist and industrial group, what will be the responsibilities and position in society? What is the percentage share or proportion of disabled people would be positioned or employed in industry based society? At what percentage share disabled persons be institutionalized at the time of establishment of industrial based capitalism is strongly positioned? How the disabled women would experience and similarly how do they differ from male viewpoint? Does remaining markets of ascribed social identity in respect to (age, ‘race’, class, sex) and disabled forms identify people with disability in social positioning aspect? Such queries points or gives a hint on the enormous theoretical and eminent schedule that starts to form taken while moving forward based on prominent situation of political economy of the people with disability.

One of the greatest challenges which are of more importance to people with disabilities nowadays is to create and develop a political economy of disabled, which suits modern times. Previously we studied about the possibilities of ‘post-industrial’ society development in regards to the consumerist imperative authoritative idea in the current world including ‘Macdonaldisation’ (Ritzer, 1997). It is in relation to the rapid cultural changes in the world relating to the age of information and to risk society (Castells, 1996; Bauman, 1998; Beck, 1999; Giddens, 1999). Since most part of the world population is ridden by poverty it can be neglected. Also, people living worldwide in the ever developing country wipes out the living style through subsistence agriculture, medium or small level production of goods and salary for labour force (frequently interlinked) (Greider, 1997; Canterbury, 2000; Gilpin, 2000; Thomas, 2001; Pilger, 2002). Hence there should be no neglecting the truth in regards to the predicament, billions of peoples in the economy of capital form due to transitional notion. For me there is likely scheduling of the disabled people’s new political economy. That is likely to be scheduled for a new political economy of disabled people for me. It is like, the investigation of the condition that people may engage in social relation of consumption and production system globally in Generalized production of goods and farming activities gain entry in every part of the world that strengthen its hold as a main key to unlock dynamics or change based on social relationship which in turn form inability. This is the main condition where disabled people are positioned inside or get away from the market. Moreover in regional and social aspect secluded concentration is offered to specifications related to economic, historical, political, cultural categories or social spaces. Also, the basic proposal is

more or less similar: that is to identify the prime reason for disabilism in relation to conventional times in the imperative of the final output and exchange methods which can persist in any field, thereby functioning as usual and they are placed under direct control of World Bank, the US Treasury and the International Monetary Fund. The most valuable resource necessary for this research is very small and on the other hand, there is more scope for such kind of growing research methods and records based on disabled persons in non-Western and developing economies or societies(Charlton, 1998; Stone, 1999; Ingstad, 2001; Priestley, 1995).

Economic polarization resulting from wealth and resources getting more and more concentrated in the hands of fewer people has to lead to poverty becoming more deeply entrenched both globally and locally (Thomas, 2001; Pilger, 2002). For instance the changes in the occupational structure in Britain caused its income inequality and its steep rise in poverty. It includes the changes in marriage patterns, family structures and transformation of manufacture to services industries.

The taxation policies of the Conservative Government which proved to be regressive and the welfare expenditure policies that were rolled out in the 1980s and 1990s were also results of these changes(Graham, 2002). All of these pose a new set of questions such as how disabled people have fared? Have they made any gains, or what were their losses? How many had to join the service sector? If so, what were the terms? Has it resulted in them falling into deeper poverty? What is the difference that the Government's 'New Labour' has made? In order to obtain answers to such questions one needs to delve into the socio-economic relationships (and the complex links within them) of the disabled who are living now (Sapey, 2000; Roulstone, 2002). Socio-economic panorama present in the societies which are economically advances are due to the 20th century rapid spread in use of IT and Electronics in the last two and a half decades playing a vital role. Not only the economic aspects and quality of disabled people lives are affected by it but also the in a range of other areas. (Roulstone, 1998; Sapey, 2000; Abberley, 2002). There is need to answer the numerous new questions in the research agendas of the disability contemporary political economy including the theoretical development, empirical and policy.

The kinds of issues described above are of less direct interest to those working with epistemologies of postmodernist and poststructuralist. The existing global landscape considered as instigating or conjured up or just the correspondence with changes in global

economy is what interest them most. I leave it to experts greater than me to decide the theoretical agenda arising from the deployment of such perspectives on disability (Corker & Shakespeare, 2002).

The psycho-emotional dimensions of disability

Having discussed the macro level qualities of social relationships let us now turn our attention to the micro scale. Thomas (1999) presses for the inclusion of psychological and emotional pathways while considering the exclusions that comprise disability. The disabled feel oppressed both in the 'inside' and 'outside': their experiences make them feel they are of lesser worth, value, unattractive or disgusting. On the 'outside' they undergo experiences such as being rejected for a job because of disability or the inability to mount their wheelchair onto a bus or climb the steps of a shop unable to benefit from a mainstream education due to 'special needs'.

When the impaired interact with the non-impaired, for instance, in filial relationships or in the community or during their encounter with health, welfare or educational services, the influences and aftermath of the resulting social behaviours would be of special interest to us. Studying who has the power and how they use it is necessary in all such situations. What all were conveyed in the relationship interconnections? What was informed and what decisions were taken? Interest includes the after effects of the external security, self-esteem and self of the disabled. Disabled women's real life experiences (Thomas, 1998, 1999) is my research. They include pregnant women and with children (Thomas, 1997). In disability studies it is vital to study disablism's workmanship along with the pathways of psycho-emotional. The attempt to include onto the agenda of psycho-emotional dimensions is due to my feminist leanings. Applying the concept of 'internalised oppression,' some writers have tried to approach these matters (Reeve, 2002). Disability in this form impacts what people can be and what they can consequently do.

In accordance with my feminist leanings, I have attempted to include psycho-emotional dimensions of disability onto the agenda. As part of this agenda, the focus here has been on the private or personal, the intimate, the experiential and the emotional so as to make these aspects of disability studies 'sociological attention worthy'. By doing so, I have shown interest similar to writers such as (Morris, 1996). The shift of focus from the society's really vital and crippling social barriers is what made me to try to correct the mistaken tendency of

feminist focus due to the proclamatory or public dabbling in personal and private matters. To have such a fear is partly due apprehension that ‘personal’ tragedy perspective re-establishing its hold (Thomas, 1999, 2001). The restrictions of the psycho-emotional after-effects restriction to only ‘private life’ or the ‘personal constraints of impairment’(Oliver, 1996)is what I try to argue in all my writings and side-line the disabilities of far-reaching facets. Avoiding this perspective leads to the mistaking the disability’s manifestations with that of ‘personal troubles’ psychological angst.

Disability’s psycho-emotional dimensions are only what I draw attention, due to restrictions of my attempt and taking shape of proper theory is my view. The social interactions and its embodied processes explanation should be the ability of theory to explain. It includes their association with this disability type by drawing lived experience phenomenology, emotions sociology and social psychology (Hevey, 1992; Shakespeare, 1997b; Williams & Bendelow, 1998; Williams, 2001b; Corker & Shakespeare, 2002). The disability’s interests will be strengthened by such an act drawing the above mentioned disciplines’ aspects. Can incorporate the cultural theorist’s insights because of their inclusion of wider discourses of many constituents of cultural superstructure like science, art and media. They shape our behaviours and attitudes being the springboard of impairments, messages, meanings and the ‘unacceptable difference’. Here, in two ways the perspectives of postmodernist and poststructuralist play a vital role. Critically deconstructing the disability and impairment categories knowledge is the first they can enable us. Secondly, they treat both the ‘impaired’ and the ‘non-impaired’ in mutually constitutive ways (Shildrick & Price, 2002) by calling you disabled I end up describing myself as normal and not just constructing who you are.

Theorising difference

Like other schools of thought like feminism and queer studies which attempt to gain a deeper mastery over the social standing of relatively ostracized groups of people who are identified as possessing particular attributes and characteristics, Disability studies also came to a point where it had to confront questions of difference. While the term ‘disable people’ was a unifying and rallying point in political struggle, it was still looked upon as problematic when scrutinised analytically. Raising multitude questions is its problem and they include questions like, What is the criteria for calling someone ‘disabled’ or ‘nondisabled’ and where the boundaries are to be drawn? Whether the people with spinal injuries and deaf people can

be classified as 'disability people'? What are the causes for people of the deaf community not to consider themselves as disabled?(Corker, 1998)? What are the procedures that make some people more impaired or disabled than others? What causes are laying behind the perception of disabled old people as 'just old' and not as impaired (Priestley, 2003b). Example of questions raised: What criteria qualifies being disabled or nondisabled – Where are the drawn boundaries? What makes same the deaf people and those with spinal injuries as disabled people in their cultural labelling? Why there is choosing of not to call disabled by deaf community people (Corker, 1998)? What are the ways that impairment and disability increases only with some people? Why 'just old' in place of disabled is referred for the old people who are also impaired (Priestley, 2003b). In the labels and categories itself there are meanings to these questions in the view of deconstructionists' along with their social constituents. But the relationship among the meaning classifications and controlling realities is what the materialistically inclined tend to believe more.

Writers in disability studies have been occupied with such questions for the last twenty years, and during the process they have tried to engage the different dimensions of difference, both singly and at their intersecting points, namely sexuality, gender, 'race, ethnicity, age and impairment type (It is noteworthy that the journal *Disability and Society* makes no mention of 'class' in this list, and has not been addressed still). While the processes which shape identity and denial are given due importance it also rules out disability identity politics (Shakespeare, 1996, 1997b; Wendell, 1996a).

Differences and identities are products of social construction and the degree to which they are socially constructed is impacted by the epistemological perspectives that have been applied on them. As has been pointed out earlier, poststructuralist writers have consciously avoided the pre-social permanence of social categories such as 'woman', 'black' or 'Disabled' as they thought it to be 'essentialist fallacy 'and instead chose to point at their ever-fluid and always-newly created-in cultural-practice character. The differences embedded in 'real' but dynamic socio-biological substances the focus of study for the Realist or material commentators. But they fully acknowledge that social constructed categories of meaning are superimposed on them. These meanings are created in particular spatial and temporal contexts, and thus are fluid.

For the understanding of disability in relation to social aspect in the UPIAS (1976) formulation to be fully realised to its high point this area of theorising and research needs to

be developed further. The idea that disability thrives on the social relationships between the impaired and the non-impaired simply invites questions of difference and sameness on all sides, just like the ones depicted above. To question the intersecting dimensions of social oppression such as gender, age and disability, is one of the objectives. While post-modernist and post-structuralist pursuit of these aspects is of value and gives insights in many ways, I have still argued that it is still vulnerable to discursive and linguistic deconstruction. If this were to happen it would contribute little to the theoretical grounding needed to support policy-oriented and empirical research and/or a disability praxis that could possibly make real differences in the lives of the disabled. In case we consider this as taking the dangerous deconstructionist pathway, we have to bear in mind that there lies on the other side the danger of downplaying the importance of the difference between both the disabled and the non-disabled people and among the disabled (Oliver, 1996; Oliver & Barnes, 1998). In theorising the complex nexus between social commonality and divergence sufficiently, lie the future challenges of disability studies (Thomas, 1999). Also this area still requires more refinement and more research for instance, Mark Priestley's disability studies over life (Priestley, 1995, 2001, 2003b). He was able to put into operation an understanding of disability that questioned it across generations, while not losing sight of the dynamics of both agency and social structure over life course. This style of engaging with the differences has given important conceptual insights needed for disability's theorisation.

2.7.10 Impairment and impairment effects

I am in agreement with the widely held belief that disability studies need to be theoretically engaged with impairment. Bill Hughes, in Barnes et al.'s recent edited collection, *Disability Studies Today* (2002) has included a chapter on disability and the body and this can be taken as evidence. Since it helps in the impairment understanding in social terms and deepens our disability understanding in a dialectical style it needs encouragement. Revisiting the UPLAS formulation is needed to prove it. Disadvantage or activity restriction is due to contemporary social organisation activities, is its definition. It excludes the participation of physical impairments in the social activities mainstream as it takes no or little account of them (UPLAS, 1976).

Social model list thinkers' all impairments were included later in its extended form. It got further extended to include illnesses of intellectual mental and physical also (Barnes,

1991; Barnes et al., 2002). The indistinguishable linking of disability and impairment mutually affects each other in the social relational proposition.

Exclusion from the society that results from impairment is disability. Thus we see that while impairment is not the cause of disability, it becomes the substrate upon which disability works. Impairment can be said to be the personified sociobiological substance- noticed in the society as objectionable bodily deviation – whose action can be seen between the social relationships in question. The disablism forms and degrees are determined by a great extent by the nature of the impairment. The many forms of impairment include intellectual, behavioural, physical, visible or invisible, sensory, stable or degenerative and singular or multiple and others. Therefore if disability is to be theorised then it would require the theorisation of impairment as well, but along what lines?

Quite a few theoretical routes offer themselves for theorisation. Corker and French (1999), Corker and Shakespeare (1999), indicates that the concept of ‘impairment’ and the dichotomy between impairment and disability which is actually a poststructuralist deconstruction has influenced some minds. On the other hand, materialistic writers built on the early work of Paul Abberley(1987) to constructively develop a political economy of impairment. Taking into consideration the fact that impairment has socio-economic origins in industrial capitalist societies, he attributed the creative causes of impairment to wars, famines, pollution, medical advances or blunders, industrial processes and accidents. Since it is the best method to analysis, I strongly argue in its favour, as it is able to utilize upon the massive published researches. The includes medical sociologists, medical and social epidemiologists among others on the health inequalities’ social aetiology (Graham, 2001, 2002).Linking the agendas of disability studies and health inequality is yet to be attempted by us in our own terms. The understanding of impairment distribution and generation would be helped by such developments. The existing links among disadvantages of socio-economic, disability, illnesses and impairment in life will also get focused by such developments For researchers who want the evolvement of the impairment’s materialistic ontology.

2.8 Conceptual framework of the study

The groundwork for a particular analytical framework which is based on Ulrich (1995) work of Critical Systems Heuristics is created in this section with the basis of the arguments done above. The approach's starting point is to consider the process with enables disabled people's employment from the systems perspective. The claim of analysing business with systems approach being effective is there for significant time (Bertalanff, 1969) and viewing work organizations like human activity system (Waring, 1996). Though there is hard and soft divisions among systems, sometimes there is viewing of the hard systems as a specific form of soft system (Stowell & Welch, 2012). With varying perspectives, the approaches of soft system by yielding themselves tackle complex problems (Checkland, 1991). Hence they are considered as systems of human activity (Wilson, 1984) than the approaches of hard system (Wilson, 2001). Soft systems' stochastic characteristics were exhibited by employment of disabled workers by system which was indicated by the tensions and variables that were considered by the previous discussions (Daellenbach, 1994; Checkland & Scholes, 1990). The doubtfulness of the system thinking about the management science value is to be remembered while applying it.

While people taking help from science that is really helping them, the noticeable fact is they do not have any such great feeling (Checkland, 1999). The criticisms of the approaches of soft system is that they are too subjective, do not consider the organizations' structural characteristics and frequently not effective in dealing with problems like power relationships which are unequal or other major conflict (Zexian & Xuhui, 2010). The thinking approach of an emancipator system could be an answer to this anomaly. The approaches of the emancipator researches are regarded as one of the parts of system science's third wave. It concerns itself with increased knowledge, to bring the organizational benefits which are focused around participation, fairness improvisation, social order reformation, to unmask & and address the domination issues (Leleur, 2008) The approaches of the emancipator thinking system deals with the way the human behaviour and thinking being affected by seeking liberation chances and power relationship (Bowers, 2011) The disability and employment related issue are in consonance with these approaches.

CHAPTER 3: LEGAL PROVISIONS AND POLICIES WITH REGARD TO THE EMPLOYMENT OF PERSONS WITH DISABILITY

3.1 Introduction

Disability is referred as the impairment of the mental or physical attributes of the individuals (French & Swain, 2012). The individuals who are not able or disabled to take care of their own (Goss et al., 2000), become the personal tragedy's victim (Fougeyrollas & Beaureyard, 2001) and would have the compassion and support towards the unfortunate situation (Barton, 1996; Barnes & Mercer, 2003). At this line of thinking, the chapter explains in a detailed way about including the individuals who are disabled, policies of employment regarding the disabled, policies of employment for the people who are disabled within international scenario (both developing and developed countries), and policies of employment for those who are disabled in the Indian continent. The chapter further ends with a summary as the final ending.

3.2 Aspects of Social Inclusion and Exclusion

3.2.1 Social Exclusion

Generally social exclusion is defined as a vibrant procedure of progressive multidimensional rupturing of the social bond at the collective and individual levels. A social bond implies social institutions, associations and illusory identities of belonging social integration, cohesion or solidarity (Silver, 2010). Social exclusion rules out complete participation in the normal activities that are prescribed and practiced within any society and restricts access to information, sociability, identity, resources, recognition, diminishing self-respect and lowering capabilities to realize individual objectives. As a procedure, it is innately vibrant and includes temporal aspects into consideration. At a particular time, people might be located on a multidimensional continuum, progressing to inclusion in some or the other manner, or shift towards a state of cumulative, extensive social rupture. This process has been termed as social disaffiliation Duprez, (1996) or disqualification Paugam et al., (2019), among many other similar terms. Nonetheless, there are few, if at all any individuals who do manage to reach the eventual end of the illusory trajectory of absolute disengagement. Irrespective of certain methodological attempts to assess collective aspects pertaining to disadvantages, no scholar or nations have recognized an accepted threshold for

formal social exclusion, something similar to the line of poverty. This is mainly due to the fact that there are only a handful of human beings who can survive beyond the society on their own (Procacci, 1998).

As per the arguments by Aasland & Fløtten, (2001), the notion of social exclusion is not much ambiguous as compared to the notion of poverty. The authors state that at the time of the application of this notion within France during the 1970s, it took into consideration those individuals who were not in a position to accommodate themselves with the society on the whole. Later, the notion of social exclusion underwent modification and several other groups were also taken under its ambit, comprising of unemployed youth, dropouts from school and immigrants. There by, Aasland & Fløtten, (2001) attribute the challenges linked with the notion of social exclusion as one that emerged from the vastly diverse meaning associated to it within France and its dissemination to other nations adding in their own interpretations of the notion. In addition, the authors argue that the notion is rather equivocal and is applied to elucidate a bevy of procedures and situations, which is generally brimming with social, political, economic and cultural undertones.

3.2.2 Social Inclusion

On the basis of a detailed look into the existing literature, it has been found that ‘social inclusion’ as a concept is devoid of an exclusive definition of its own (Rawal, 1970) It has been observed that within literatures that have conceptualized exclusion, conceptions pertaining to inclusion are inherent and rather unproblematic in nature. As a matter of fact, social inclusion has been defined with regards to social exclusion. There have been arguments that have been presented by some analysts where it has been said that exclusion as well as inclusion are sides of the same coin, which cannot be separated. Nonetheless, there have been a few remarkable contributions to the on-going debate related to inclusion such as (O’Reilly, 2005; Drucza, 2008), however, this has not been intricately merged within the larger debate on exclusion. Therefore, it is evident that in a large number of literatures that comprises of exclusion, the meaning and nature of social inclusion is simply asserted or implied (Cameron, 2006) Only in the event that the question of what essentially makes up inclusion is tackled effectively, then the question of what makes up exclusion could be asked. Thus, both the questions are mutually dependent on one another (O’Reilly, 2005).

Chamberlain, (2011) states that it is very challenging to realize social inclusion and further adds that social inclusion is one amongst the most intricate concepts, which is attributed with an absence of mutual understanding with regards to what it implies to be socially included and the requisite conditions to realize social inclusion. There are other terms such as; social capital, social cohesion, social closure, horizontal inequalities and social justice which is required to elucidate social inclusion in practice. Considering that social inclusion is being extensively utilized across multiple platforms which comprises of official policies, agreements or treaties, academic literature and law, it can be deemed as a norm which is international (Wiener, 2009). In a remarkable manner, the goals for sustainable development have converted 'inclusion' into a buzzword for development and goal 16 warrants the need to develop institutions that are more inclusive at every level. Norms could be ideas of diverse levels of specification and abstraction with regards to basic values, procedures that are standardized or organizing principles (Wiener, 2009). It has been argued by Zwingel, (2012) and True, (2010), that global norms tend to alter the meaning when it is applied within diverse domestic contexts. Some meaning tends to obtain more pertinence on the basis of such procedures while others tend to suffer from restrictions.

3.3 Inclusion of the disabled

Disability refers to the issue in the medical profession that is categorised as the disability and when possible, it looks at curing or ameliorating the condition of the people (Harpur, 2012; Quinn, 1998; Harrison, 1993). Similarly, various professions developed based on the understanding about an experience and to treat an array of conditions identified like disabilities (Finkelstein, 2004; Davis, 2004). Based on the disability of medical model that singles out disabled individuals from the well-built ones (Barnes, 2010), the actual premise remains the disability's foundation remains the impairment's biological reality inside the body of the people (Williams, 2001a).

The medical model's dominating orthodoxy has faced several challenges in the current decades through the development of disability's social model (Bickenbach et al., 1999) that has disability as the root within the path of building a society than inside an individual. Through the blending of feedback from rehabilitative practice, disabled people movement and the academic theories that it was created (Bickenbach, 2012). The oppression and exclusion of the disabled people from society is the argument of social model (Hayes & Hannold, 2007; Barton, 1996; Barnes & Mercer, 2003). Tracing the causes of such exclusions

towards the society and also its industrialisation (Priestley, 2003a). There is an argument that before this era, as no one will be unproductive (Barnes & Mercer, 2003) as individuals who are disabled were liable for the inclusion rather than the exclusion (Barnes & Mercer, 2005). The capitalism developed and needed standardised bodies (Davis, 1996) and the ability to follow the working schedule which is needed for the industrial machinery (Oliver, 1990a), for improving the efficiency and productivity (Borsay, 2005) demanded the delivery of profitability, which was also a requirement of the capitalist market system (MacEwan, 1999). The people who are disabled were considered to have low productivity (Barnes and Mercer, 2005), and faced exclusion from their workplaces (Sapey, 2004; Abberley, 1997; Oliver, 1990a) which offered scant regard for the demands that disabled people had (Hahn, 1997). Defining and managing the disability during the preservation of the medical profession with paternal approach is the argument on the social model by theorists as it is being part of the exclusion process (Thomas, 2007). The disability's personal tragedy concept is also reinforced by it (Barnes & Mercer, 2003). Behind the disabled people's oversight it remains divided from among few workers (Oliver, 1990a), it might become a burden to the state and its population who pay tax as it seemed to require support and care (Oliver, 1999). Additionally the requirement of those under the social reform banner of disabled peoples' prevention to get married and have kids (Braddock & Parish, 2001a). Without targeting particular disabled ones, the industrialization sweeps away what all existed earlier (Abberley, 1999) and also during the low cost employment (Grover & Piggott, 2005) drive for the workforce which excluded the disabled people (Oliver, 1999).

Medical model acting as the base for analysing person's disability is rejected by the social model (Williams, 2001a). A person's impairment effect is not due to the disability reconceptualisation. The society having inherent barriers inside is the effect that it acts. It is built across the able-bodied norm (Harpur, 2012). The regular worker's norm is with that inside a specific work setting (Foster & Wass, 2013). With such physical and attitudinal barriers along with the 'hostile social and physical environments' (Barnes & Mercer, 2003, P. 126) that were held for the disabled individuals and not for impairments. Also, this radical social model aims at breaking the link among disability and impairment (Barnes & Mercer, 2003), even though it was criticised upon several grounds, which includes neglecting the impairment (French & Swain, 2012) and fails in appreciating the disabled people's living experience (Bickenback, 2012). While there remains an aggressive debate about the relative significance of the impairments as the disability's integral part, the major basic element of

several iterations within the social model were recognized and there were certain barriers inside the society, which have a negative effect upon the individuals having impairment, thereby causing disability (Thomas, 2007).

So, the disability will be seen as the inference about something, which is wrong inside the society which has to be resolved (Schriner, 2001; Pinder, 1996), while not being an individual who required to be fixed (Rioux & Valentine, 2006). The aim of the social model is not to recast the disabled people like that of tragic victims. It is because of not defining them from their impairments (French & Swain, 2012). But disabled people are regarded as oppressive society's victims which failed to take them into account but only require their needs. Society as matter of obligation should seek to include all its members along with all their various impairments (Asch, 2001). The notion that the charity or welfare natural recipients are disabled people without productivity support and the society or its members, is rejected by the social model. So, the disabled individuals should be able to access the workplace (Roulstone, 2004).

The disability theorists place the argument that centre of oppression in the disabled individuals will be the way non-disabled individuals perceive them. The observation by Hughes (2007, p.680) is that the individuals have great feeling towards the ones who are impaired, their inner changing behaviour among themes well as the disabled individuals. It does not have any proof that the individuals who have non-disability are often judgmental, as their attitudes rely upon the traits of those with the disability (Miller & Werner, 2005), while exhibiting less sympathetic reaction towards the disabilities, which can be looked as the concerned individual's fault (Florey & Harrison, 2000). Horror and dread objects (Shakespeare, 1997a) to create fear among able persons (French & Swain, 2008). are what the disabled persons being considered is the argument. Sufferings from these indignities is the remainder for the non-disabled people's potentiality and also facing repugnant in the way of rejections (Barnes & Mercer, 2003). It coincides reflections that disabled people having upon the able peoples' reaction to them while they carry a particular contagion (Murphy et al., 1988). To avoid judgement of being self-centric and difficult the disabled people push such responses like their disability denials (French, 1993). While having poignant observation, the white people are known for mimicking the black people's attributes with the desire for associating themselves inside the culture; it was never the same in the case of those having

non-disability: the disability's only element is that the nondisabled individuals will seek their apt parking spaces (Hughes, 2007).

Like the social movement on the disability rights (Barnes et al., 1999b), the social model effects are also important (Goodley, 2011). Disabled persons as well as their allies stated their demands to get their rights forcefully to help them follow their dream of living independently along with the remaining part of the society (Campbell, 1997; Barnes & Mercer, 2003; Thomas, 2007). The centre for this is the support's demand: the identification by the disabled people is that owing to the impairments they have, they might require particular support (Rioux & Valentine, 2006). But, the support by the social model approach would be to reject the idea of the disabled person were yearning for care (Thomas, 2007), rather than demanding civil rights for supporting the aim of living in an independent fashion (Goodley, 2011). For performing the earlier ideas about support and care while challenging the welfare state, the argument stating that welfare resources must be utilized facilitating the disabled persons for enabling complete participation in different societal aspects (Davis, 1996). Welfare is looked as the approach which will compensate the disabled people for such oppression effects they might face: this charge will be that the approach will falter in dealing with the oppression and its root cause that they might face (Gleeson, 1997). Also, the welfare state might provide support oppression by the disabled person while handling the support's control towards professionals, putting them in the powerful position to control with the disabled individuals as well as their life (Oliver, 1993; French & Swain, 2012). The need to support will be highly demanding and the control's change about the available support, within the disabled people who find that the individuals were apt arbiters regarding what kind of support they require and the way it might be used (Oliver, 2009; French & Swain, 2004).

The employment's centrality aims at the social model (Barnes, 2000) as it monitors the demand can be accessible for employment (Abberley, 1996) and the next economic gains which will offer social inclusion and independence for the disabled (Priestley, 2003a). Important for this will be the demand for accessing the work for the disabled persons. In par with the society's social model analysis, the issue is not about disabled persons being impaired, but their work, similar to society, is developed while not considering the demands of the disabled persons. It leads to the notion that being together in the workplaces for becoming supportive and accessible. Through the social model's perspective, the re-

conceptualisation of disability it is essential for re-conceptualising the workplace and the work opportunities (Barnes & Mercer, 2005).

The social model puts the disability's origins within the work's industrialisation and excluding them subsequently from their workplace, while following their profound requirement towards the socio-economic change (Vanhala, 2006), with the inclusion of the work's radical reformulation (Oliver, 2009; Barnes et al., 1999b) where the present competition's driving forces, profit and productivity should be replaced by the system that is non-competitive and humane (Finkelstein, 2001). When it fails it requires acceptance of the issue that lies within the employers and their disabling attitudes, failing which for offering the workplaces that are accessible and lack in the support for the disabled persons who work (Smith, 1996). But, it won't be the case when the solution opens up the workplaces for the disabled individuals: it might include the acknowledgement that expectations of few disabled people are very productive similar to non-disabled individuals or for working in similar routines and hours would not be very unreasonable (Oliver, 2009). No matter what changes happen for promoting work accessibility, there might be few disabled people with impairments that indicate they might not be very productive like the rest of the individuals (Shakespeare, 2006; Abberley, 1999). What it is or what it is not definitions may not be fixed ones for the expectations from persons with disability. Exemption of those who were accepted to perform work due to the disabled status or on their state of economy and the benefit in way of amount from the work of the person, without having nothing solid on their impairment (Priestley, 2003a)

The wholesale transform demands owes to the nature of work. Marxist origins in social model would be the first (Harpur, 2012), that could hold the issue roots of disabling people facing in the capitalistic nature. The exclusion of their employment that progresses during capitalist industrialisation, the individuals who were disabled did not have any choice but should depend on the rest for meeting the material needs they have (Thomas, 2007). The 2nd problem will be the paradox which will stay inside the model, than with the difference of dilemma. The dilemma's conundrum with the difference was first found by Goffman (1963), and hence by the rest (Bickenbach et al., 1999). For this purpose, this dilemma had 2 conflicting notions. There were two conflicting notions to this dilemma only for its purpose. First is the correction of the discrimination against a particular individual group. The second is in highlighting the inherent differences to identify the individuals' groups.

Second one will be that for pursuing equality all differences among the individuals is avoided, and then varying requirements individuals might have will be ignored while looking all as the same.

This is well accepted that the disability's social model has a great effect over the disability approach inside the UK region (Bickenback, 2012), and, it would be looked as the instrument for the legal rights development about the disability, and such approach towards employment and social policy. The social model remained as the major focus of disability theory inside the UK or other places, where it has additional approaches for disability's conceptualising (Williams, 2001a). Inside the USA, such approach will be widely identical than that of the UK while staying much focused upon the small group model (Priestley, 2008) that considers the disabled people will be marginalised and devalued inside the society. It is the Nordic relationship model that focuses upon the positive welfare services and the principles of normalisation for improving the participation of the disabled individuals inside a society (Goodley, 2011). The model will question the users of the welfare to be highly competent for identifying the best interest they have. Following the paternalistic approach which has deep roots in the notion of the public services prevailed for the good of all (Askheim, 2005).

Plus, this social model is an exception by criticism, specifically through poststructuralists who will have an argument that separation of the impairment away from the disability remains untenable (Thomas, 2007). The argument can fundamentally be the internal one performed through the disabled theorists and writers and will be beyond the discussion and its scope. But, the centre of every iterations that social model has conceptualizes the way people are disabled. In spite of the industrialisation's role, the argument about the manner in which the society remain structured, and the manner with which people might behave inside this structure, exclusion of people having some impairments. A potent insight is offered about the individual way in general to interact with disability persons. There was less cohesiveness among individuals considering problem of employment. There is also a prevail claiming the disabled people being included in their work. Few people's limitations are considered as to gain employments. It is looking as a high fundamental challenge though it is accepted as the heterogeneous reflection along with the nature of impairment and disability.

This is evident that for few individuals who are disabled, the inclusion's route needs similar things like the support provisions, biased treatment inside a workplace, and their limitations being considered for their working role. It also helps in considering the base to act in such a fashion.

3.4 Employment policies for disabled employees

PWD or Persons with disability would be more likely to remain unemployed and mostly earn very less than those who don't have such disabilities, even while they were utilized. The employment and income have an adverse effect upon the proportion the disability's severity. PWDs would have additional costs that remains related to the costs of disability owing to personal attendants, assistive devices, or medical care, and would require a lot of resources for achieving similar outcomes like the non-disabled people. According to Amartya Sen, the "conversion handicap" (World Health Organization, 2011, p. 10). Also, the effects of lack of access, limited access to transport, and lack of access to those resources that promotes livelihood activities and self-employment, PWDs agree that it will be much difficult for benefitting through the economic and social development while breaking the disability's vicious circle, poverty, improve the costs, as well as unemployment. Including people having disability inside labour market remains the current quest. It isn't always true that the advanced economies alone might enjoy the appetite the inclusive approach for using the PWDs. Many rely upon the execution and intention of the government, no matter the development level within an economy. For example, Malawi, the tiny country in south of Africa, were globally applauded for improving the employment and employability of those having disabilities by effective legislation (ILO Skills and Employability Department, 2006). Governments of several nations, which includes the United States, developed plans and policies to take affirmative action upon the PWDs inclusion inside a business environment.

3.4.1 International Scenario

To analyse the international scenario's disability policy, it is important for exploring the case of EU or European Union and its member states. Owing to the history with varied policy measuring and aiming at the disabled people, the specific composition having the disability policy in the EU or European union and its member states would be nation specific and will be embedded through political context and national policy (Drake, 1999). 'Methods of assessment, provisions and legal rules with in this region will vary among nations while

reflecting on various social policy trajectories and traditions' (Hvinden, 2003). It refers to the disability measures composition that is actually country specific. Such complexities make it difficult for providing an overall image of the disability policy within the member states of the EU. But, in spite of the diversity and complexity within disability policy it might not be possible for saying something regarding the policy's actual state within the member states of European Union while covering a like policy terrains in another way. The policy of central disability is for majority of member states of Europe is only to comprise financial compensation and service provision. And also of utilising the system for income maintenance provisions and disability protections. The people along with the measures of employment they have for disability may also vary.

Specific disability connected with the interventions would help in adapting to sheltered workshops, rehabilitation centre and workplaces. It is the highly tedious policy terrain: 'Within European Union member states there are an array of measures that fall under such categories. Few stay connected with the social insurance system, few social services, and will perform charitable and voluntary endeavours. The provisions will be oriented to impairment: it might be particular will provide the measures for the ones who might be blind or deaf (Mabbett et al., 2002). Mostly, people will have access to specific impairment or to reach a disability percentage prior to their eligibility for the sheltered work shop place or such measure. In addition, the assessment path might be different within the varied member states of European Union. Few countries also depend a lot upon the impairment of the medical assessment, while few nations depend a lot upon the aspects of this profession. For few member of European Union mentions the availability of financial measures for ensuring the accommodation in workplace (Mabbett et al., 2002). Employers would able to achieve particular financial assistance in the work place adaptations while disabling the worker. It is important for its adaptation and the standard level of functions of the workers will be acquired for considering its adaptation. When the highly pricey adaptation will be required for the specialized activity, while a person might still have less specialization in non-adopted activities that are rejected by the financial claim.

Usually, people having disability will be eligible for standard employment measures required for disadvantaged groups, such as placement assistance, subsidies and training allowances. Such type of measures have low amount of concentration about their

own impairments, but rather upon the ‘contextual factors to assess disability degrees for the purposes of employment policy’ (Mabbett et al., 2002). This also shows that ‘employment provisions would be ‘main streamed’ in order to access any employment programmes while not depending upon the classification like disabled, while coming from the labour market position and its disadvantageous will not be caused (Mabbett et al., 2002). There are a lot of opportunities and services available for disabled people could be through one perspective, but in another one perspective it means that there is competition among additional needy groups for the financial resources. But it is only the other way around.

For instance, in Sweden it was considered as the case which will be registered as the one who has the disability with broad repertoire of subsidies and measures’ availability. It can cause unemployed people in the long-term which sometimes have categorization as occupationally disabled for using such measures. For such case, there remains risk that ‘resources aimed at the ones having very severe demerits were diverted owing to people having less disability’ (Mabbett et al., 2002).

At few member states, it has the quota scheme, which has the notion as the base where specific proportion that employees within the company for the provided size must be the ones having disability. When the company won’t adhere with such criterion. Such type of quota schemes might be very useful for improving the people’s participation having disability for the employment. But, the quota system is not tension free. When the individual utilizes such measures for the purpose of anti-discrimination it causes various issues: ‘The policy of anti-discrimination that sought protection of people while affecting the productivity might use wider disability definition, including the ones having small impairments and perceived by people as the ones with the limitations, which might not in fact have it. This quota can be selective, but the selection process also invites criticism to find out those who have disability, quotas actually are a part of the discriminatory treatment’ (Mabbett et al., 2002). In addition, the quota system would be discriminating for those who are disabled: ‘The employer might possess data regarding the individuals who are disabled based on the limitations that are specific to the relevant situations, and she or he will have the incentive to ‘cream skim’ for choosing the ones who are disabled by disabling their limitations based in the task in question (Mabbett et al., 2002). So, in the current times, many people utilized adopted reforms for the quota systems for

promoting the usage of the disabled individuals and to face the employment practices that are potentially discriminatory.

Few huge challenges and issues would be the disability policy in national level will be found identified through the research about 6 European countries nations about disability policy. The research covers Denmark, Sweden, The Netherlands, United Kingdom, Ireland and Spain (van Oorschot & Boos, 2000). The Spain article explains that in spite of the adaptation about various legislative measures with no much change ('improvement') within employment and social conditions for those having disability (Verdugo et al., 2000). 3 fundamental barriers forth is improvement lack are: not sufficient political idea and provision for fund; dangerous controversies that are false and lacking in systematic and data regarding people's demands with disability and the current employment. The Ireland article specifies that during 1990s this nation faced 'seismic changes' in terms of disability policy through the implementation and adoption various policy and legislative measures aimed at demands of those who have disability. Such measures draws inspiration through the Equal Opportunities for People with Disabilities by UN Standard Rules during the year 1993 and covering anti-discrimination legislation and equal opportunities. But, such adoption of measures have not offered a major transition within the person's level, as 'such changes have occurred during the macro level, and the effect impact they have during this micro level - upon the lives of those who have disabilities - especially the ones related to the employment which remain negligible'. But, the macro level changes could be only be aspirations and needs high interventions to make a difference into the micro level. The main focus of this paper would be only on the existing developments on disability and employment (van Oorschot & Boos, 2000).

Based on the Netherlands article, there was the on-going attempt for lowering several disability advantages that claimants would have during the past 20 years. Firstly, it is presented like social-economic and budgetary issue within the social security field, while the latter will be much specific social-economic and social-medical issue inside the tiny group relatively (van Oorschot & Boos, 2000). Disabled people to have good selective system are based on Swedish article in 1990s in the shifts occurring within the policy of universal welfare (Lindqvist, 2000, p. 399). The benefits of social security for those having the disability will be very less and the criteria of entitlement would be closer. Likewise, there remains a stress upon the activation policies of the individuals having a

disability. Also, there remains a tendency for introducing a lot of civil and social rights within policies of disability. Establishing the Disability Reform and Disability Ombudsman are major instances of other tendency. The Disability Reform Act refers to the decentralization of social services provision for those who are severely disabled and caused a provision for such services with the social right (Lindqvist, 2000, p. 409). In addition, it indicates that the welfare state policy of Sweden will be lower than universal, very selective and much directed at civil and social rights. In addition, the private initiatives and local authorities have gained significance regarding provision for arrangements among the ones with disability. The Denmark's study aims at the Danish Disability movement and its rising corporatization and offers the argument that Denmark follows the disability policy in par with 'avantlaetere' and 'social model' (Bengtsson, 2000, p. 367). The study author views the Danish (Scandinavian) model to be 'the right way to secure equal rights and integration, specifically for highly demerit groups' (Bengtsson, 2000, p. 367).

The pillar for the management strategy to the American disability people is ADA or the Americans with Disabilities Act of 1990. This ADA is highly comprehensive and promoted more using an array of technical assistance guidelines that are elaborate. Such guidelines offer practical instances that are simple to understand. The extent of addressing the detail using such guidelines can be exhaustive that aids addressing every possible scenario that the employers met. Based on American Department of Justice the ADA implementation has to be the cumulative effect of tiny actions for pursuing ADA. Such actions make American society highly accessible for those having disabilities. The aim is to make living in the US accessible in a comprehensive way for those having disabilities, through step-by-step process: "Each sign language interpreter from the police department, each curb ramp that is placed in it, each broader door, each requirement prevailing in restrictive zone gets cleared in advance to bring about identical opportunities for those having disabilities" (Wodatch, 2006).

Haibin(2013), the Chinese Government implemented and adopted several standards, policies and laws related to those having disabilities, including the right for being productive and perform better job. The Chinese Constitution passed during 1982 and amendments during 2004, 1999, 1993, and 1988, offering the general protection for those having disabilities. The rights of the disabled people are safeguarded by the laws passed in 1991 for the Protection of Disabled Persons and their amendments in 2008. They address issues like legal ability,

welfare, access, education, employment, rehabilitation and cultural life. The Rules on the Employment of Disabled Persons followed during 2007, motivating people and social groups provide support to their job by varied means, and restrict discrimination. The Employment Promotion Law of 2007 has the anti-discrimination provision connecting with persons having disabilities. The 12th Five Year National Programme on Disability (2011-2015), possesses like one among the key aiming at creating 1 million jobs for those who have disabilities during the coming 5 years. Such laws supported for realizing the Decent Work Country Programmes in China (2006-2010), taking care of the disabled in the market, such as disabled individuals, and improving fundamental principles and rights of the workers and for the worker's labor rights.

The observation by Hasegawa(2009) is that, in Japan, Act on Employment Promotion of Persons with Disabilities acts as foundation of the measures for job in Japan for those having disabilities. The mandatory employment of the individuals' having disabilities on the basis of the act comprising of the pillars – one is the quota system which needs the employers to make use of a specific percentage from the disabled and next is the payment system that employed people with disability while charging the employers the sanction while they are unable to reach the minimum employment rate that is legally prescribed.

3.4.2 Indian scenario

The Constitution of India is equally applicable to all legal citizens in India, if they were healthy or have any disability (mentally or physically) and assuring the equality of status, expression, promotion of fraternity, faith and worship, belief, liberty of thought and right of justice of opportunity. For safeguarding the interests of the disadvantaged sections of a society, the Indian Constitution of India assures that no individual would face denial of 'equality' before the court of law (the Indian Constitution's Article 14) (Constitution of India, 2015).

The Rehabilitation Council of India Act 1992: This Act sets helps in regulating the professionals towards rehabilitation and aims at creating the Central Rehabilitation Register's framework. For offering statutory powers inside the Council to perform the duties in an effective fashion. For effective performance of duties the statutory powers are offered inside the council. From 1993 the Rehabilitation Council of India Act came into existence which was passed by the parliament. The amendment in the Act of the year 2000 offered the extra

responsibility to the Council to promote the research. The huge functions of this council were recognizing Universities in India offered the qualifications for Rehabilitation Professionals and qualification through the Institutions in the outer area of India (Government of India, 1992)

The Persons with Disabilities (Equal Opportunities, protection of Rights and full Participation) Act 1995: The act offers reservations by 3% for the disabled individuals (low vision, blind, impairment in hearing and cerebral palsy or locomotor disability with programs for poverty alleviations, posts by government, and for facilities for state education, and for entitlement and rights). The particular objectives of this Act were: Education and Prevention and Early Detection of Disabilities – every Government educational institutions have over 3% seats specifically reserved for the disabled. Employment – the disability vacancies have 3% reservations that remains will carry forward for the future 3 years and earlier until non-disabled individuals fulfil the job position. Schemes to ensure employment of individuals having disabilities were: Health and safety measures, Regulation the employment, Relaxation of upper age limit, and Training and welfare. Affirmative Action – Preferred allotment of land for specific purpose – local or government authorities for: Home; opening special schools; establishing business; establishing research centres; establishing special recreation centres; building factories for the business owners having disability (Government of India, 1995).

National Policy for Persons with Disabilities Act 2006: The National Policy padded during February 2006 recognizing the people having disabilities were precious human resource for a nation while seeking in creating the environment which offers equal opportunities, protecting their rights and society's full participation. Its objective is to make sure good coordination among different wings of the Central and State Governments. The aim of this policy would be for the following: Preventing the Disabilities, Measures of Rehabilitation, Strategies of Physical Rehabilitation, Previous Detection and Intervention, Rehabilitation of Counselling & Medical wing. Also for this legal framework, vast infrastructure will be developed in the country for the disabled for the Act and has such following institutions: Chennai's National Institute for Empowerment of Persons with Multiple Disabilities, New Delhi's Institute for the Physically Handicapped, Cuttack's National Institute of Rehabilitation Training and Research, Dehradun's National Institute of Visually Handicapped, Mumbai's National Institute for Hearing Handicapped, Kolkata's

National Institute for Orthopedically Handicapped and National for Mentally Handicapped, under a bad Sec. The following were showed by the 2004 survey of India: Disability definition with limited data: Disabled individual's education access with limited data; Disability mentioning as per the Constitution of India failure; unavailability of sign language. (NHP, 2015).

The Rights of Person with Disability Act 2016: India's endorsement of the United Nations Convention on the Rights of Persons with Disabilities act emphasized the need for rights-based bio psychological model of disability which led to the formulation of the Rights of Persons with Disabilities Act, 2016. The RPwD Act provides clearer definitions of different constructs, more focus on PwD rights, and guidelines for disability assessment and certification. The major changes include enhanced definitions and quantified terms, greater emphasis on PwD rights, decreased discrimination steps, a step toward an equitable approach to education and employment, the process of naming a restricted guardian, and the section on violations and punishments for violating the rules. The Act tends to follow the World Health Organization's (WHO) initial covenants and is primarily focused on ensuring less discrimination, more barrier-free access, and more accessible freedoms. The changes from charity-based to laws based on rights and from a purely medical model to a bio psychosocial model are definitely steps in the right direction. Even though there is concern that the Act might have concentrated more on mental disabilities, it definitely appears to be well ahead of its previous act(Balakrishnan et al., 2019).

3.5 Corporate scenarios

IBM: In 2006 the award of Shell Helen Keller with NCPEDP or National Centre for Promotion of Employment for Disabled People was offered to IBM India. It is for their practices and policies giving equal right and employment for disability individuals(International Labour Organization, 2010).

MphasiS: MphasiS refers to the information technology across the world and the outsourcing company of business process that has its headquarters in Bangalore in India. Mphasis stays committed towards hiring individuals having disabilities that results in a 6 times raise in the number of individuals having disabilities working in most of the offices. To be very specific during 2007 to 2010, several disabled individuals inside the company rose up from 56 to 350, while comprising 1% of the workforce. For the future, Mphasis aims at

improving the practices to hire the people having disabilities at several branches, like the ones in Gujarat, Chhattisgarh and Madhya Pradesh, India (International Labour Organization, 2010).

Wipro: Wipro Limited will be world service provider in arena of healthcare, precision engineering lighting, consumer care and information technology has its headquarters in Bangalore, India. Wipro is the organizer for the events of recruitment among the institutions that support people having disabilities in Indian country, like the NISH or National Institute of Speech and Hearing, the AITH or Ambedkar Institute of Technology for Handicapped and Braille without Borders for hiring the qualified people having disabilities. For instance, during the year 2010, Wipro conducted the job fair for AITH that have 40 students participating and hired 4 among them. Wipro was the winner of the 2009 NCPEDP Shell Helen Keller Award for their efforts to promote equal opportunities for the ones having disabilities (International Labour Organization, 2010).

ITC: ITC will help in improving the employment of the disabled individuals within the hospitality and other areas. They will share the experiences while encouraging the rest to hire the ones having disabilities. ITC Welcome group and Access Ability with few organisations, which are like minded and began the self-employment programme known as Jump Start for individuals having disabilities, while encouraging the disabled entrepreneurs for managing and running tiny shops like kiosks) inside the rent free place. Everything is achieved with the joint effort among different shareholders. Most of the firms have already begun, or are keen to follow the program. Most of the Jumpstart Kiosks have already begun using the support offered by the ITC Welcome group and others space providers such as, Tata Teleservices Ltd, HCL Technologies and IBM Daksh (Diversity and Equal Opportunity Centre (DEOC), 2009).

CHAPTER 4: FIELD STUDY

4.1 Introduction

The connection of accessible infrastructure and work place solutions indicators of disability and employment/ status in (IT) companies has been studied in this chapter with focal point on some visible facilities of accessible employment for persons with disability. It discusses the relative advantageous and disadvantageous position of the persons with disability in information technology and enabled services companies.

4.2 Scope

Current study was carried out in the urban area of India. The study had been done online mode focusing on employees with disability working in information technology companies in the urban area of India where IT companies' presence is there.

4.3 Methodology

Sampling and on-board of the partakers, In order to choose the prospective participants for the research, I deployed purposive sampling for its capacity to propose insights into an exacting experience. It involves that the investigator chooses individuals and sites of research for their capacity to with determination inform an understanding of the study predicament and central observable fact in the study.

Since the research was conceptualized as exploratory in character I sought to comprehend the lived experiences and work environment of disabled Employees across geographical locations.

In order to examine topic, it was significant to have a decent sample size. Hence, while designing the research, I expected the maximum number of participants to be seventy.

In the current research, the observable fact under investigation was the experience of being a disabled employee in information technology and enabled services companies and its relation to work environment, work place solutions and employer perspective. Hence partaking was sought only from those disabled employees who were working in information technology companies as they are most likely to interact with different aspects of work

environment, work place solutions. The process of contacting prospective participants at first began through a visually impaired friend who works in IT Company and also support centre for employment of persons with disability, from there obtained contact numbers and Email ID for me to send questioners to interested employees with disability. Through this route few employees with disability were taken on-board from then on I used snowball technique get to disabled employees. In the absence of many contacts through which disabled employees could have been contacted, the snowball technique was deemed suitable. Using the snowball technique, sixty-eight participants were taken on-board across in India, also colleagues and the managers were taken on-board to know the views about employees with disability and how their contribution viewed as.

4.3.1 Methods of Data Collection

Secondary Data: Secondary data for the purpose of the research were acquired from different sources take in the Census of India 2001 & 2011, report of 58th round of National Sample Survey Organisation on Disabled persons in India, various articles and books etc.

Primary Data collection: Primary data were collected together form – qualitative and quantitative. Data was collected via semi structured questionnaire. Primary data was also collected from colleagues and the managers.

4.4 Problem of Study

The organisations think that the people with disability have limited capacity with respect to work and when they are employed, they think that they are bringing the problems. After the recruitment, these people with disability cannot be terminated citing their disability because of their legal rights. The laws across globe does not have any provision for the people with disabilities if they cannot perform their duty as prescribed by the organisations and the organisations can terminate these disabled employees, if the reason is not connected to the disability (Lufburrow, 2007). Of late, a research done by Perry (2002) shows that even through there are human rights legislation, anti-discrimination, and quota systems in place to encourage the organisations to give up the negative attitudes towards the people with disability and to increase their commitment to these workers, these steps do not address the change that is needed to join these workers with disability in the mainstream and they indeed need some special arrangements in the work environment. This scenario is evident in the ITES sector particularly, as these organisations do not provide necessary opportunities for the

disabled workers. However, the change is sighted in the ITES sector and this change is occurring slowly.

Following the signing and ratification of the UNCRPD in 2007 by India, the procedure to enact a new legislation to replace the Persons with Disabilities Act, 1995 (PWD Act, 1995) was initiated in 2010 in order to ensure compliance with the UNCRPD. After undergoing an array of drafting and consultation procedures, the Rights of PWD Act, 2016 (RPWD Act, 2016) was passed in both the houses of the Parliament. Post receipt of an assent from the Hon'ble President of India, the act was notified on 28 December, 2016 (Hess-Klein, 2017). The said act's fundamental emphasis was on participation within the society without discrimination, and by total effective inclusion. Respecting the differences by accepting the disabilities are the integral part of humanity and its diversity. Providing equal opportunities, gender equality, accessibility, and evolving capacities with respect to the rights of the children with disabilities to safeguard their identities This principle projected a model transition in thoughts and perceptions related to disability from the standpoint of social welfare relating to the issue of human rights (Narayan & John, 2017).

4.5 Quantitative Results

4.5.1 Introduction

The chapter reveals the statistical outcomes affecting data received from the participants of the research study. The data has filed in an excel file and transferred into SPSS 20.0 version. SPSS software is used for the present study results analysed. The sample size for the study is n=68. The percentage analysis and descriptive statistics were used to find out the information of the participants.

Table 1: Frequency of Gender

Gender	Frequency	Percentage (%)
Male	47	69.1
Female	21	30.9
Total	68	100.0

Table 1 depicts the gender of the respondents. Maximum 69.1% of the respondents were male, and 30.9% of the respondents were female.

Figure 2: Percentage of Gender

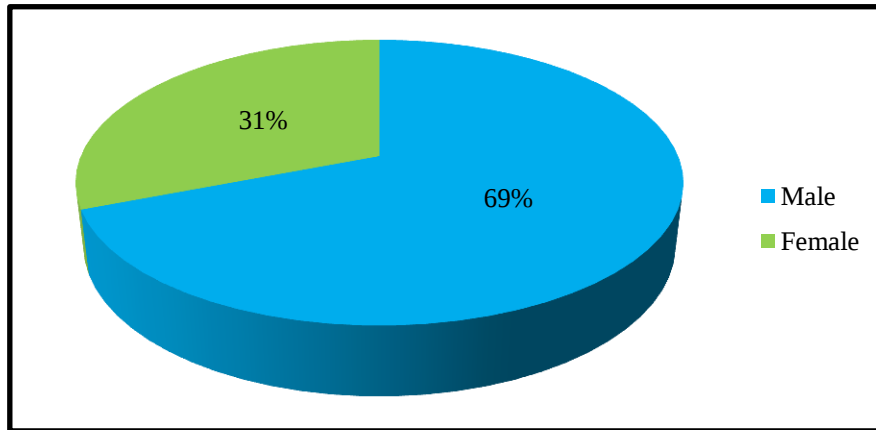


Table 2: Frequency of Age group

Age group	Frequency	Percentage (%)
25-40 years	68	100.0
Total	68	100.0

Table 2 reveals the age of the respondents. All the respondents belong to the age group between 25-40 years.

Table 3: Frequency of Education

Education	Frequency	Percentage (%)
Under Graduation	2	2.9
Graduation	47	69.1
Post-graduation	19	27.9
Total	68	100.0

As shown in the above table 3 depicts the education of the respondents. The majority, 69.1% of the respondents have done graduation followed by, 27.9% of the respondents have post-graduate and 2.9% of the respondents have done undergraduate.

Figure 3: Percentage of Education

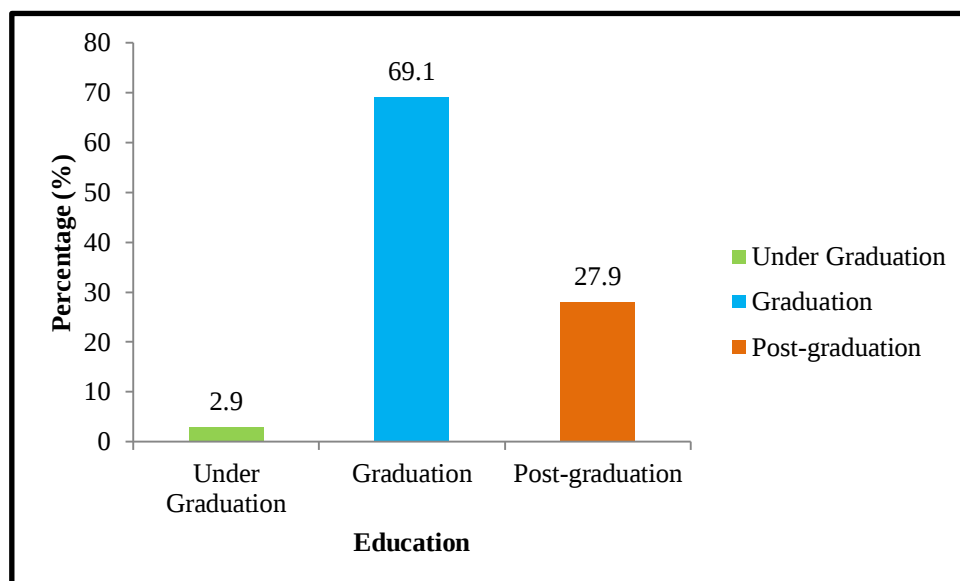


Table 4: Descriptive Statistics for Total number of employees in the organization

		Mean	SD	Maximum	Minimum
Total number of employees in Organization (approx.)	8	70473.54	140934	417929	0

Table 4 shows the total number of employees in the organization. From the above findings, it is depicted that an average of 70473 numbers of the employees with maximum 417929 in the organization.

Table 5: Frequency of aware or know any person living with a disability or do you have any form of disability yourself

Are you aware or know any person living with a disability, or do you have any form of disability yourself?	Frequency	Percentage (%)
Yes	68	100.0
Total	68	100.0

The respondents know or aware of any disability person or forming themselves any disability is depicted in Table 5. All the respondents stated that they have awareness and know a person living with a disability.

Table 6: Frequency of If you are not disabled do you have a particular interest in services for disabled people because you are a caretaker, relative, peer or employer

If you are not disabled, do you have a particular interest in services for disabled people because you are a caretaker, relative, peer or employer, etc.?	Frequency	Percentage (%)
Yes	2	2.9
No	37	54.4
NA	29	42.6
Total	68	100.0

Table 6 reveals the respondents were if not disabled, they have a particular interest in services for disabled people because they are a caretaker, relative, peer or employer. Most of

the respondents (54.4%) stated no followed by, 42.6% were not applicable, and 2.9% of the respondents stated yes.

Figure 4: Percentage of if you are not disabled do you have a particular interest in services for disabled people because you are a caretaker, relative, peer or employer

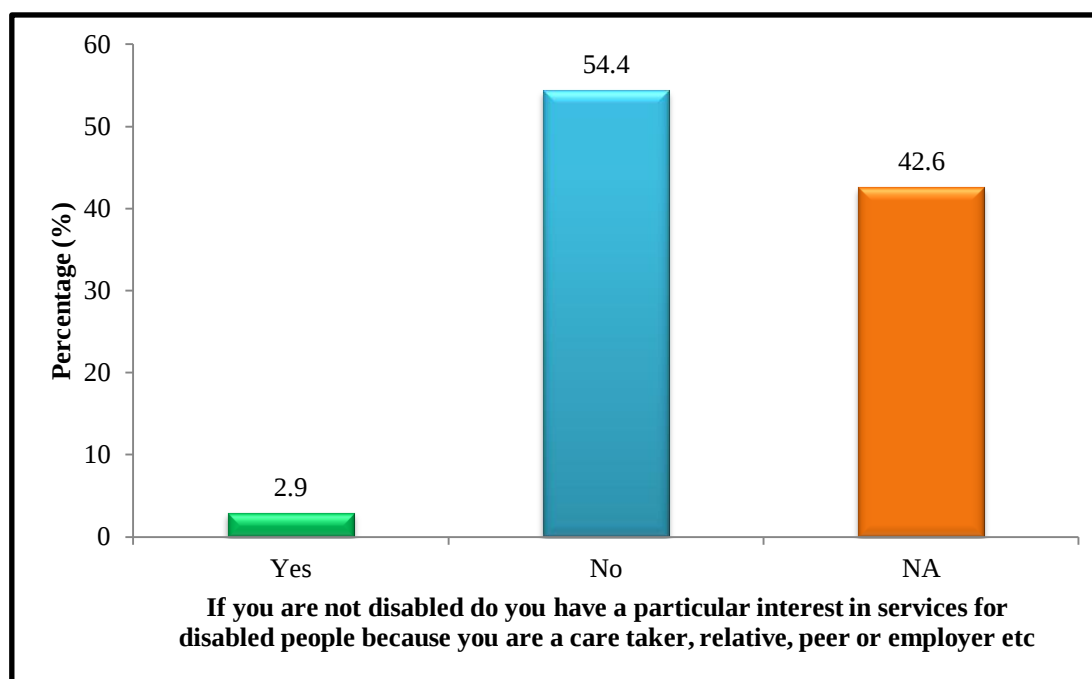


Table 7: Frequency of type of disability applies to you

	Yes	%
Physical impairment	18	27.7
Sensory impairment, such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment	46	70.8
Mental health and emotional disabilities	0	0.0
Learning disabilities	3	4.6
Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	0	0.0
Others please specify	0	0.0

Table 7 presents the type of disability applies to the respondents. It represents the respondents who are applied with a type of disability. Respondents stating sensory

impairment like being blind or having serious visual impairment or being deaf or with serious hearing impairment constituted majority 70.8 %. Physical impairment is what 27.7 % stated, and learning ability is stated by 4.6 %.

Figure 5: Percentage of type of disability applies to you

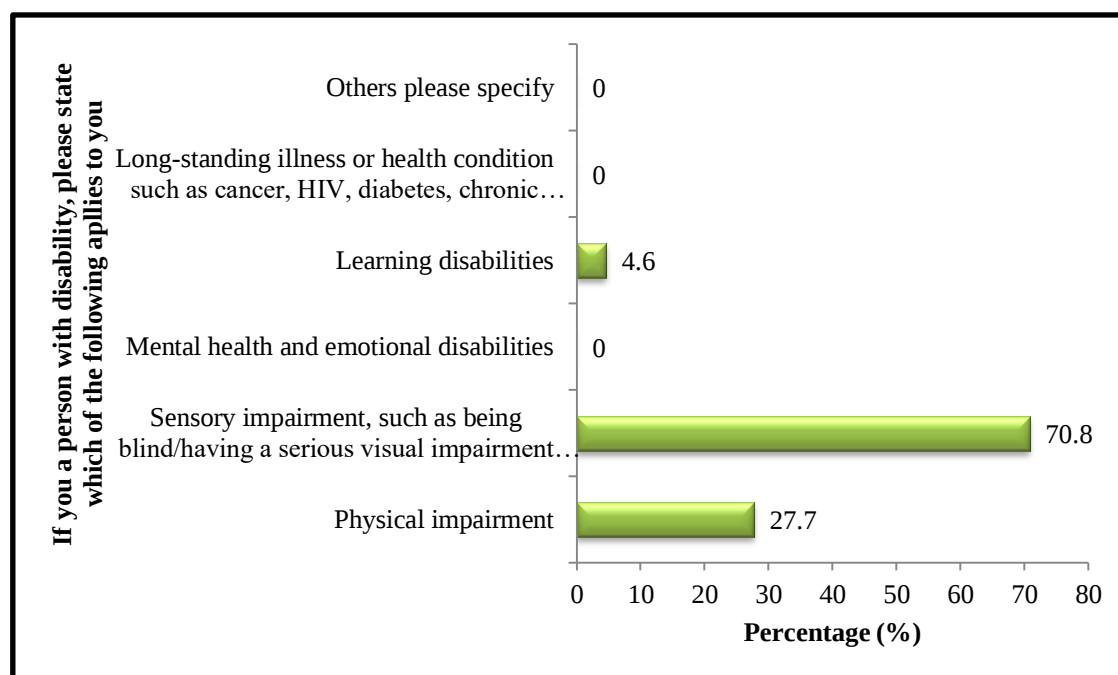


Table 8: Frequency of prognosis or impairment affects respondents' daily life activities

What is the prognosis or how the impairment affects your daily life activities?	Frequency	Percentage (%)
No difficulty	16	23.5
Mild difficulty	37	54.4
Need little bit help from others	13	19.1
Severe difficulty	2	2.9
Total	68	100.0

Table 8 presents the prognosis or impairment affects respondents' daily life activities. Majority 54.4% of the respondents stated that they had mild difficulty affects their daily life activities, 23.5% of the respondents stated that they don't have any difficulties affects their daily life activities, 19.1% of the respondents stated that they had to need little bit help from

others and 2.9% of the respondents stated that they had severe difficulty impairment affects their daily life activities.

Figure 6: Percentage of prognosis or impairment affects your daily life activities

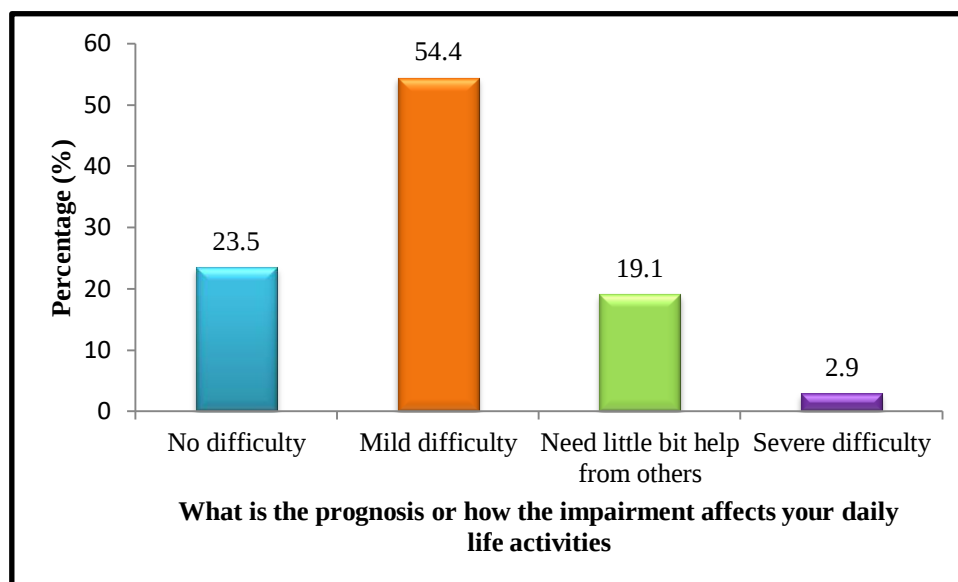


Table 9: Frequency of impairment occur

How did the impairment occur?	Frequency	Percentage (%)
By birth	53	77.9
During childhood	8	11.8
Due to an accident	1	1.5
Due to work	6	8.8
Total	68	100.0

Table 9 depicts the impairment occurs of the respondents. Among the respondents, 77.9% of the respondents stated that they had impairment occur by birth, 11.8% of the respondents stated during childhood, 8.8% of the respondents stated due to an accident and 1.5% of the respondents stated due to work.

Figure 7: Percentage of impairment occur

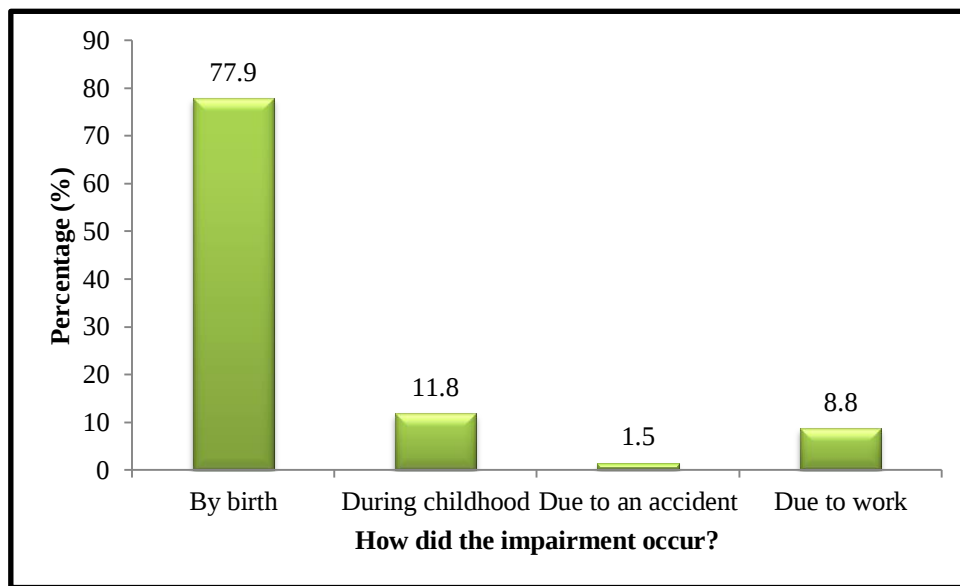


Table 10: Frequency of impairment occur because of which

	Count	%
Have difficulty seeing even if wearing glasses	37	56.9
Have difficulty hearing even if using the hearing aid	3	4.6
Have difficulty walking or climbing stairs	23	35.4
Have difficulty remembering or concern	1	1.5
Have difficulty communicating	11	16.9

Table 10 presents the prognosis or impairment affects respondents' daily life activities. It was found that 56.9% of the respondents stated that they have difficulty seeing even if wearing glasses, 35.4% of the respondents stated that they have difficulty walking or climbing stairs, 16.9% of the respondents stated that they have difficulty communicating and 4.6% of the respondents stated that they have difficulty hearing even if using hearing aid.

Figure 8: Percentage of type of difficulty

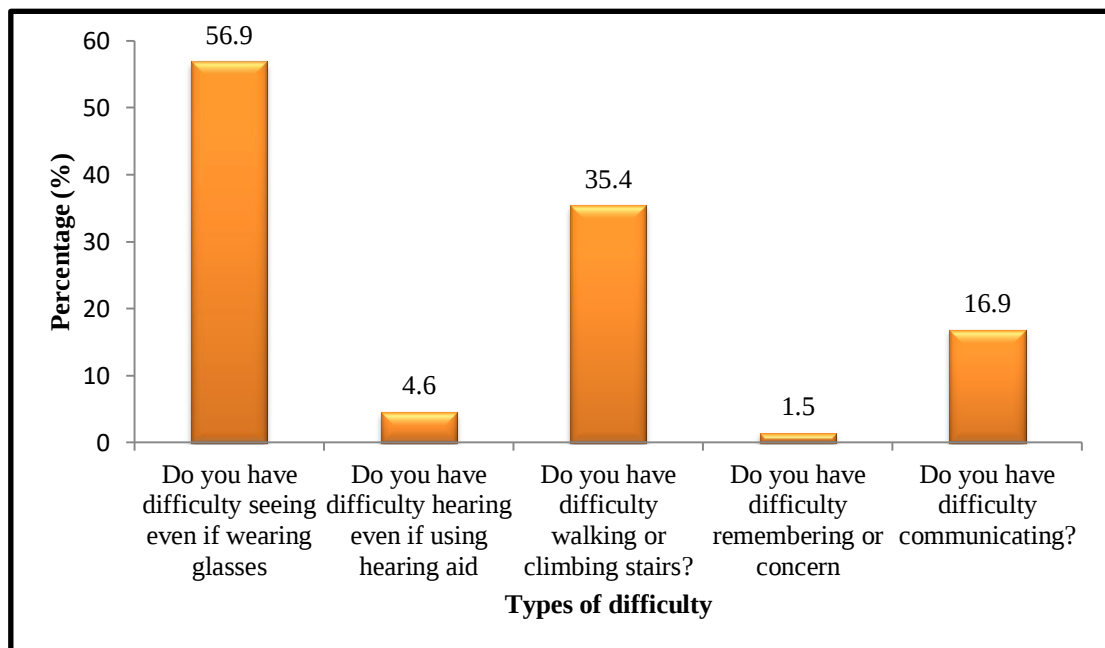


Table 11: Descriptive statistics of respondents' current job (in years/months)

	Mean	SD	Max	Min
How long have you been in your current job (In years/months)	4.63	1.55	12.00	.80

SD- Standard Deviation, Max- Maximum, Min-Minimum

Table 11 reveals the descriptive statistics of the respondents have been in current job (in years / months). Respondents have an average of 4.63 years been in a current job.

Table 12: Frequency of disability at or before the interview

Thinking back to when you were recruited, did you declare your disability at or before an interview	Frequency	Percentage (%)
Yes	57	83.8
No	11	16.2
Total	68	100.0

Table 12 depicts that the respondents declare the disability at or before the interview. Majority 83.8% of the respondents stated that they had declared their disability at or before

an interview, and 16.2% of the respondents stated they did not declare their disability at or before the interview.

Figure 9: Percentage of disability at or before the interview

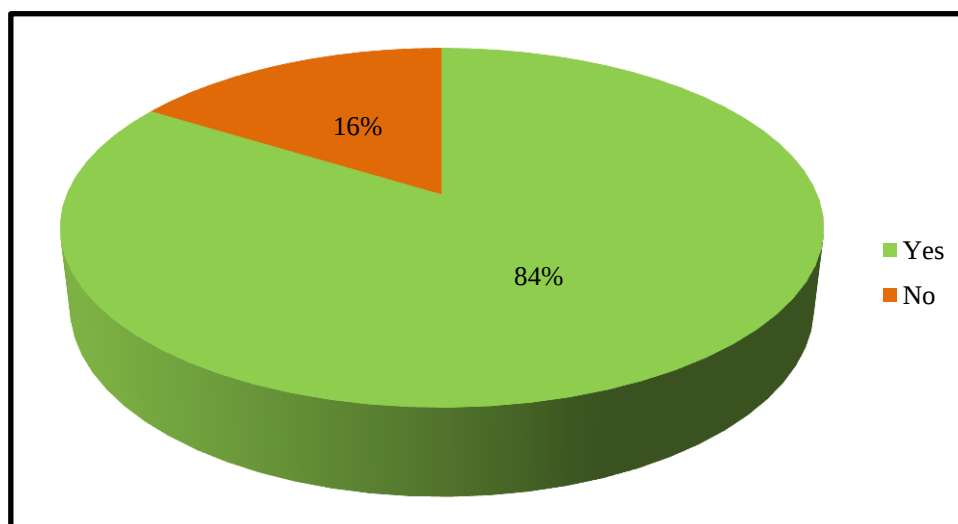


Table 13: Frequency of adjustments made to the interview to facilitate

If you declared your disability before the interview, were adjustments made to the interview to facilitate it (for example room location, sign language interpreter, hearing loop, etc.)	Frequency	Percentage (%)
Yes	63	92.6
No	5	7.4
Total	68	100.0

Table 13 reveals the adjustments made to the interview to facilitate. Maximum 92.6% of the respondents stated that the interviewer has an adjustment made to the interview to facilitate after they have declared their disability while 7.4% of the respondents stated that the interviewer has not an adjustment made to the interview to facilitate after they have declared their disability.

Figure 10: Percentage of adjustments made to the interview to facilitate

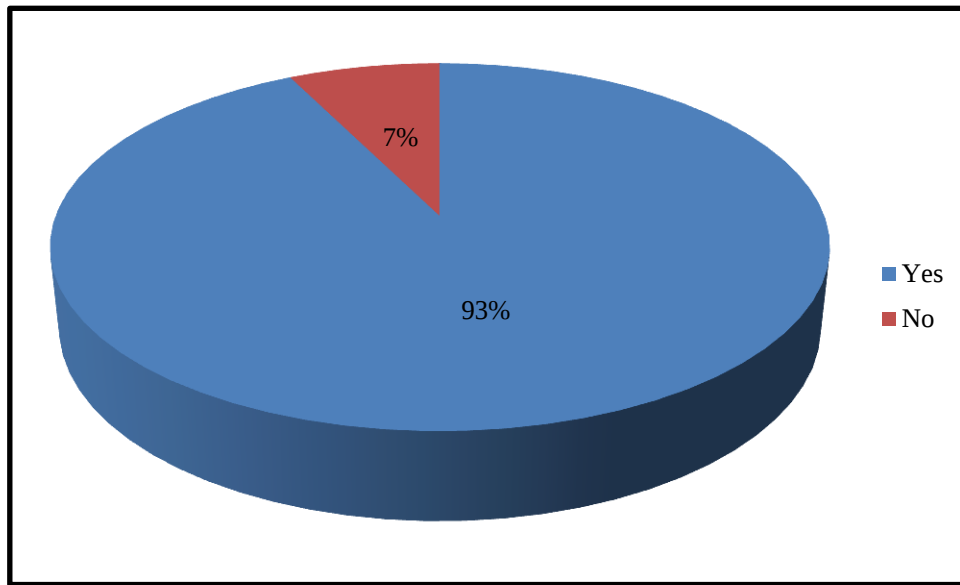


Table 14: Frequency of how satisfied with the recruitment process

Overall, how satisfied with the recruitment process were you?	Frequency	Percentage (%)
Very Satisfied	3	4.4
Satisfied	63	92.6
No opinion	2	2.9
Total	68	100.0

Table 14 reveals the respondents have satisfied with the recruitment process. Maximum 92.6% of the respondents were satisfied with their recruitment process, 4.4% of the respondents were very satisfied with their recruitment process, and 2.9% of the respondents stated no opinion.

Figure 11: Percentage of how satisfied with the recruitment process

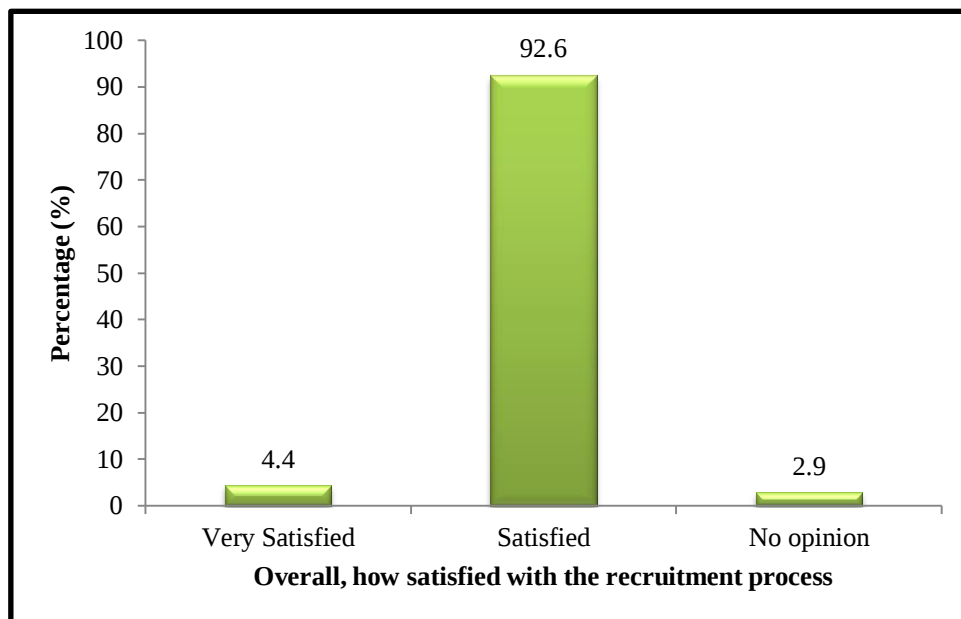


Table 15: Frequency of respondents has any difficulty

Did you have any difficulty	No difficulty	Mild difficulty	Moderate difficulty	Severe difficulty	Unable
	n(%)				
Doing your work using your normal procedures?	31 (45.6)	15 (22.1)	19 (27.9)	3 (4.4)	0 (0.0)
Doing your usual work because of impairment?	63 (92.6)	5 (7.4)	0 (0.0)	0 (0.0)	0 (0.0)
Doing your work as well as you would like to?	67 (98.5)	1 (1.5)	0 (0.0)	0 (0.0)	0 (0.0)
Spending your usual amount of time doing your work?	64 (94.1)	2 (2.9)	1 (1.5)	0 (0.0)	1 (1.5)

Table 15 depicts the respondents has any difficulty while doing their work. Most of the respondents stated that they had no difficulty while doing their work using normal procedures (45.6) while doing their usual work (92.6%) while doing their work as well as they would like (98.5%) and while spending their usual amount of time doing their work (94.1%).

Figure 12: Percentage of respondents has any difficulty

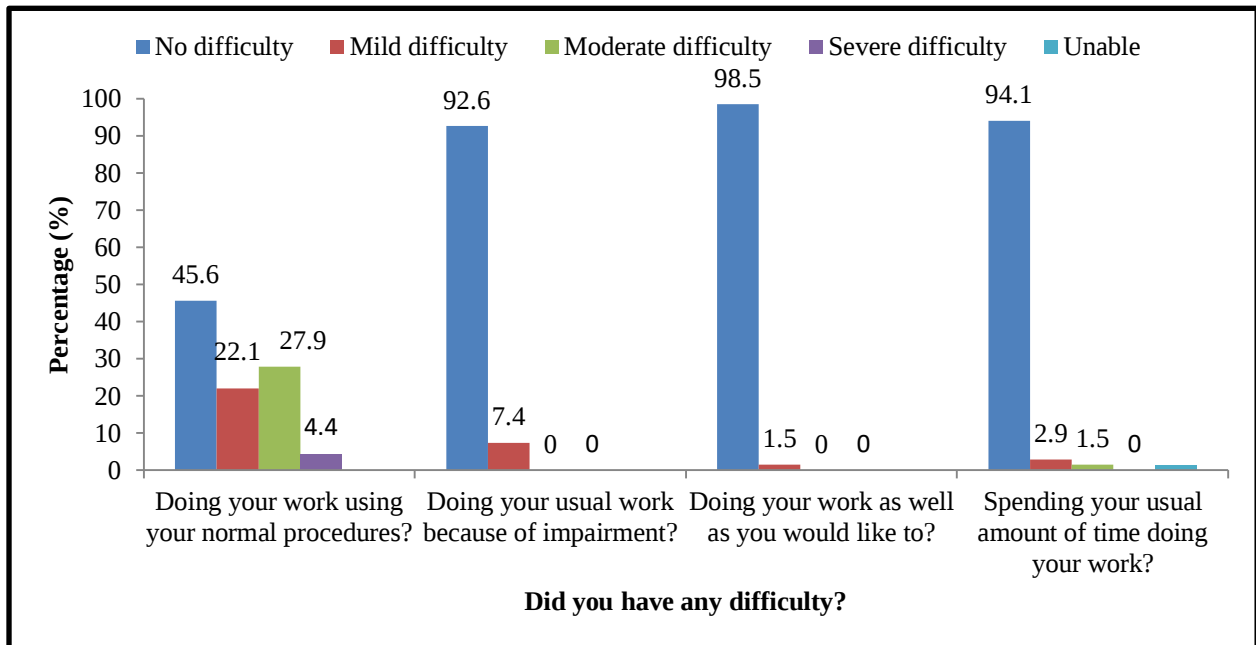


Table 16: Frequency of Physical and Structural Barriers

Physical and Structural Barriers	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	n(%)				
Means of access to and into the building (transport provided, ramps at the entrance, tactile warnings, hand rails, etc.)	27 (39.7)	2 (2.9)	0 (0.0)	39 (57.4)	0 (0.0)
Access within the building (internal ramps, providing or modifying equipment, lifts with braille symbols and signals, signage, etc.)	0 (0.0)	2 (2.9)	0 (0.0)	66 (97.1)	0 (0.0)
Creating a safe working environment (accessible fire exits, memo routes clear of hazards, preventing health hazards and accidents)	0 (0.0)	0 (0.0)	4 (5.9)	63 (92.6)	1 (1.5)

Table 16 depicts the physical and structural barriers. Most of the respondents (97.1%) were agreed with the statement “Access within the building (internal ramps, providing or

modifying equipment, lifts with braille symbols and signals, signage, etc.)” followed by, 92.6% of the respondents were agreed with the statement “Creating a safe working environment (accessible fire exits, memo routes clear of hazards, preventing health hazards and accidents)” and 57.4% also agreed with the statement “Means of access to and into the building (transport provided, ramps at the entrance, tactile warnings, handrails, etc.)”.

Figure 13: Percentage of Physical and Structural Barriers

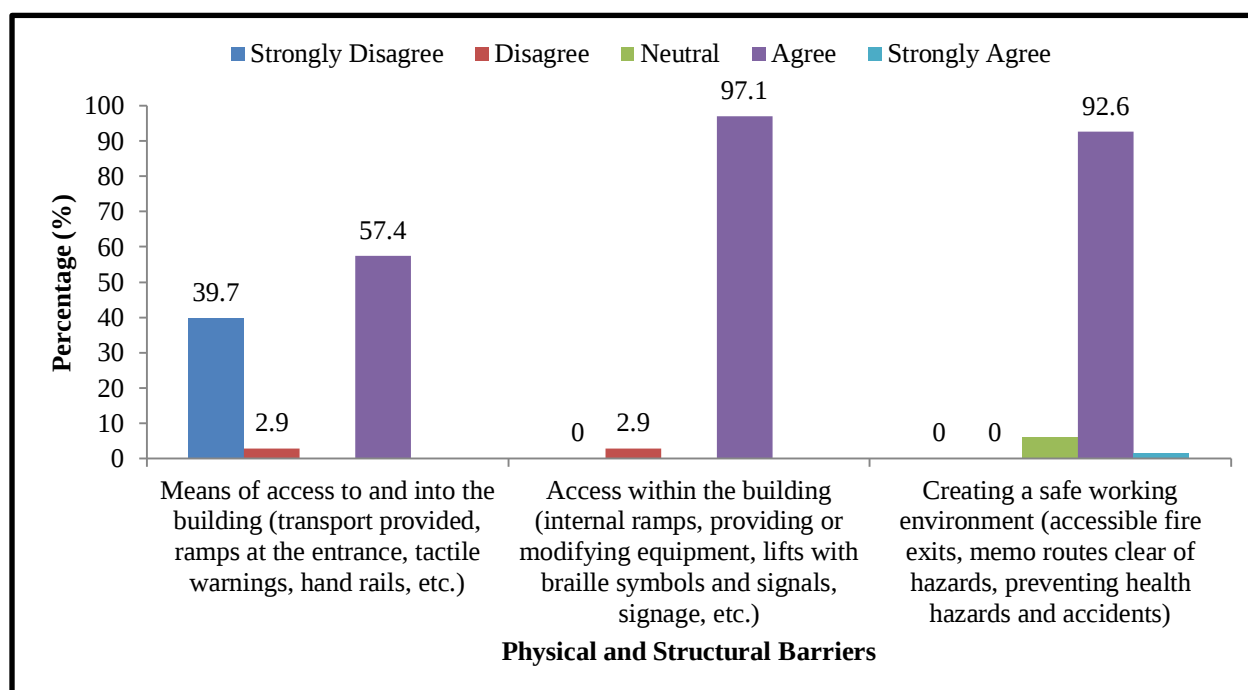


Table 17: Frequency of Communication and information barriers

Communication and information barriers	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	n(%)				
Providing text phone, type talk, hearing induction loop facilities, screen reader, language/terminology used by staff, signage, additional training, etc.	0 (0.0)	0 (0.0)	0 (0.0)	64 (94.1)	4 (5.9)
Provide appropriate aids/technology/ attendants (providing supervisor / mentor, braille symbols and auditory	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)

signals, adapted toilets, fitness/sports equipment, etc.)					
Conducting regular orientation programs	0 (0.0)	0 (0.0)	0 (0.0)	66 (97.1)	2 (2.9)
Providing opportunity for training	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)
Extending certain benefits (providing rights to special leave, reallocating work, additional medical allowance, etc.)	0 (0.0)	2 (2.9)	0 (0.0)	64 (94.1)	4 (5.9)
Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of the rank of people who may become disabled, etc.	0 (0.0)	0 (0.0)	2 (2.9)	66 (97.1)	0 (0.0)
Positive attitude of people working in organization	0 (0.0)	0 (0.0)	0 (0.0)	66 (97.1)	2 (2.9)
Harassment, discrimination at work place	2 (2.9)	2 (2.9)	0 (0.0)	64 (94.1)	0 (0.0)

Table 17 depicts communication and information barriers. All the respondents were agreed with the statement “provide appropriate aids/ technology/ attendants” followed by, 97.1% of the respondents were agreed with the statements “Conducting regular orientation programs”, “Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled, etc.” and “Positive attitude of people working in organization” and 94.1% were also agreed with the statements “Harassment, discrimination at workplace”, “Extending certain benefits (providing rights to special leave, reallocating work, additional medical allowance, etc.)” and “Providing text phone, type talk, hearing induction loop facilities, screen reader, language/terminology used by staff, signage, additional training, etc.”

Figure 14: Percentage of Communication and information barriers

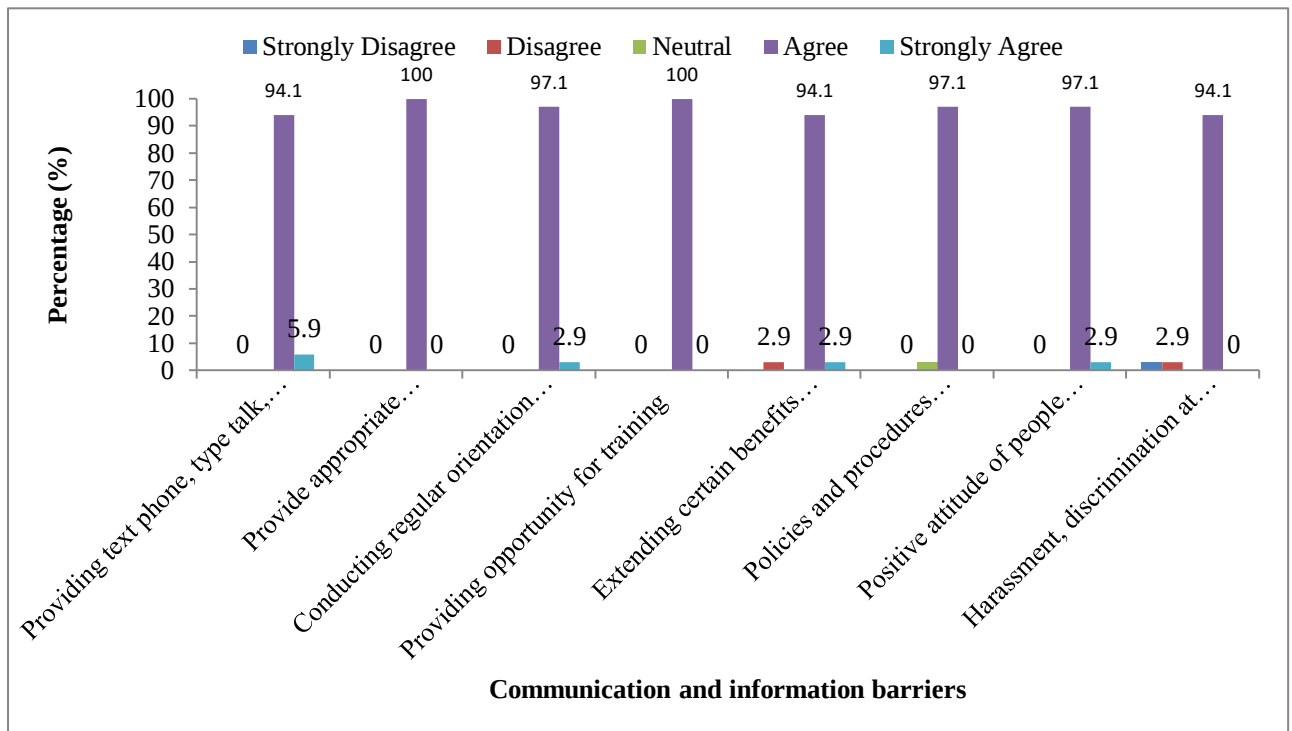


Table 18: Frequency of Adjustments made at the workplace

Physical and Structural Barriers	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	n(%)				
Designing all employment systems, processes and facilities to be accessible at work place.	0 (0.0)	0 (0.0)	4 (5.9)	64 (94.1)	0 (0.0)
Provide training to employees with disabilities on the use of any new equipment or systems.	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)
Extra benefits such as providing right to special leave, additional medical allowance, changing the workplace etc., are provided to disabled people.	0 (0.0)	0 (0.0)	4 (5.9)	64 (94.1)	0 (0.0)

Table 18 depicts the adjustments made in the workplace. All the respondents (100%) were agreed with the statement “Provide training to employees with disabilities on the use of

any new equipment or systems”, and 94.1% were also agreed with the statements “Designing all employment systems, processes and facilities to be accessible at workplace” and “Extra benefits such as providing right to special leave, additional medical allowance, changing the workplace etc., are provided to disabled people.”

Figure 15: Percentage of Adjustments made at the workplace

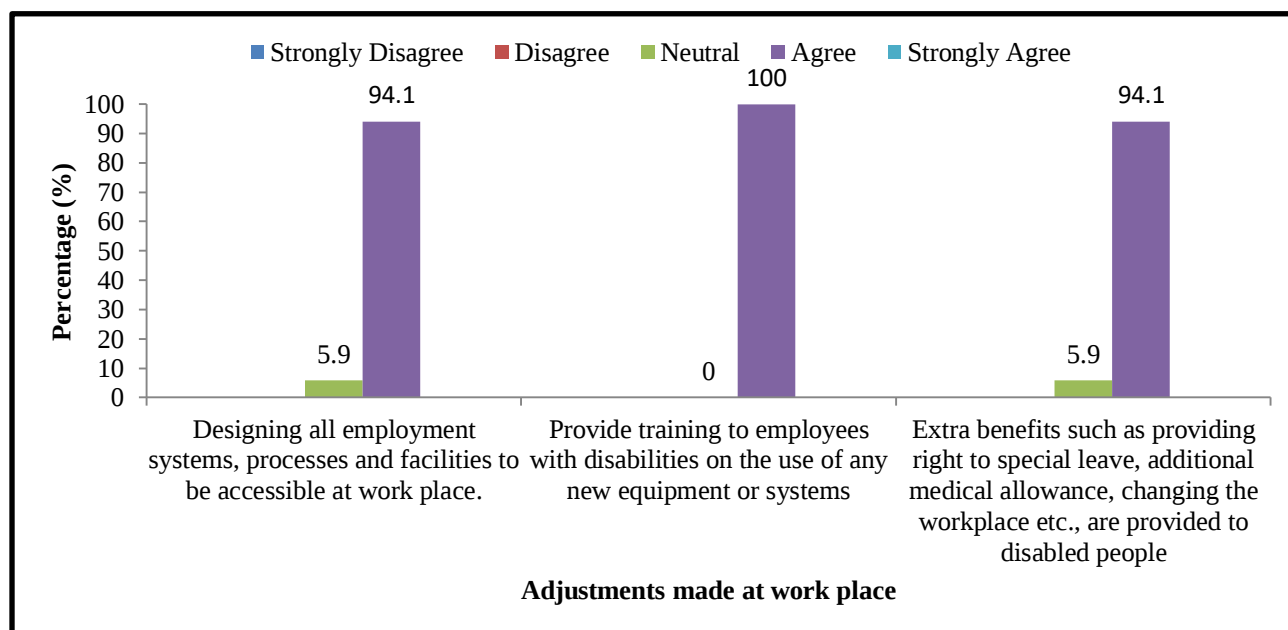


Table 19: Frequency of Perceived positive beliefs of employing persons with disability

Perceived positive beliefs of employing persons with disability	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	n(%)				
Finding workers who can fill, skill gaps in the tight labor market	0 (0.0)	0 (0.0)	0 (0.0)	66 (97.1)	2 (2.9)
Increased potential labor market	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)
Reflecting the diversity of the local community	0 (0.0)	0 (0.0)	0 (0.0)	64 (94.1)	4 (5.9)
Benefits to the employer brand	0 (0.0)	0 (0.0)	0 (0.0)	62 (91.2)	6 (8.8)
Organizational learning	0 (0.0)	0 (0.0)	0 (0.0)	65 (95.6)	3 (4.4)
Better or average absence, health and safety records, and maintenance costs for disabled	0 (0.0)	0 (0.0)	2 (2.9)	65 (95.6)	1 (1.5)

employees					
Hiring workers with disabilities can make your company eligible for economic incentives	0 (0.0)	0 (0.0)	0 (0.0)	66 (97.1)	2 (2.9)

Table 19 shows the frequency of perceived positive beliefs of employing persons with a disability stated by the respondents. From the results, it is reveals that most of the respondents (100%) were agreed with statement “increased potential labor market” followed by, 97.1% of the respondents were agreed with the statements “finding workers who can fill, skill gaps in the tight labor market” and “hiring workers with disabilities can make your company eligible for economic incentives”, 95.6% of the respondents were agreed with the statements “organizational learning” and “better or average absence, health and safety records, and maintenance costs for disabled employees”, 94.1% of the respondents were agreed with the statements “reflecting the diversity of the local community”, and 91.2% of the respondents were agreed with the statements “benefits to the employer brand”.

Figure 16: Percentage of Perceived positive beliefs of employing persons with disability

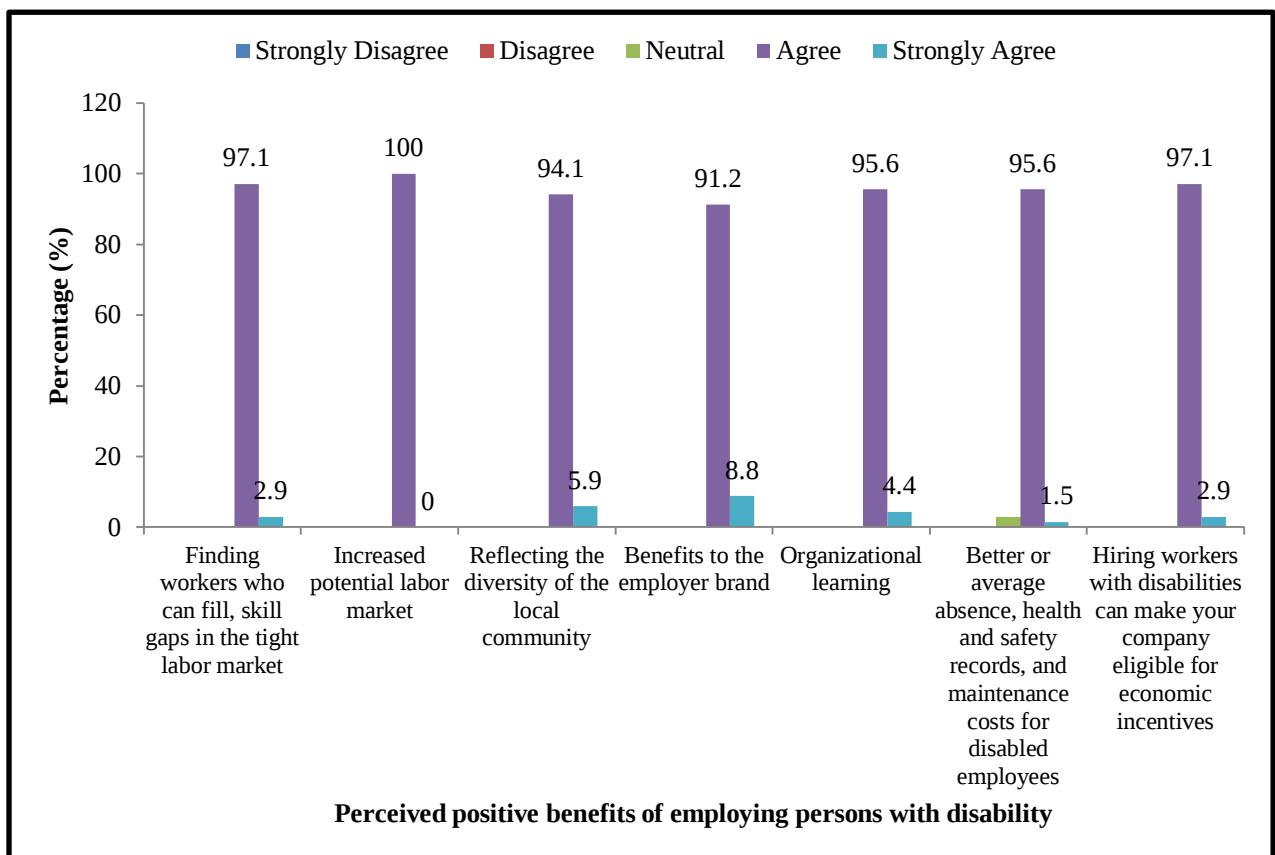


Table 20: Frequency of Awareness of disability acts

Awareness of disability acts	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	n(%)				
Reporting to special employment exchange with information about vacancies that have occurred or are about to occur in establishment	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)
If suitable persons with disabilities not available, such vacancy shall be carried forward to the succeeding recruitment year	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)
Percentage of vacancies not<3% for persons or class of persons with disability, of which 1% each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotors disability	0 (0.0)	0 (0.0)	0 (0.0)	68 (100.0)	0 (0.0)

As shown in the above table, it is depicted that the frequency of awareness of disability acts. All the respondents (100%) were agreed with the statements “Reporting to special employment exchange with information about vacancies that have occurred or are about to occur in establishment”, “If suitable persons with disabilities not available, such vacancy shall be carried forward to the succeeding recruitment year” and “Percentage of vacancies not<3% for persons or class of persons with disability, of which 1% each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotors disability”.

Table 21: Frequency of Necessary adjustments have been made to promote persons with special needs

Necessary adjustments have been made to promote persons with special needs	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	n(%)				
Ensure that Standards for Selection and Assessment do not discriminate on any prohibited ground of discrimination, including disability.	66 (97.1)	2 (2.9)	0 (0.0)	0 (0.0)	0 (0.0)
Ensure that employment opportunities are advertised in an accessible format for people with special needs.	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Identifying and removing barriers to employment, career development and promotion of persons with disabilities	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Designing all employment systems, processes and facilities to be accessible in workplace	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements.	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Provide training to employees with disabilities on the use of any new or upgraded equipment or systems	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Ensure that employees with disabilities are provided with information in a timely fashion and a usable format	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Ensure proper technical aids, equipment and services for	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)

employees with disabilities					
Ensure that good workplace morale is there and the people with special needs are being treated as a part the team	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Extra benefits like providing rights to special leave, additional medical allowance changing the workplace etc. are provided to disabled people	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
Respect individual's right to privacy and confidentiality of disabled people	68 (100.0)	0 (0.0)	0 (0.0)	0 (0.0)	0(0.0)

Table 21 shows the frequency of necessary adjustments has been made to promote persons with special needs stated by the respondents. All the respondents were strongly disagree with the statements “Ensure that employment opportunities are advertised in an accessible format for people with special needs”, “Identifying and removing barriers to employment, career development and promotion of persons with disabilities”, “Designing all employment systems, processes and facilities to be accessible in workplace”, “Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements”, “Provide training to employees with disabilities on the use of any new or upgraded equipment or systems”, “Ensure that employees with disabilities are provided with information in a timely fashion and a usable format”, “Ensure proper technical aids, equipment and services for employees with disabilities”, “Ensure that good workplace morale is there, and the people with special needs are being treated as a part the team”, “Extra benefits like providing rights to special leave, additional medical allowance changing the workplace etc. are provided to disabled people” and “Respect individual's right to privacy and confidentiality of disabled people”.

Table 22: Frequency of Benefits of employing disabled people

Benefits of employing disabled people	Count	%
Motivated individuals.	68	100.0
Tapping into a wider range of applicants for job vacancies.	68	100.0
Finding workers who can fill skills gaps in tight labour markets.	68	100.0
Increased potential labour market.	68	100.0
Diverse Skills and Perspectives.	66	97.1
Reflecting the diversity of the local community.	68	100.0
Benefits to the employer brand.	68	100.0
Organizational learning.	68	100.0
Better or average sickness absence, health and safety records and maintenance costs for disabled employees.	68	100.0
Hiring workers with disabilities can make your company eligible for economic incentives.	68	100.0
Creating an environment where all citizens, as per their ability, are able to contribute to the organisation as well as the nation's development.	68	100.0

Table 22 reveals the frequency of benefits of employing disabled people. From the findings, it is depicted that all the respondents stated yes for the statements “Motivated individuals”, “Tapping into a wider range of applicants for job vacancies”, “Finding workers who can fill skills gaps in tight labour markets”, “Increased potential labour market”, “Diverse Skills and Perspectives”, “Reflecting the diversity of the local community”, “Benefits to the employer brand”, “Organizational learning”, “Better or average sickness absence, health and safety records and maintenance costs for disabled employees”, “Hiring workers with disabilities can make your company eligible for economic incentives” and “Creating an environment where all citizens, as per their ability, are able to contribute to the organisation as well as nation’s development”.

Table 23: Frequency of Provisions of Persons with Disabilities Act 1995

Provisions of Persons with Disabilities Act 1995	Count	%
Identify posts, in the establishments, which can be reserved for the persons with disability.	68	100.0
Percentage of vacancies not less than 3 per cent for persons or class of persons with disability of which 1 per cent each shall be reserved for persons suffering from blindness or low vision; hearing impairment; loco motor disability.	68	100.0
Reporting to Special Employment Exchange with information about vacancies that have occurred or are about to occur in the establishment.	68	100.0

Table 23 presents the frequency of provisions of persons with disabilities Act 1995. From the findings, it is depicted that all the respondents stated yes for the statements “Identify posts, in the establishments, which can be reserved for the persons with disability”, “Percentage of vacancies not less than 3 per cent for persons or class of persons with disability of which 1 per cent each shall be reserved for persons suffering from blindness or low vision; hearing impairment; loco motor disability” and “Reporting to Special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment”.

Table 24: Frequency of Checking of records

Checking of records	Count	%
Due to non-availability of a suitable person with a disability, such vacancy shall be carried forward in the succeeding recruitment year	68	100.0
Every employer shall maintain such record in relation to the Person with disability employed in his establishment in the government-approved form	68	100.0
Employers both in public and private sectors to ensure that at least 5 per cent of their workforce is composed of persons with disabilities.	68	100.0

Table 24 reveals the frequency of checking records stated by the respondents. From the above outcomes, it is depicted that all the respondents stated yes for the statements “Due to non-availability of a suitable person with disability such vacancy shall be carried forward in the succeeding recruitment year”, “Every employer shall maintain such record in relation to the Person with disability employed in his establishment in government-approved form” and “Employers both in public and private sectors to ensure that at least 5 per cent of their workforce is composed of persons with disabilities”.

4.6 Qualitative Results

4.6.1 Introduction

The present qualitative results chapter, the investigator delivers the outcomes of the qualitative data. The data entered in text format and transferred into the Wordaizer version 5.0. The sample size is 30 respondents. In the recruitment of disabled people the attitude of organization is explained in this chapter, employment of disability persons’ category in organization, disability person employing benefits as perceived, Employees perceptions for disability and their issues, disabled people facing barriers in communication and information in the workplace, the necessary adjustments and coping mechanisms by the employer in organizations to accommodate disabled persons, for promoting special need persons the necessary adjustments done in your organization, disabled persons biggest barrier and the most positive aspect in your organization.

Table 25: Frequency of gender of the respondents

Gender	Frequency (n)	Percentage (%)
Male	12	40.0
Female	18	60.0
Total	30	100.0

Table 25 depicts the gender of the respondents. Majority 60% of the respondents were female, and 40% of the respondents were male.

Figure 17: Percentage of the gender of the respondents

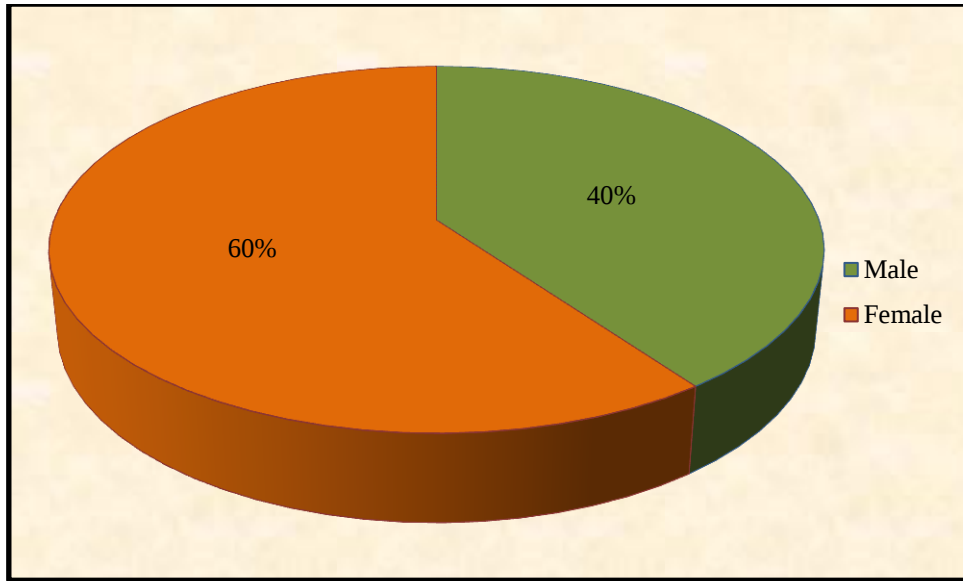


Table 26: Frequency of designation of the respondents

Designation	Frequency (n)	Percentage (%)
Project Lead	4	13.3
Software Developer	5	16.7
Project Manager	7	23.3
Web Developer	3	10.0
Quality tester	8	26.7
Business Analyst	1	3.3
Programmer	1	3.3
Quality Engineer	1	3.3
Total	30	100.0

Table 26 reveals the designation of the respondents. Majority 26.7% of the respondents were quality tester followed by, 23.3% of the respondents were project manager, and 16.7% of the respondents were software developer, 13.3% of the respondents were project lead, 10% of the respondents were web developer and each 3.3% of the respondents were programmer and quality engineer.

Figure 18: Percentage of the designation of the respondents

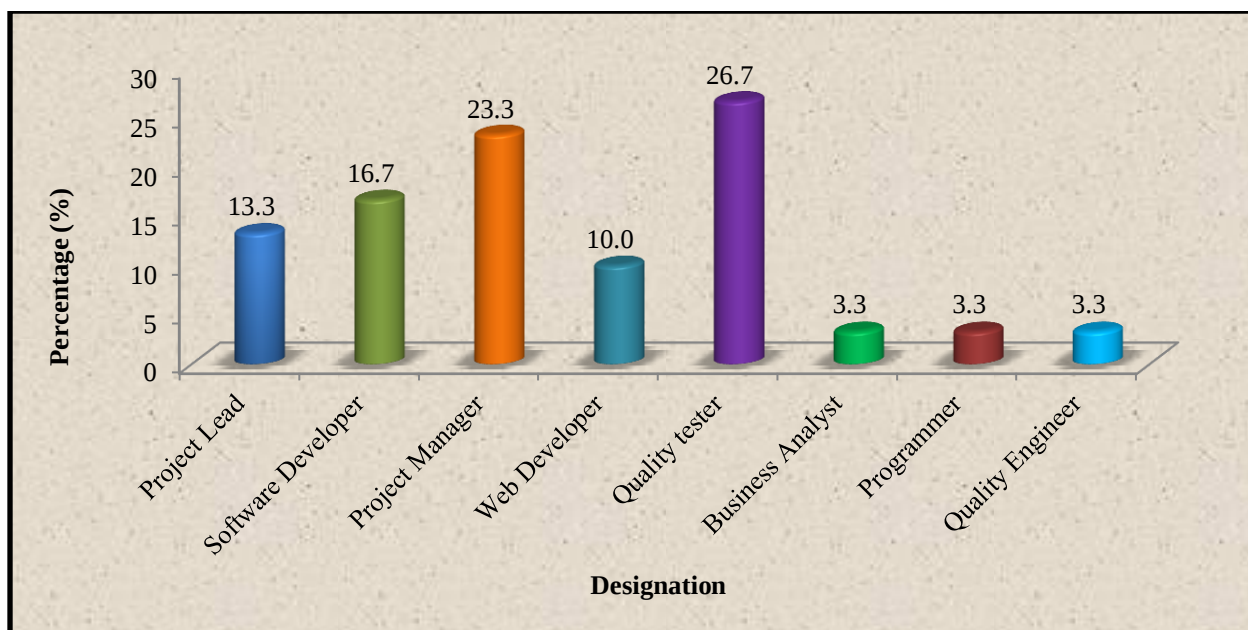
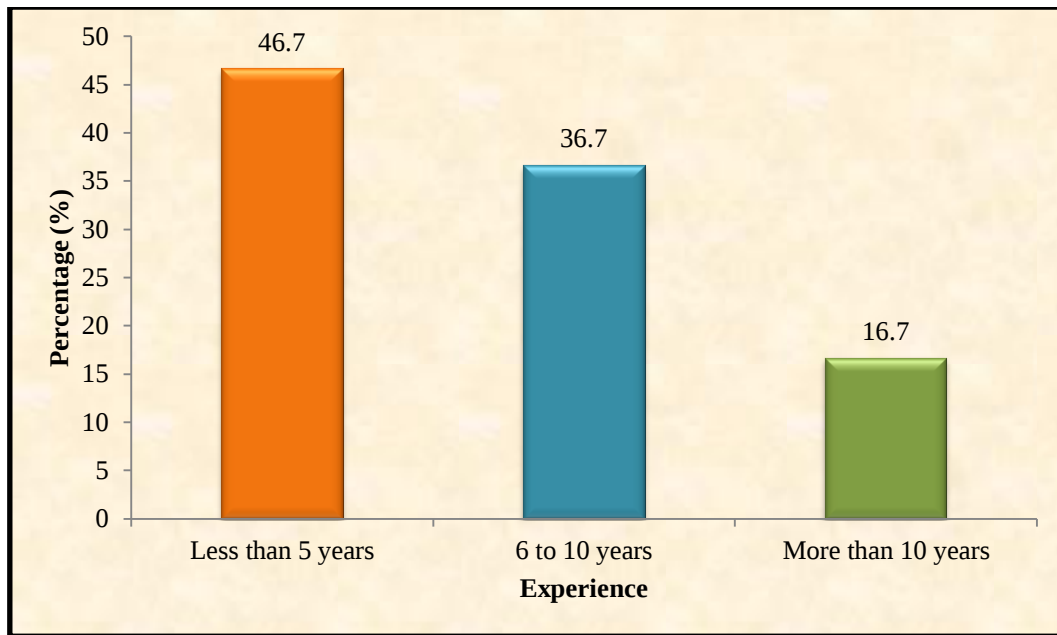


Table 27: Frequency of experience of the respondents

Experience	Frequency (n)	Percentage (%)
Less than 5 years	14	46.7
6 to 10 years	11	36.7
More than 10 years	5	16.7
Total	30	100.0

Table 27 exposes the experience of the respondents. Majority 46.7% of the respondents have less than 5 years followed by, 36.7% of the respondents have 6-10 years, and 16.7% of the respondents have more than 10 years.

Figure 19: Percentage of the experience of the respondents



Theme 1: What is the attitude of the organization in the recruitment of disabled people?

The organization's attitude in disabled people recruitment according to the theme was requested with the respondents. The questionnaire includes the scholar asking the question to understand the organization's attitude of the disabled people recruitment. During the interview, the participants stated that

“Understand the facts and the solutions that individuals with disabilities can provide for our gaps in recruitment” (Resp1), “Since I am not in recruitment process I can't talk on this, but I see persons with disability in my company, and in my team, there are two people” (Resp2), “Persons with disabilities are more than capable” (Resp3), “Eaten a fair and equitable workplace. Creates a fair and equitable work place” (Resp4), “Employment solely on the basis of their qualifications and competencies” (Resp5), “Equal opportunity & harmony” (Resp6), “Rough non-discriminatory recruitment process” (Resp7), “Ensuring inclusion” (Resp8), “Actively Inclusive Workplace” (Resp9), “Business transformation” (Resp10), “Our focus is on skills and strengths, rather than what others may see as impairments” (Resp11), “Sound business sense” (Resp12), “Inclusion drive” (Resp13), “Inclusive” (Resp14), “Sustainability business” (Resp15), “Equal opportunity” (Resp16), “Accenture is committed to creating and providing an inclusive, open and equitable work place” (Resp17), “Critical talent pool” (Resp18), “Inclusive culture” (Resp19), “Looks as potential resource” (Resp20), “Business value” (Resp21), “Business value” (Resp22), “Business strategy” (Resp23), “Inclusive” (Resp24 and 25), “Sustaining business” (Resp26),

“Business sense” (Resp27 and 28), “From business point of view” (Resp29) and “Diverse talent and competency” (Resp30).

Table 28: Frequency of respondents’ attitude of the organization in the recruitment of disabled people

Particulars	Frequency (n)	Percentage (%)
Persons with disabilities are more than capable	1	3.3
Equitable workplace	2	6.7
Equal opportunity	3	10.0
Business value	3	10.0
Sustainability business	2	6.7
Business strategy	2	6.7
Business sense	4	13.3
Inclusive culture	3	10.0
Business transformation	1	3.3
Diverse talent and competency	1	3.3
Actively Inclusive Workplace	3	10.0
Inclusion drive	2	6.7
Employment solely on the basis of their qualifications and competencies	1	3.3
Looks like a potential resource	1	3.3
Focus is on skills and strengths	1	3.3
Total	30	100.0

Table 28 the attitude of the respondents’ in the organization’s disabled people. Business sense is the organization’s attitude in disabled people recruitment is 13.3 % respondents statement followed by, each 10% of the respondents stated that actively inclusive workplace, business transformation, equal opportunity and business value, 6.7% of the

respondents stated that equitable workplace, sustainability business, business strategy and inclusion drive are the attitude of the organization in recruitment of disabled people and 3.3% of the respondents stated that persons with disabilities are more than capable, business transformation, diverse talent and competency, Looks as potential resource and focus is on skills and strengths.

Theme 2: The categories of persons with disability employed in respondents' organisation

The respondents were requested for the disabled person's categories as per the theme in the organization's employment. The questions were asked by the scholar in the questionnaire to have an idea of the disabled persons' category in the respondents' organization. During the interview, the participants stated that

“Deaf or hard-of-hearing, visually impaired and physically impaired” (Resp1), “I have seen persons with disability of visually impaired physically challenged and hearing impaired” (Resp2), “I am one of the team members I have no much knowledge at types of disability there in company, I can share who all disability people i come across visually” (Resp3), “impaired physically impaired” (Resp4), “Blind physically challenged” (Resp5), “visually impaired physically challenged hearing impaired” (Resp 6, 7, 8, 9, 10, 11, 15, 16, 18, 19, 20, 23, 27, 28, 29 and 30), “autism” (Resp 12, 13 and 14)” “physically visually hearing impaired autism” (Resp21), “hearing and physically and visually impaired” (Resp22, 24, 25, 26), “autism visually impaired physically hearing impaired” (Resp30).

Table 29: Frequency of the categories of persons with disability employed in respondents' organisation

Particulars	Frequency (n)	Percentage (%)
Visually impaired	20	27.8
Physically impaired	23	31.9
Hearing-impaired	22	30.6
Autism	5	6.9
Blind	1	1.4

Cerebral palsy	1	1.4
Total	72	100.0

Table 29 depicts the respondents' categories of persons with disability employed in respondents' organisation. Most of the respondents (31.9%) stated that physically impaired followed by, 30.6% of the respondents stated that hearing impaired, 27.8% of the respondents stated visually impaired, and 6.9% of the respondents stated autism and each 1.4% of the respondents stated blind and cerebral palsy.

Theme 3: Benefits of employing persons with disability as perceived by the respondents

With regard to the theme, respondents were requested for the benefits of employing persons with disability as perceived by the respondents. The scholar has asked this question in the questionnaire to understand the benefits of employing persons with disability as perceived by the respondents. During the interview, the participants stated that -

“Lower absenteeism rates, high retention rates, highly motivated talent high retention” (Resp1), “Motivation team members work focus” (Resp2), “Boosting zeal” (Resp3), “Talented and desire accomplish goals” (Resp4), “Retention high” (Resp5), “Diversified talent” (Resp6), “Everyone different background each fresh ideas” (Resp7), “Reflect today multi-cultural work place” (Resp8), “Everyone feels valued, included empowered” (Resp9), “Business imperative” (Resp10), “Differently abled individuals are typically able to find unique and innovative solutions to challenges” (Resp11), “Low attrition rates” (Resp12), “Ideal Employees Company” (Res13), “Business” (Resp14, 17), “Business objective” (Resp15), “Retention high” (Resp16), “Value creation” (Resp18), “Profit making” (Resp 19), “Profitability” (Resp20), “Better quality work” (Resp21), “Capitalize on the value” (Resp22), “Deeper commitment” (Resp23), “Less attrition” (Resp24), “Retention” (Resp25), “Inspiration to employees” (Resp26), “Work sincerity” (Resp27), “Timely work” (Resp28), “Creative ideas” (Resp29), “Varied perspectives of work” (Resp30).

Table 30: Frequency of benefits of employing persons with disability as perceived by the respondents

Particulars	Frequency (n)	Percentage (%)
Retention	6	20.0
Less attrition	2	6.7
Diversified talent	1	3.3
Timely work	2	6.7
Business objective	3	10.0
Better quality work	2	6.7
Lower absenteeism rates	1	3.3
Highly motivated talent	4	13.3
Boosting zeal	1	3.3
Inspiration to employees	1	3.3
Profitability	1	3.3
Deeper commitment	1	3.3
Creative ideas	1	3.3
Work sincerity	1	3.3
Varied perspectives of work	1	3.3
Value creation	1	3.3
Profit-making	1	3.3
Total	30	100.0

Table 30 depicts the benefits of employing persons with disability as perceived by the respondents. Most of the respondents (20%) stated that retention followed by, 13.3% of the respondents stated that highly motivated talent, 10% of the respondents stated business objective and 6.7% of the respondents stated less attrition and each 3.3% of the respondents

stated diversified talent, lower absenteeism rates, boosting zeal, inspiration to employees, profitability, deeper commitment, creative ideas, work sincerity, varied perspectives of work, value creation and profit-making.

Theme 4: Respondents perceptions of employees with disability and their disability issues

The disability and its issues were requested to the respondents as per their theme for the employees' perception. The scholar has asked this question in the questionnaire to understand the perceptions of employees with disability and their disability issues. During the interview, the participants stated that

“Motivational individual” (Resp1), “They adapt to the surroundings quickly, learn the work with focus mind, and keen learners” (Resp2), “Later in life understood any physical limitation would not stop any person in reaching goals” (Resp3), “Persons with disability have sharp intellectual abilities and can be productive employees if they are placed in appropriate jobs” (Resp4), “Talented” (Resp5, 6, 9, 20, 27, 29 and 30), “Ions, making the workplace more sensitive and efficient” (Resp7), “The contribution of its people and recognizes that they should be valued as individual” (Resp8), “Potentially large talent” (Resp10), “An underutilized talent source” (Resp11), “High productivity” (Resp 12), “Able resource” (Resp13), “By providing required tools they can contribute par with others” (Resp14), “Hardworking” (Resp15), “Untapped resource” (Resp16), “Unique skills” (Resp17), “Contribution to company's profit” (Resp18), “Most creative” (Resp19), “Smart creativity” (Resp20), “Untapped talented” (Resp21), “Higher learnability” (Resp22), “Productivity” (Resp23), “Best talent” (Resp24), “Full potential” (Resp25), “Passionate” (Resp26) and “Useful resource” (Resp28).

Table 31: Frequency of respondents' perceptions of employees with disability and their disability issues

Particulars	Frequency (n)	Percentage (%)
Talented	11	36.7
Useful/ Untapped resource	3	10.0

Smart/most creativity	2	6.7
Hardworking	1	3.3
Passionate	1	3.3
Unique skills	1	3.3
Contribution to company's profit	1	3.3
Motivational individual	1	3.3
An underutilized talent source	1	3.3
Potentially large talent	2	6.7
Higher learnability	1	3.3
Motivational individual	1	3.3
Productivity	1	3.3
Unique skills	1	3.3
Adaptability and fast learning	1	3.3
Confidence in their disability	1	3.3
Total	30	100.0

Table 31 depicts the respondents' perceptions of employees with disability and their disability issues. Majority (36.7%) stated that talented followed by, 10% of the respondents stated that useful/ untapped resource, 6.7% of the respondents stated smart/most creativity and potentially large talent, each 3.3% of the respondents stated hardworking, passionate, unique skills, contribution to company's profit, motivational individual, an underutilized talent source, higher learnability, motivational individual, productivity, unique skills, adaptability and fast learning and confidence in their disability.

Theme 5: Respondents perceived physical and structural barriers faced by disabled people in their workplace

Disabled people barriers like physical structural faced in their workshop as per the theme were requested from the respondents. The scholar has asked this question in the

questionnaire to understand the perceived physical and structural barriers faced by disabled people in their workplace. During the interview, the participants stated that

“Our company does provide all facilities to overcome the physical and structural barriers” (Resp1), “My Company provided required facilities to the employee with disability for their smooth Functioning at work place” (Resp2), “Our Company makes reasonable accommodation for workers with disabilities” (Resp3), “Our Company revamps the building with accommodations required by employees with disabilities” (Resp4), “Focus- Barrier-free workplaces” (Resp5), “We have Accessible Infrastructure” (Resp6), “Our company Initial Diversity Policy covers the element of disability and reasonable adjustment” (Resp7), “Our company provides and barrier-free work place” (Resp8), “Company provides required accommodation for better functioning”(Resp9), “Company provides available infrastructure” (Resp10), “More accessible work place” (Resp11), “Our company accessible infrastructure” (Resp12), “Our company sees there is no difficulty to discharge duties by providing accessible tools” (Resp13), “At our company we have accessible work place” (Resp14), “Non-discriminatory work place that promotes” (Resp15), “Providing an accessible workplace which includes improve physical infrastructure” (Resp16), “We have reasonable accommodation policy” (Resp17), “Our company has reasonable accommodation policy” (Resp18), “Our company is inclusive more accessible” (Resp19), “Our company has work place solutions to accommodate” (Resp20), “Company provides equipped technology at work place” (Resp21), “Workplace Initiative to accommodate” (Resp22), “Reconfiguring the workplace” (Resp23), “We have inclusive work place” (Resp24), “Inaccessible work place” (Resp25), “No useable technology and infrastructure” (Resp26), “Lack of inclusive workplace” (Resp27), “Physical and technology barriers” (Resp28), “Non-access of infrastructure” (Resp29) and “Non-braille enabled switches in lift no tactile Flore difficult for wheel chair user to get in etc.” (Resp30).

Table 32: Frequency of perceived physical and structural barriers faced by disabled people in their workplace

Particulars	Frequency (n)	Percentage (%)
Our company accessible infrastructure	5	16.7
Our company more accessible workplace	6	20.0
We have an inclusive workplace	3	10.0
Our company has reasonable accommodation policy	7	23.3
Lack of inclusive workplace	3	10.0
Non-access of infrastructure	3	10.0
Our company does provide all facilities to overcome the physical and structural barriers	2	6.7
Reconfiguring the workplace	1	3.3
Total	30	100.0

Table 32 depicts respondents' perceptions of employees with disability and their disability issues. Majority 23.3% of the respondents stated that "Our company has reasonable accommodation policy" followed by, 20% of the respondents stated that "Our company more accessible workplace", 16.7% of the respondents stated "Our company accessible infrastructure", 10% of the respondents stated "Lack of inclusive workplace", "We have inclusive workplace" and "Non-access of infrastructure", 6.7% of the respondents stated "Our company does provide all facilities to overcome the physical and structural barriers" and 3.3% of the respondents stated "Reconfiguring the workplace".

Theme 6: What do you think are the communication and information barriers faced by persons with disability in the workplace?

The requests to the respondents were for the barriers of information and communication by the disabled persons in the workplace as per the theme. The questions by the scholar in the questionnaire is only to understand the barriers of communication and

information to the disabled persons in workplaces. During the interview, the participants stated that

“Barriers may not be same to every disability, while making any communication we try to make it reach to our disabled employee as it they required by them” (Resp1), “I never seen them facing any barriers faced by them, in fact they are well informed of information, since i work closely with them in the team” (Resp2), “Accessible facilities or equipment to receive information” (Resp3), “Technology to make the communication information more manageable for differently-abled employees” (Resp4), “In our company information systems are constantly revamped to incorporate the accessibility needs” (Resp5), “We have Accessible Information Systems” (Resp6), “Accessible IT systems” (Resp7), “We, provide assisting devices or equipment” (Resp8), “We have accessible systems” (Resp9), “We provide accessible systems” (Resp10), “Accessible technology and information” (Resp11), “Barrier free systems we provide” (Resp12), “Based on employee with disability company provides barrier free equipment” (Resp13), “We provide barrier free systems” (Resp14), “We provide fair working systems to discharge the job functions” (Resp15), “We provide digital communication accessibility” (Res16), “We provide accessible systems” (Resp17), “Based on requirement accessible systems will be providing” (Resp18), “Accessible technology we accommodate” (Resp19), “We have assistive technology to offer to employee with disability for work place issues” (Resp20), “Accessible systems” (Resp21), “Accessibility systems” (Resp22), “Reconfiguring the workplace systems” (Resp23), “We have policy to provide work place accommodations” (Resp24), “Inaccessible systems” (Resp25), “Non-navigable systems” (Resp26), “Unfriendly systems” (Resp27), “In accessible systems” (Resp28), “Non-friendly systems” (Resp29) and “Non-friendly technology” (Resp30).

Table 33: Frequency of respondents’ think is the communication and information barriers faced by persons with disability in the workplace

Particulars	Frequency (n)	Percentage (%)
We have provided accessible systems	10	33.3
Accessible technology and information	4	13.3
We have provided barrier-free systems	2	6.7

Inaccessible systems	4	13.3
Unfriendly systems	3	10.0
Reconfiguring the workplace systems	1	3.3
We have the policy to provide workplace accommodations	1	3.3
In our company information systems are constantly revamped to incorporate the accessibility needs	1	3.3
We provide digital communication accessibility	1	3.3
Well informed of the information	1	3.3
Barriers may not be same to every disability while making any communication we try to make it reach to our disabled employee as it they required by them	1	3.3
Technology to make the communication information more manageable for differently-abled employees	1	3.3
Total	30	100.0

Table 33 depicts respondents' thinks are the communication and information barriers faced by persons with disability in the workplace. Majority 33.3% stated that "we have provide accessible systems" followed by, 13.3% of the respondents stated that "Accessible technology and information" and "Inaccessible systems", 10% of the respondents stated "unfriendly systems", 6.7% of the respondents stated "We have provided barrier-free systems", 3.3% of the respondents stated "Reconfiguring the workplace systems", "We have policy to provide workplace accommodations", "In our company information systems are constantly revamped to incorporate the accessibility needs", "We provide digital communication accessibility", "Well informed of information", "Barriers may not be same to every disability while making any communication we try to make it reach to our disabled

employee as it they required by them” and “Technology to make the communication information more manageable for differently-abled employees”.

Theme 7: What coping mechanisms/necessary adjustments have to be made by an employer to accommodate persons with disabilities in any organisation?

Respondents were requested on coping mechanisms and necessary adjustments as per the theme the employer should have made to accommodate the disabled persons in any organization. The questions of the scholar in the questionnaire are for understanding the necessary adjustments and coping mechanisms which have to be done by the employers of organizations to suit the disabled persons. During the interview, the participants stated that

“Work place adjustment based on the disability and also individual needs” (Resp1), “Based on the requirements which they put forth to work efficiently” (Resp2), “Making existing facilities accessible” (Resp3), “Technology to make the workplace more manageable for differently-abled employees” (Resp4), “Reasonable facilities” (Resp5), “Awareness creation” (Resp6), “Reasonable adjustments” (Resp7), “Change in mindset is the key to inclusion of persons with disabilities” (Resp8), “Inclusive Workplace” (Resp9), “Make workplace accommodations” (Resp10), “Accessible work place” (Resp11), “Required accommodations” (Resp12), “Accessible infrastructure” (Resp13), “Work place and work systems to be accessible” (Resp14), “Equal employment practices” (Resp15), “Reasonable Accommodations” (Resp16), “Accessible systems and inclusive work place” (Resp17), “Inclusive and accessible work place” (Resp18), “Assistive technology” (Resp19), “User friendly work place accommodations” (Resp20), “Accessible technology” (Resp21), “Disability inclusion” (Resp22), “Inclusive work place” (Resp23), “Inclusive HR policy” (Resp24), “Inclusive workplace with accessible workplace” (Resp25), “Inclusive and useable work place with required technology and infrastructure” (Resp26), “Integrating Openness into the Workplace” (Resp27), “Inclusive work place” (Resp28), “Inclusive work place accommodations of infrastructure and technology front” (Resp29), “Accessible accommodations based disability and accordingly have to make adjustments” (Resp30).

Table 34: Frequency of coping mechanisms/necessary adjustments have to be made by an employer to accommodate persons with disabilities in any organisation

Particulars	Frequency (n)	Percentage (%)
Accessible technology	3	10.0
Inclusive and accessible workplace	10	33.3
Accessible systems	2	6.7
Inclusive HR policy	1	3.3
User-friendly workplace accommodations	1	3.3
Disability inclusion	1	3.3
Equal employment practices	1	3.3
Reasonable adjustments	2	6.7
Reasonable Accommodations	2	6.7
Awareness creation	1	3.3
Reasonable facilities	1	3.3
Making existing facilities accessible	1	3.3
Technology to make the workplace more for employees	1	3.3
Change in mind-set is the key to inclusion of persons with disabilities	1	3.3
Workplace adjustment based on the disability and also individual needs	1	3.3
Based on the requirements which they put forth to work efficiently	1	3.3
Total	30	100.0

In table 34 employers of any organization accommodating disabled persons are depicted by the respondents' coping mechanisms and necessary adjustments. Inclusive and accessible workplace is what majority 33.3 % stated, 10 stated Accessible technology, 6.7 % stated accessible systems, reasonable accommodations and adjustments, 3.6 % stated Inclusive HR policy, workplace accommodations, practices of equal employment, inclusion of disability, creating awareness, average facilities, facilities are made accessible, more manageable workplace with the help of technology for disabled employees, the key to

inclusion of disabled persons is the change in mind-set and the adjustments in the workplace as per the needs of disabled persons.

Theme 8: What necessary adjustments have been made by your organisation to promote persons with special needs?

According to the theme, request to respondents on the organization's adjustments for promoting special need persons. To understand the organizations fulfilment of the adjustments for promoting special need persons were asked by the scholar in the form of questions in the questionnaire. During the interview, the participants stated that

“Wheel chair access brail labels tactile Flore, speech enabled lifts, and based on the requirement we try to provide” (Resp1), “Speech enabled lifts brail labels wheel chair access, tactile Flore etc.” (Resp2), “We provide reasonable accommodation to remove workplace barriers for individuals with disabilities” (Resp3), “Appropriate infrastructural or process oriented changes made to make the workplace an inclusive environment” (Resp5), “Inclusion initiatives” (Resp6), “Barrier-free work place” (Resp7), “Any reasonable adjustment/assistance” (Resp8), “Friendly and equipped work place” (Resp9), “Workplace accommodations” (Resp10), “We higher for a career of disabled people” (Resp11), “Barrier free work place” (Resp12), “International standees of accessible work place” (Resp13), “Accessible infrastructure” (Resp14), “Diversity and inclusion” (Resp15), “Create an inclusive work environment” (Resp16), “Accessible transportation supporting assistive devices as needed” (Resp17), “Adaptable work place” (Resp18), “Inclusive work place” (Resp19), “Technology tools based on disability and job real” (Resp20), “Enabled technology to include employee with disability” (Resp21), “Barrier free infrastructure” (Resp22), “Accessible infrastructure” (Resp23), “Required accommodations” (Resp24), “Accessible work place” (Resp25), “We made required accommodations based on one on one requirement” (Resp26), “Accessible infrastructure and technology” (Resp27), “Inclusive work place accommodations” (Resp28), “Accessible work place modified structures” (Resp9) and “Accessible infrastructure and systems and accessible equipment's” (Resp30).

Table 35: Frequency of necessary adjustments have been made by your organisation to promote persons with special needs

	Frequency (n)	Percentage (%)
Accessible infrastructure	6	20.0

Accessible workplace	9	30.0
Workplace accommodations	1	3.3
Reasonable accommodation	3	10.0
Reasonable adjustment/assistance	1	3.3
Braille labels	2	6.7
Speech-enabled lifts	2	6.7
Wheelchair access, Tactile Floor	2	6.7
Diversity and inclusion	1	3.3
Technology tools based on disability and job real	1	3.3
Enabled technology to include an employee with a disability	1	3.3
Accessible transportation	1	3.3
Total	30	100.0

Table 35 depicts the necessary adjustments have been made by your organisation to promote persons with special needs. Majority 30% of the respondents stated that “accessible workplace” followed by, 20% of the respondents stated that “accessible infrastructure”, 10% of the respondents stated reasonable accommodation, 6.7% of the respondents stated braille labels, speech-enabled lifts and wheelchair access, tactile floor and 3.3% of the respondents stated that workplace accommodations, reasonable adjustment/assistance, diversity and inclusion, technology tools based on disability and job real, enabled technology to include employee with disability and accessible transportation.

Theme 9: What do you think has been the biggest barrier faced by disabled people in your organisation?

With regard to the theme, respondents were requested for the biggest barrier faced by disabled people in the organisation. The scholar has asked this question in the questionnaire to understand the biggest barrier faced by disabled people in the organisation. During the interview, the participants stated that

“I feel they don’t face any difficulty if at all they need any extra arrangements which they bring to our notice, we try to fix it” (Resp1), "No barrier when it comes to work place and work related issues” (Resp2), “If any problem faces by employee with disability as per

understanding we quickly address the issue” (Resp3), “Designing suitable infrastructure for their particular workstations, provided” (Resp4), “Barrier-free workplaces” (Resp5), “We have training & mentoring with this there would not face any difficulty” (Resp6), “Our company sensitizing employees on disability equality and disability etiquette” (Resp7), “Nothing as such our company gives at most care to accommodate” (Resp8), “We have accessible infrastructure” (Resp9), “Nothing” (Resp10 and 11), “None” (Resp12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29 and 30).

Table 36: Frequency of respondents think has been the biggest barrier faced by disabled people in the organisation

Particulars	Frequency (n)	Percentage (%)
We have training & mentoring with this there would not face any difficulty	1	3.3
Designing suitable infrastructure for their particular workstations	1	3.3
I feel they don’t face any difficulty	1	3.3
Our company sensitizing employees on disability equality and disability etiquette	1	3.3
If any problem faces by the employee with a disability as per understanding, we quickly address the issue	1	3.3
Barrier-free workplaces	2	6.7
We have an accessible infrastructure	1	3.3
Nothing	3	10.0
None	19	63.3
Total	30	100.0

Table 36 reveals the respondents think has been the biggest barrier faced by disabled people in the organisation. Majority 63.3% stated that none followed by, 10% of the respondents stated nothing, 6.7% of the respondents stated barrier-free workplaces, 3.3% of the respondents stated we have training & mentoring with this there would not face any difficulty, designing suitable infrastructure for their particular workstations, i feel they don’t face any difficulty, our company sensitizing employees on disability equality and disability

etiquette, if any problem faces by employee with disability as per understanding we quickly address the issue and we have accessible infrastructure.

Theme 10: What do you think has been the most positive aspect for disabled people in your organisation?

With regard to the theme, respondents were requested for the most positive aspect for disabled people in your organisation. The scholar has asked this question in the questionnaire to understand the most positive aspect for disabled people in your organisation. During the interview, the participants stated that

“Energy boost up to other co employees” (Resp1), “Motivation” (Resp2), “As a team member they are inspirational” (Resp3), “Talents” (Resp4), “Inclusion initiatives” (Resp5), “Deserving candidates for employment” (Resp6), “HR policies” (Resp7), “Rough non-discriminatory” (Resp8), “People matter and results count” (Resp9), “Long-standing commitment to equal opportunity” (Resp10), “Talent that is a powerful edge” (Resp11), “Inclusive and friendly work place”(Resp12), “Inclusive work place” (Resp13, 15 and 16), “Friendly and accommodative” (Resp14), “Inclusive and equal opportunity” (Resp17), “Friendly work place” (Resp18), “Foster inclusive” (Resp19), “Cultures” (Resp20), “Inclusive culture” (Resp21), “Inclusive and accommodative” (Resp22), “Inclusion” (Resp23), “Equality of opportunities” (Resp24), “Inclusive work place” (Resp25), “Diversity and inclusion” (Resp26), “Supports diversified talent” (Resp27), “Participate and contribute fully” (Resp28), “Relevant solutions for work place” (Resp29), “Equal opportunity” (Resp30).

Table 37: Frequency of respondents think has been the most positive aspect for disabled people in the organisation

Particulars	Frequency (n)	Percentage (%)
Inclusive workplace	9	30.0
Friendly workplace	2	6.7
Supports diversified talent	1	3.3
Talent	2	6.7
Inclusive culture	2	6.7
Participate and contribute fully	1	3.3

An inclusive and equal opportunity	4	13.3
Inclusive and accommodative	2	6.7
People matter and results count	1	3.3
HR policies	1	3.3
Rough non-discriminatory	1	3.3
Motivation	1	3.3
Deserving candidates for employment	1	3.3
As a team member, they are inspirational	1	3.3
Energy boost up to other co-employees	1	3.3
Total	30	100.0

In table 37, what the respondent think as the most positive aspect for persons with disability in the organization is depicted. Inclusive workplace is the most positive aspect in the organization for the disabled persons is what the majority 30 % respondents stated, 13.3 % stated inclusive with equal opportunity, 6.7 % stated inclusive culture, talent, friendly workplace, accommodative and inclusive workplace, 3.3 % stated supporting diversified talent, full contribution and participation, results are important and people matter, policies of HR, non-discriminatory and rough, motivation, employment for deserving candidates, boosting co-employees with inspiration and energy as a team member.

4.7 Summary of findings

4.7.1 Quantitative Findings

From the numerical outcomes of the current study are a disability and employment incorporate companies in relation to information technology-enabled services companies. The summary of findings listed below,

- Maximum 69.1% of the respondents were male, and 30.9% of the respondents were female
- All the respondents belong to the age group between 25-40 years
- The majority, 69.1% of the respondents have done graduation followed by, 27.9% of the respondents have post-graduate and 2.9% of the respondents have done undergraduate
- An average of 70473 numbers of the employees with maximum 417929 in the organization
- All the respondents stated that they have awareness and know a person living with a disability
- Sensory impairments like blind or having grievous visual impairment or being deaf or having a highly serious hearing impairment is what 70.8 majority respondents stated. Physical impairment 27.7 and learning disability 4.6 % are the respondents' statements.
- Majority 54.4% of the respondents stated that they had mild difficulty affects their daily life activities, 23.5% of the respondents stated that they don't have any difficulties affects their daily life activities, 19.1% of the respondents stated that they had to need little bit help from others and 2.9% of the respondents stated that they had severe difficulty impairment affects their daily life activities
- Among the respondents 77.9% of the respondents stated that they had impairment occur by birth, 11.8% of the respondents stated during childhood, 8.8% of the respondents stated due to an accident, and 1.5% of the respondents stated due to work
- It was found that 56.9% of the respondents stated that they have difficulty seeing even if wearing glasses, 35.4% of the respondents stated that they have difficulty walking or

climbing stairs, 16.9% of the respondents stated that they have difficulty communicating and 4.6% of the respondents stated that they have difficulty hearing even if using hearing aid

- Respondents have an average of 4.63 years been in a current job
- Majority 83.8% of the respondents stated that they had declared their disability at or before an interview and 16.2% of the respondents stated they did not declare their disability at or before the interview
- Maximum 92.6% of the respondents stated that the interviewer has an adjustment made to the interview to facilitate after they have declared their disability while 7.4% of the respondents stated that the interviewer has not an adjustment made to the interview to facilitate after they have declared their disability
- Maximum 92.6% of the respondents were satisfied with their recruitment process, 4.4% of the respondents were very satisfied with their recruitment process, and 2.9% of the respondents stated no opinion
- Most of the respondents stated that they had no difficulty while doing their work using normal procedures (45.6) while doing their usual work (92.6%) while doing their work as well as they would like (98.5%) and while spending their usual amount of time doing their work (94.1%)
- Most of the respondents (97.1%) were agreed with the statement “Access within the building (internal ramps, providing or modifying equipment, lifts with braille symbols and signals, signage, etc.)” followed by, 92.6% of the respondents were agreed with the statement “Creating a safe working environment (accessible fire exits, memo routes clear of hazards, preventing health hazards and accidents)” and 57.4% also agreed with the statement “Means of access to and into the building (transport provided, ramps at the entrance, tactile warnings, handrails, etc.)”.
- All the respondents were agreed with the statement “provide appropriate aids/ technology/ attendants” followed by, 97.1% of the respondents were agreed with the statements “Conducting regular orientation programs”, “Policies and procedures followed

(having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled, etc.”

- All the respondents (100%) were agreed with the statement “Provide training to employees with disabilities on the use of any new equipment or systems”, and 94.1% were also agreed with the statements “Designing all employment systems, processes and facilities to be accessible at workplace” and “Extra benefits such as providing right to special leave, additional medical allowance, changing the workplace etc., are provided to disabled people.”
- Most of the respondents (100%) were agreed with statement “increased potential labour market” followed by, 97.1% of the respondents were agreed with the statements “finding workers who can fill, skill gaps in the tight labour market” and “hiring workers with disabilities can make your company eligible for economic incentives”, 95.6% of the respondents were agreed with the statements “organizational learning” and “better or average absence, health and safety records.
- All the respondents (100%) were agreed with the statements “Reporting to special employment exchange with information about vacancies that have occurred or are about to occur in establishment”, “If suitable persons with disabilities not available, such vacancy shall be carried forward to the succeeding recruitment year” and “Percentage of vacancies not <3% for persons or class of persons with disability, of which 1% each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotors disability”.
- All the respondents were strongly disagree with the statements “Ensure that employment opportunities are advertised in an accessible format for people with special needs”, “Identifying and removing barriers to employment, career development and promotion of persons with disabilities”, “Designing all employment systems, processes and facilities to be accessible in workplace”, “Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements”.
- All the respondents stated yes for the statements “Motivated individuals”, “Tapping into a wider range of applicants for job vacancies”, “Finding workers who can fill skills gaps in

tight labours markets”, “Increased potential labor market”, “Diverse Skills and Perspectives”, “Reflecting the diversity of the local community”.

- All the respondents stated yes for the statements “Identify posts, in the establishments, which can be reserved for the persons with disability”, “Percentage of vacancies not less than 3 per cent for persons or class of persons with disability of which 1 per cent each shall be reserved for persons suffering from blindness or low vision; hearing impairment; locomotor disability”.

All the respondents stated yes for the statements “Due to non-availability of a suitable person with disability such vacancy shall be carried forward in the succeeding recruitment year”, “Every employer shall maintain such record in relation to the Person with disability employed in his establishment in government-approved form” and “Employers both in public and private sectors to ensure that at least 5 per cent of their workforce is composed of persons with disabilities”.

4.7.2 Qualitative Findings

- Majority 60% of the respondents were female and 40% of the respondents were male
- Among the respondents, 26.7% of the respondents were quality tester followed by, 23.3% of the respondents were project manager, and 16.7% of the respondents were software developer, 13.3% of the respondents were project lead, 10% of the respondents were web developer and each 3.3% of the respondents were programmer and quality engineer.
- It was found that 46.7% of the respondents have less than 5 years followed by, 36.7% of the respondents have 6-10 years, and 16.7% of the respondents have more than 10 years.
- Most of the respondents (13.3%) stated that business sense is the attitude of the organization in recruitment of disabled people followed by, each 10% of the respondents stated that actively inclusive workplace, business transformation, equal opportunity and business value, 6.7% of the respondents stated that equitable workplace, sustainability business, business strategy and inclusion drive are the attitude of the organization in recruitment of disabled people.
- Most of the respondents (31.9%) stated that physically impaired followed by, 30.6% of the respondents stated that hearing impaired, 27.8% of the respondents stated visually

impaired, and 6.9% of the respondents stated autism and each 1.4% of the respondents stated blind and cerebral palsy

- Most of the respondents (20%) stated that retention followed by, 13.3% of the respondents stated that highly motivated talent, 10% of the respondents stated business objective and 6.7% of the respondents stated less attrition and each 3.3% of the respondents stated diversified talent, lower absenteeism rates, boosting zeal, inspiration to employees, profitability, deeper commitment, creative ideas, work sincerity, varied perspectives of work, value creation and profit-making.
- Majority (36.7%) stated that talented followed by, 10% of the respondents stated that useful/ untapped resource, 6.7% of the respondents stated smart/most creativity and potentially large talent.
- Among the respondents 23.3% of the respondents stated that Our company has reasonable accommodation policy is the mail perceptions of employees with disability and their disability issues followed by, 20% of the respondents stated that “Our company more accessible workplace”, 16.7% of the respondents stated “Our company accessible infrastructure.
- Barriers to communication and information in the workplace for the disabled persons having to face even with accessible systems is what majority 33.3 % respondents state, 13.3 % state that there is accessible information and technology but an inaccessible system which is followed by 10 % respondents stating unfriendly systems.
- It was found that 33.3% of the respondents stated that inclusive and accessible workplace followed by, 10% of the respondents stated that accessible technology, 6.7% of the respondents stated accessible systems, reasonable adjustments and reasonable accommodations.
- Accessible place is what majority 30% respondents state and the organizations that make adjustments to promote persons with special needs
- Majority 63.3% stated that none for the statement “biggest barrier faced by disabled people in the organisation” followed by, 10% of the respondents stated nothing, 6.7% of the respondents stated barrier-free workplaces, 3.3% of the respondents stated we have

training & mentoring with this there would not face any difficulty, designing suitable infrastructure for their particular workstations.

- The most positive aspect for the disabled people in organisations is the inclusive workplace is the what majority 30 % respondents state, which is followed by 13.3 % stating that it is both the inclusiveness and the equal opportunity.

CHAPTER 5: CONCLUSION & FINDINGS

5.1 Introduction

This chapter discusses the findings presented in the previous chapter in relation to the research questions and the theoretical framework that form the base of the study. This chapter begins with a discussion regarding the findings and answers to research questions. In this regard, it is appropriate to repeat the aim and objectives of this study. The aim of this present research is to find the knowledge, perception, attitude, and experience of the employers while hiring the differently abled persons in the information technology enabled services sector in order to efficiently join these persons in the main workforce. In line with this aim, the following objectives were framed.

- To study the perception of the ITES companies in recruiting the people with disabilities and the hindrances that will surface while recruiting the people.
- To study the difficulties faced by the disabled employees in the ITES sector and to identify the creation of conducive work environment for the persons with disabilities.
- To analyse the policies of the corporates in relation to the disabled employees and equal opportunities in an inclusive way.
- To analyse why corporates are showing interest to hire disabled people.

5.2 Demographics of the study

- In the quantitative study, maximum 69.1% of the respondents were male, and 30.9% of the respondents were female belong to the age group between 25-40 years.
- The majority, 69.1% of the respondents have done graduation followed by, 27.9% of the respondents have post-graduate and 2.9% of the respondents have done undergraduate. All the respondents stated that they have awareness and know a person living with a disability.
- In the qualitative study, majority 60% of the respondents were female and 40% of the respondents were male where most of them were designated as quality tester 26.7%

followed by, 23.3% of the respondents were project manager, and 16.7% of the respondents were software developer, 13.3% of the respondents were project lead, 10% of the respondents were web developer and each 3.3% of the respondents were programmer and quality engineer.

- It was found that 46.7% of the respondents have less than 5 years followed by, 36.7% of the respondents have 6-10 years, and 16.7% of the respondents have more than 10 years.

5.3 Discussion of the findings

5.3.1 Perception of the ITES companies in recruiting the people

The study results revealed that business sense is the attitude of the organization in recruitment of disabled people followed by actively inclusive workplace, business transformation, equal opportunity and business value. The respondents also stated that most of the persons with sensory impairment, physically impaired, hearing impaired disability are employed in the organisation. Furthermore, the frequency analysis revealed that increased potential labour market is the perceived positive beliefs of employing persons with a disability. The findings of the present study are in line in with the some of the following studies conducted by some researchers. A study conducted by Berthoud (2011) where the author highlighted the fact that disability in people provides substantial increase in the educational opportunity and this in turn enhances the employee performance. In addition, Abidi and Sharma(2014) conducted a study on the perception of employment of people with special needs in various Indian organisations based on the experiences of the National Centre for Promotion of Employment for Disabled People (NCPEDP) and the findings suggested that the Indian labour market will be enhanced significantly only upon providing equal employment opportunities to people with special needs like the normal people as it will encourage more youths and people with disabilities to enter into employment the growth of which is reflected in the overall economy of the nation. Further, Henry et al.,(2014) conducted a study by examining the employers' perspective on hiring and retaining people with disabilities in companies and ways to increase the employment rate among these people. The findings suggested that the employers were able to identify the stigma, uncertainty, and societal disparity as barriers to employ people with special needs whereas improving the communication through networking, enhanced coordination, networking and establishing business modules, and improving brand loyalty can improve the recruitment of people with

disabilities. Innovation in workforce is one of the major factors for enhancing the employment of people with special needs.

5.3.2 Hindrances faced by ITES companies while recruiting the people

The findings of the present study revealed that about 92.6% of the respondents stated that necessary adjustments were made to them when the respondents declared their disability to the employers. Further, 92.6% of the respondents stated that they were satisfied with the facilities during the recruitment process, however open ended survey results suggested that there is a need for common screening criteria to attend the interviews. Almost all the respondents agreed on the fact that their employers provide them with extra benefits and special leaves and allowances and suitable accommodations in the workplace. Moreover, all the respondents agreed that they are employed equally in the labour market and employers provide suitable economic incentives. Further, the findings revealed that most of the employers agreed that people with disabilities are hired based on their knowledge and competency and their disability is not considered as a hindrance to their recruitment. Further, many of the respondents agreed that employers didn't face much difficulty while recruiting people with special needs and often strive to provide equal opportunities. The findings of the current research are in line with the following studies conducted by various researchers. A study conducted by Huang and Chen (2015) with the aim to explore the employers perspective in recruiting people with special needs in the Taiwanese workplace and the findings suggested that employers were willing to hire people with disabilities based on four factors namely their personal experience with people with special needs, charitable perspective, business perspective and policy implications. Despite the barriers employers recruit these people as these people are highly motivated and the organisation face low attrition and turnover rates(Huang & Chen, 2015). Similarly, Kulkarni (2016)investigated the ways to improve career opportunities and workplace for employees with disabilities. The findings of this study suggested that improved mentoring services, training and disability services, flexible work schedules are some of the practices followed by the employers in the organisation to enhance the employment rates of people with disabilities(Kulkarni, 2016). Further, Kurnetsova and Yalcin (2017) provided insight on the mind-set of large companies in Norway and Sweden on recruiting people with disabilities. The findings revealed that the policy implication of several companies decided the employment of people with special needs as these people requires

modified and sophisticated workplace accommodations and in addition to this, financial support played a major role in hiring people with special needs(Kuznetsova & Yalcin, 2017).

5.3.3 Difficulties faced by the disabled employees in the ITES sector

In general, people with disabilities faces some challenges and difficulties in their workplace with respect to structural and physical barriers. The results of the present study highlighted the fact that around 97.1% of respondents agreed on the fact that they were provided with regular orientation programs and almost all the respondents agreed with the necessary provision of appropriate aids, technology and assistance as and when needed by the organization and only very few percentage of employees seemed to face some difficulties. In addition to this, majority of the respondents agreed on the fact that they don't face any kind of difficulties in their workplace and also majority of the respondents stated that they do not face any kind of difficulty with respect to the communication aspects as they were provided with sophisticated information system services and accessible systems making it a barrier free working environment by the companies. Further, the findings suggested majority of the respondents stated that their companies provide reasonable accommodation policy, creating non-discriminatory workplace and adopts initial diversity policy with reasonable adjustments. The results of the current research are in line with the following studies conducted by various researchers. A study conducted by Padkapayeva et al (2017) revealed that organizations provide sufficient assistive technology, services and support with suitably modified workplace and ergonomic conditions in the workplace. Further, organizations offer flexible working hours and vocational training, leave and permission policies, sophisticated communication models and a safe working environment for these people with special needs(Padkapayeva et al., 2017). Further a study conducted by Buhariwala, Wilton and Evans (2015) suggested that paid work with suitable workplace accommodation can improve the social inclusion of people with psychiatric disabilities and helps them to overcome the societal challenges. Poverty being one of the main challenges faced by these people, providing a flexible and secure working place can enhance the lives of these people(Buhariwala et al., 2015).

5.3.4 Policies of the corporates in relation to the disabled employees

The findings of this current research revealed that majority of the respondents agreed that the companies maintained proper records of the establishments of the people with special needs in government approved form and also agreed on the fact that these companies followed the policy of employing at least five percent of people with special needs in their organizations. In addition, the results from the frequency analysis revealed that most of the participants agreed on the fact that companies provide proper communication with respect to employment opportunities and vacancies in their companies for suitable jobs. These findings of the present study are in line with the some of the earlier studies conducted by several researchers. A study conducted by Erickson et al.,(2014) where the study conducted a survey research on the employers of Society of Human Resource Management (SHRM) and the findings suggested that the only a few organizations adopted the disability focused policies which focuses on the provision of accommodations and followed by this many companies seemed to focus in the policies concerning to the protection of disabled employees and prevention of discrimination of these employees based on their gender, race, ethnicity and disability. Also, it was evident that only a very few organizations included the cost of accommodation and training for these disabled employees in their company policies. Further, Aldersey(2012) highlighted some the significant points from the United Republic of Tanzania's Workplace Policies in the Persons with Disabilities Act of 2010 from which it was evident that many organization finds it difficult to implement the employment policies because of the negative attitudes of people at the workplace where in generally people with disabilities are labelled as stereotypes and are often discriminated by the fellow employees due to prejudice and false perception. Following this, many companies exhibits lack of awareness of the policies related to people with disabilities and fails to include them in their own policies which hinders the effective implementation. Moreover, Dang(2013) to analyse the demand-side viewpoint on the workforce of persons with disabilities (PWD) in Korea through human resources managers. Therefore, the author sought to investigate the causes behind PWD's low employment rate in industry, the difficulties faced by companies employing people with disabilities, and policy suggestions to the Korean government through in-depth interviews with managers of human resources. The findings of the study suggested that the employer needs to enhance the job skills of the PWDs, creating a safe working environment and implementing quota filling system in their company policies will enhance the employment of person with disabilities.

5.3.5 Corporates interests in hiring disabled people

In general corporate companies recruit people with disabilities based on several factors and reasons. The findings of the current research revealed that most of the respondents around 20% of them stated that retention as a factor for recruiting people with special needs followed by 13.3% of the respondents stated that highly motivated talent, 10% of the respondents stated business objective and 6.7% of the respondents stated less attrition and each 3.3% of the respondents stated diversified talent, lower absenteeism rates, boosting zeal, inspiration to employees, profitability, deeper commitment, creative ideas, work sincerity, varied perspectives of work, value creation, lower attrition rates, commitment to time and profit-making are the benefits of employing persons with disability. The frequency analysis revealed that benefits of employing disabled people includes “Motivated individuals”, “Tapping into a wider range of applicants for job vacancies”, “Finding workers who can fill skills gaps in tight labour markets”, “Increased potential labour market”, etc. were the some of the factors that encourages employers to hire people with disabilities.

The findings of the current study are in line with the following studies conducted by various researchers. A study conducted by Shenoy (2011) suggested that the companies which hire people with disabilities often experience low attrition and high productivity which is due to the fact that people with special needs often find it difficult to land in a suitable job and thus produce significant contribution and work with motivation for the success of the organization. Further, Nota et al.,(2014) examined the value of work for people with disabilities in their lives and focused on workplace attitudes towards them. The findings revealed that the type of disability often determines the criteria for recruitment of PWDs. Further, the findings suggested that regular personal interaction with these type of employees motivates them and enhances the productivity and helps in retention. Further, Hernandez et al.,(Hernandez et al., 2012) suggested that disability committees and networks can benefit from expanding their focus to include permanent and competitive employment opportunities. If such steps are taken, non-profit leaders tend to be well-positioned to speak about the range of positions for which disabled people may be eligible. Therefore, non-profit leaders should communicate on institutional aspects which includes having a specific purpose to serve the community and services such as the work accommodations network, disability and business technical assistance centre which facilitate the employment and development of disabled people.

5.4 Conclusion

The main objective of this research is to find the knowledge, perception, attitude, and experience of the employers while hiring the differently abled persons in the information technology enabled services sector in order to efficiently join these persons in the main workforce. Though there have been major changes in the workforce in the information technology companies, the ratio of recruitment of people with disabilities very less compared to people without disabilities. Certain key elements for an effective employment initiative include finding the right balance between the employee's skills and the specific job requirements. People with disabilities can also be considered "differently abled" and can therefore be working effectively in suitable positions in an organization. The idea that people with disabilities can only work in safe jobs is slowly becoming outdated as more employers provide an opportunity to demonstrate that disabled workers are as successful as their colleagues. Disabled people compensate for improved skills in other ways for their impairment. The families of disabled people are often cautious and uncertain about their children's chances of becoming independent which becomes a major factor in affecting the mentality of people with disabilities. Importantly, within the workplace there is cooperation, common purpose, and mutual respect which needs to be enhanced in the working environment by the employers which will motivate more people with disabilities to opt for better job opportunities.

In conclusion with the present study, it is important to highlight the fact that much of the employees with disabilities in the ITES companies received better opportunities and facilities from the employers and stated that they were motivated to be to continue their employment in the current organizations.

5.5 Recommendations for future research

Apparently, an individual effort is not enough to break the societal cycle of disability. The root causes of inequality derive from disability associations and a number of other factors contributes to discrimination. One of the key remedies for alleviating the conditions of the people with disabilities is meaningful employment leading to financial independence. However, it is evident that, it is also not possible to consider the barriers to employment for people with disabilities in isolation. Therefore, future studies need to focus on elevating the conditions of the people with special needs by improving the ways of employment and

finding effective ways to enhance employment opportunities. And also, studies on improving the structural and communicational aspects in the companies and policies and programs which would help in changing the mind-set of people without disabilities is also recommended.

CHAPTER 6: Bibliography

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QUANTITATIVE ANALYSIS - DISABILITY AND EMPLOYMENT IN
CORPORATE COMPANIES IN RELATION WITH INFORMATION TECHNOLOGY
ENABLED SERVICES COMPANIES

QUESTIONNAIRE

Section I: Personal Information

1. Name:
2. Contact details:
3. Organization:
4. Position in the Organization:
5. Gender: ☐ Male ☐ Female
6. Age group: ☐ 25-40 ☐ 41-60 ☐ Over 60
7. Education: ☐ Under Graduation ☐ Graduation ☐ Post-graduation
8. Total number of employees in Organisation (approx.):

Section II

1. Are you aware or know any person living with a disability or do you have any form of disability yourself? ☐ Yes ☐ No
2. If you are not disabled do you have a particular interest in services for disabled people because you are a care taker, relative, peer or employer etc. Please give details below:
.....
.....
.....
.....
.....
3. If you are a person with disability, please state which of the following applies to you (please tick all that apply)
☐ Physical impairment ☐ Sensory impairment, such as being blind/having a serious visual impairment or being deaf/having a serious hearing impairment
☐ Mental health and emotional disabilities ☐ Learning disabilities ☐ Long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy ☐ Others please specify
4. What is the prognosis or how the impairment affects your daily life activities?

- ☐ No difficulty ☐ Mild difficulty ☐ Need little bit help from others ☐ Severe difficulty ☐ Totally dependent on others

5. How did the impairment occur?

- ☐ By birth ☐ During childhood ☐ Due to an accident ☐ Due to work

☐ Others please specify

6. Because of which.....

Sno		Yes	No
1.	Do you have difficulty seeing even if wearing glasses	☐	☐
2.	Do you have difficulty hearing even if using hearing aid	☐	☐
3.	Do you have difficulty walking or climbing stairs?	☐	☐
4.	Do you have difficulty remembering or concern	☐	☐
5.	Do you have difficulty communicating?	☐	☐

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

8. Thinking back to when you were recruited, did you declare your disability at or before interview? ☐ Yes ☐ No

If not, was it because:

- ☐ I wasn't disabled then
☐ I didn't think it was relevant to my job
☐ Was worried about not being short-listed/interviewed
☐ Other, please state

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

- ☐ Yes ☐ No

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

- ☐ Very Satisfied ☐ Satisfied ☐ No opinion ☐ Dissatisfied ☐ Very Dissatisfied

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

.....
.....
.....
.....

-
-
12. The following questions ask about the impact of your impairment on your ability to work.
Please indicate what your job/work is:

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

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

Sno	Physical and Structural Barriers	Serious barrier	Limited barrier	No impact
1	Means of access to and into the building (transport provided, ramps at the entrance, tactile warnings, hand rails, etc.)	☐	☐	☐
2	Access within the building (internal ramps, providing or modifying equipment, lifts with braille symbols and signals, signage, etc.)	☐	☐	☐
3	Creating a safe working environment (accessible fire exits, memo routes clear of hazards, preventing health hazards and accidents)	☐	☐	☐
Sno	Communication and information barriers	Serious barrier	Limited barrier	No impact
1.	Providing text phone, type talk, hearing induction loop facilities, screen reader, language/terminology used by staff, signage, additional training, etc.	☐	☐	☐
2.	Provide appropriate aids/technology/attendants (providing supervisor/mentor, braille symbols and auditory signals, adapted toilets, fitness/sports equipment, etc.)	☐	☐	☐
3.	Conducting regular orientation programs	☐	☐	☐
4.	Providing opportunity for training	☐	☐	☐
5.	Extending certain benefits (providing rights to special leave, reallocating work, additional medical allowance, etc.)	☐	☐	☐
6.	Policies and procedures followed (having clear cut objectives to support people with disabilities, formalizing a policy to retain employment without reduction of rank of people who may become disabled, etc.	☐	☐	☐

7.	Positive attitude of people working in organization	☐	☐	☐
8.	Harassment, discrimination at work place	☐	☐	☐

14.

Sno		Serious barrier	Limited barrier	No impact
1.	PWD are very motivated individuals	☐	☐	☐
2.	Helps tap into a wider range of applicants for job vacancies	☐	☐	☐
3.	PWD bring diverse skills and perspectives to organization	☐	☐	☐
1.	Creating an environment where all citizens, as per their ability, are able to contribute to the organization as well as nation's development.	☐	☐	☐
2.	Benefits to the employer brand.	☐	☐	☐
3.	Helps finding workers who can fill skill gaps in the tight labour market.	☐	☐	☐
4.	Increased potential labor market.	☐	☐	☐
5.	Reflecting the diversity of the local community.	☐	☐	☐
6.	Opportunity for organizational learning.	☐	☐	☐
7.	Better or average absence, health and safety records, and maintenance costs for disabled employees.	☐	☐	☐
8.	Hiring workers with disabilities can make your company eligible for economic incentives.	☐	☐	☐

15.

Sno	Adjustments made at work place	Serious barrier	Limited barrier	No impact
1	Designing all employment systems, processes and facilities to be accessible at work place.	☐	☐	☐
2	Provide training to employees with disabilities on the use of any new equipment or systems.	☐	☐	☐
3	Extra benefits such as providing right to special leave, additional medical allowance, changing the workplace etc., are provided to disabled people.	☐	☐	☐
	Perceived positive benefits of employing persons with disability			
1	Finding workers who can fill, skill gaps in the tight labor market	☐	☐	☐
2	Increased potential labor market	☐	☐	☐
3	Reflecting the diversity of the local community	☐	☐	☐
4.	Benefits to the employer brand	☐	☐	☐
5.	Organizational learning	☐	☐	☐
6.	Better or average absence, health and safety records, and maintenance costs for disabled employees	☐	☐	☐
7.	Hiring workers with disabilities can make your company eligible for economic incentives	☐	☐	☐

	Awareness of disability acts			
1	Reporting to special employment exchange with information about vacancies that have occurred or are about to occur in establishment	☐	☐	☐
2.	If suitable persons with disabilities not available, such vacancy shall be carried forward to the succeeding recruitment year	☐	☐	☐
3.	Percentage of vacancies not<3% for persons or class of persons with disability, of which 1% each shall be reserved for persons suffering from blindness or low vision; hearing impairment, locomotor disability	☐	☐	☐

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

Sno		Yes	No
1.	Ensure that Standards for Selection and Assessment do not discriminate on any prohibited ground of discrimination, including disability.	☐	☐
2.	Ensure that employment opportunities are advertised in an accessible format for people with special needs.	☐	☐
3.	Identifying and removing barriers to employment, career development and promotion of persons with disabilities.	☐	☐
4.	Designing all employment systems, processes and facilities to be accessible in workplace.	☐	☐
5.	Consult employees with disabilities, including employees with learning disabilities in regard to necessary requirements.	☐	☐
6.	Provide training to employees with disabilities on the use of any new or upgraded equipment or systems	☐	☐
7.	Ensure that employees with disabilities are provided with information in a timely fashion and a usable format	☐	☐
8.	Ensure proper technical aids, equipment and services for employees with disabilities	☐	☐
9.	Ensure that good workplace morale is there and the people with special needs are being treated as a part the team	☐	☐
10.	Extra benefits like providing rights to special leave, additional medical allowance changing the workplace etc. are provided to disabled people	☐	☐
11.	Respect individual's right to privacy and confidentiality of disabled people	☐	☐

17. Do you agree with the following benefits of employing disabled people?

Sno		Yes	No
1.	Motivated individuals.	☐	☐
2.	Tapping into a wider range of applicants for job vacancies.	☐	☐
3.	Finding workers who can fill skills gaps in tight labor markets.	☐	☐
4.	Increased potential labor market.	☐	☐
5.	Diverse Skills and Perspectives.	☐	☐

6.	Reflecting the diversity of the local community.	☐	☐
7.	Benefits to the employer brand.	☐	☐
8.	Organizational learning.	☐	☐
9.	Better or average sickness absence, health and safety records and maintenance costs for disabled employees.	☐	☐
10.	Hiring workers with disabilities can make your company eligible for economic incentives.	☐	☐
11.	Creating an environment where all citizens, as per their ability, are able to contribute to the organisation as well as nation's development.	☐	☐

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

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

Sno	Provisions of Persons with Disabilities Act 1995	Yes	No	Don't know
1.	Identify posts, in the establishments, which can be reserved for the persons with disability.	☐	☐	☐
2.	Percentage of vacancies not less than 3 per cent for persons or class of persons with disability of which 1 per cent each shall be reserved for persons suffering from: blindness or low vision; hearing impairment; locomotor disability.	☐	☐	☐
3.	Reporting to Special Employment Exchange with information about vacancies that have occurred or are about to occur in establishment.	☐	☐	☐
	Checking of records.			
4.	Due to non-availability of a suitable person with disability such vacancy shall be carried forward in the succeeding recruitment year	☐	☐	☐
5.	Every employer shall maintain such record in relation to the Person with disability employed in his establishment in government approved form	☐	☐	☐
6.	Employers both in public and private sectors to ensure that at least 5 per cent of their work force is composed of persons with disabilities.	☐	☐	☐

QUALITATIVE ANALYSIS - DISABILITY AND EMPLOYMENT IN
CORPORATE COMPANIES IN RELATION WITH INFORMATION TECHNOLOGY
ENABLED SERVICES COMPANIES

SEMI-STRUCTURED INTERVIEW FOR MANAGERS AND COLLEAGUES

Section I: Personal Information

1. Name:(Optional)
2. Gender: ☐ Male ☐ Female
3. Designation:
4. Experience (in years):

Section II:

1. What is the attitude of the organization in recruitment of disabled people?
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.....
.....
.....
2. What are the categories of persons with disability employed in your Organisation?
.....
.....
.....
.....
3. What are the benefits of employing persons with disability as perceived by you?
.....
.....
.....
.....
4. What are your perceptions of employees with disability and their disability issues?
.....
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.....
.....
5. What do you think are the perceived physical and structural barriers faced by disabled people in their workplace?
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.....
.....
6. What do you think are the communication and information barriers faced by persons with disability in the workplace?

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.....

7. What coping mechanisms/necessary adjustments have to be made by employer to accommodate persons with disabilities in any organisation?

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.....
.....

8. What necessary adjustments have been made by your organisation to promote persons with special needs?

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

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

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.....

Disability and Employment in Information Technology and enabled Services Companies: A Study in India

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Disability High Arts: Social World View in India

Name: Priyanka.R.S

Designation: PhD student,

University Grants Commission: Junior research

Fellow holder

Name of Department: Centre for studies of Social Exclusion and Inclusion Policy

Name of the Organization: University of Hyderabad, Hyderabad, India

The concept of culture serves to explain the way of life of particular groups, peoples or epoch (Spencer-Oatey, H. & Davidson, A. 2015). Afterward with the publication of Matthew Arnold's *Culture and Anarchy*, the word came to be coupled with the arts, particularly the 'high arts' such as sculpture, classical music, painting, theatre and certain types of film.

We employ the word culture in these two senses: to denote a total way of life – the general meanings; to denote the arts and learning – the special process of breakthrough and creative endeavor (Educating for creativity: Bringing the arts and culture into UNESCO 2005).

Art is creative endeavor, and its philosophy is based upon legitimizing the experience of people and all other cultural observance (Severyn T. Bruyn). Art is a procedure of re-presenting a more correct image of society, life, and art itself (Encyclopedia Britannica).

A culture entrenched in the dominion of normality, co modification of art is the way in which 'high' art has become the preserve of privileged groups, reflecting their cultural practice (K Coffee-2008). In relation to high art, the 'general public' is fundamentally a peripheral nature. The predicament is that with the mainstream art we will nearly never see any authentic Disability Art in a theatre, film, museum, gallery or even at a Disability Arts festival) The Guardian, 2014(. We will see works that are entrenched in the conformist norms of society: 'heroic works' that emphasize the possible normality of disabled people to fit in, Non-disabled people love this 'triumph over their disabilities' kind of an act 'activities' which victory the ideals of the 'normal' through parody or pastiche.

Disability Arts had been around before in the UK, and in the USA, began during the mid-1980s(C Barnes, 2003). The Disability Arts Movement has its line in the disability activism, instituted on a Social Model considerate, empowering disabled people to make a stand against bigotry and marginalization (Carri sandahl), and it is a emerging stream in disability studies and culture in India. (Campbell and Oliver 1996) states Disability Arts culture linked to and coming from within the political disability movement of great optimism collective with huge enthusiasm were held by all involved; it would be a beyond doubt inclusive, accessible, ground-breaking and free cultural expression in a mainstream culture which excluded, categorized used, and maltreated disabled people both culturally and in its own social and arty fantasies.

Disability Art make use of the social model of disability (and society) to investigate disability (not impairment) and society through arts observance and culture as a cooperative and individual experience of socioeconomic barring in a society that is marginalizing, humiliating and manipulative of the metaphors and experience of disabled people.

In this paper I will try to understand how Disability Art and culture of high arts in India, to recognize and make known how 'cultural forms and practices do reflect to the social world but, rather, play a constitutive role in the construction of that world'. Disability art establishment in India drawn on the lines, perhaps, the last great innovatory art at humanity's disposal that is an exclusively humanitarian and non-ideological connotation.

Using art as an intermediate to convey oneself and touch the lives of others is certainly a beautiful contribution. India is a land of rich arty heritage; we find a ample array of artists experimentation with various forms of art. India is also home to nearly a 100 differently-able artists. Indian mouth and foot painting artists Members paint with the brush held in the mouth or foot due to a disability sustained at birth or due to an accident or illness that prevents them from using their hands. Instilling a sense of freedom and dignity. Mostly, though, it is pseudo-therapy workshop products or impairment-orientated works. Generally it is from a craft basis or developed in an empowerment course, ostensibly prearranged within the social model of disability but actually impairment-specific. from the lens of the general public these people go on to enthuse millions of people the world over with their incredible ability to create art with only their mouth or feet. In their view these artists are living testimony that any challenge or disability can be triumph over and something beautiful can materialize from the worst possible situation and considered them as true heroes and heroines who attest everyday that the unattainable is very much achievable (zeenia Baria, 2013).

Theatre is storytelling. Audience seeing live theatre for the first time, all carves up the bliss of story. Stories hook up us. In recent time disability theatre has emerged, there has been an increase in theaters, acting companies, and playwrights beginning to sight disability as an imperative asset to the theatre world across the globe(S Chatterjee, 2016), but they are still in the minority in India. In India disabled theatre just in its beginning stage, New Delhi-based Guru Salauddin Pasha, who runs the theatre troupe, Ability Unlimited, exclusively for disabled artists with conditions varying from polio, cerebral palsy, dyslexia and autism, as well as visual, other mental and hearing difficulties. His endeavor is to make consciousness throughout the world by instilling the communication of a 'disabled-free India'. The theatre believes these theatre performances will make a 'barrier-free and disabled-friendly India' one day. The theatres gamut which draws upon the loaded outpouring of traditional Indian folklore and myths – includes 'Martial Arts on Wheels', 'Ramayana On Wheels', 'Durga', Bhagawad Gita, and The Panchatantra Tales, among others(Neeta Lal, 2017).

Disability theatre has been in India fuzzy to become a tool simply to concentrate on issues such as 'disability' access, training and audience development. This has diluted the capacity of Disability theatre to develop a solemn philosophy and to contribute to the culture of disabled people.

Cinema is well thought-out to be an influential intermediate that mirrors the occurrence in a society. While it is wedged up amid the real and reel life, it still dole out as an imperative intermediate of amusing people, educating them and bringing a behavioral transform in their practices and outlook. Given the reach of the film industry in India and across the world, it has been particularly effective in transforming people's view and pull up societal stereotypes(Preserve Articles, 2011). Given the deficient of consciousness and unswerving experience with disability, media representations such as Cinema representations can provide influential and unforgettable definitions for the public. In films that portray a character with a disability, the character go up to the occasion in order to demonstrate people with that particular disability – showing to the audience how individuals with that disability feel, behave, communicate, reveal symptoms and experience life. It, thus, turn out to be vital that disability is presented responsibility.

There have been two leaning in film-making insofar as Indian films are concerned. While a number of film-makers have brought into play disability as a humorist interval or to give a striking turn to their script with scant regard for the rights of a large group of people with disabilities, there have been some film-makers who have been able to build a story around the inconsiderateness of society towards the disabled. Depiction of disability in films sway chiefly amid two farthest– fun, pity, sympathy, caricaturing, and overwhelming heroism are at one end of the gamut while bigotry, coping-up, emotional swings and hopes of the human soul are at the other end." (S Prasad, 2018).

If the function of culture (specifically that part of culture called art) is to encourage the cultural museums (galleries, art schools, films, venues and the like) to legitimize the hegemony of normality (Bourdieu P 1988) and strengthen the otherness of disabled people, then a re-evaluation of Disability Art is in arrears. Such a re-evaluation is predominantly pertinent given the growth of cultural homogenization and the intensifying alienation and barring of disabled people from the broader essentials of cultural life.

As a result of on hand of art hierarchies and high arts, Disability Art events, exhibitions, films and theatre performances are perpetually marginalized as art *per se* or held merely as education-based events. There is just about on no account a single artist exhibition of a Disability Artist, for example, there are only ever shared exhibitions. The only disabled artists who get such showcases totally reject any significance to Disability Art or even the idea of a social model of disability. Instead, such artists are notable as stirring role models despite being, for example, 'severely crippled with arthritis' or having triumph over so 'heroically' the onset of paralysis.

Art should not center uncritically on a medical approach to the body, as this might add force to old stereotypes of Disability as a medical tragedy. Art's function is to transform society's views.

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Concealed and Discarded Community: Conditions of Muted Voices

Name: Priyanka.R.S

Designation: PhD student,

University Grants Commission: Junior research

Fellow holder

Name of Department: Centre for studies of Social Exclusion and Inclusion Policy

Name of the Organization: University of Hyderabad, Hyderabad, India

Violence against disabled women is not a straightforward issue. There are a forbidden people like to make believe it doesn't prevail. Particularly *sexual* abuse is kept mute. Disabled women are considered as asexual and not eye-catching and hence they cannot be victims of sexual abuse.

Violence against women with disabilities is a universal glitch. Roughly 300 million women across the world have mental and physical disabilities. Women with disabilities consist of 10 percent of all women worldwide. In low and middle earning countries, women comprise 75 percent of all disabled people. Women with disabilities are more susceptible to brutality and other human rights violence.

Study put forward **that women with disabilities are more** probable to experience family violence, sexual attack, and emotional exploitation than women without disabilities. Women with disabilities may also experience more secluded and feel they are powerless to report the violence, or they may be reliant on the abuser for their concern (Price, J. 2011). Akin to many women who are battered, women with disabilities are generally abused by someone they familiar, such as a spouse or family member (Breiding, M.J., Armour, B.S, 2015).

Women and girls with disabilities in India are at a higher menace, of sexual abuse, according to Human Rights Watch information released. Nidhi Goyal, held the infrastructure in India is not affable for a person with a disability and being a woman adds an added coating of complexity. "When disabled person trying to navigate in the cities, then person has to ask over for help. And when person ask for help, disabled woman make herself more susceptible to any kind of wrong touch, some stalking," Goyal said. "So it doesn't allow disabled women to be autonomous it puts her more at danger." (Nilanjan Chowdary, 2018)

The women that go through the most stern and recurrent assault are those with a multiple-disability, problems in mental development, problems in communication, and those disabled from birth. But, above all these situations that lead to lack of knowledge and take no notice of the circumstances, is the fact of **discrimination** and a heavy **social prejudice** towards disabled women.

In an attempt to explain why there is a general tendency to maltreat and abuse these women, D. Sobsey (1990) identified various myths with which society has surrounded people that do not fit in the common pattern of a "normal" being. So the myth of "*dehumanization*" portrays disabled people as beings in a "vegetative state" and therefore members of an inferior society. Any violation or abuse committed against these persons is not considered in the rapist's mind as a crime of the same magnitude (Dick Sobsey & Sheila Mansell, 1990).

Persistence of certain cultural, legal and institutional barriers makes women and girls with disabilities the victims of two-fold discrimination: as women and as persons with disabilities. cultural, religious, etc. component which determines the way in which people, more specifically disabled women, are perceived by society (European Disability Forum, 1998). That is, as imperfect, dependent and weak beings. If we add to this portrait the taboos and motivations that surround, for example, sexual abuse, we find powerful elements that permit the situation of aggressions, mainly against women, to continue (Leandro Despouy, 1988).

Women and girls with disabilities are deserted in institutions by their family members or police, once they're locked up, their lives are frequently rife with seclusion, terror, and abuse, with no optimism of get away (Shantha Rau Barriga, 2014).

Social situation of disability, as well as sexual violence against disabled women and the Legislative procedures in India factors such as inaccessibility, dependence on support services, poverty and seclusion has an influential impact on individuals' amplified risk for violence.

Criminal justice and legal remedies, are often less accessible to disabled women, escalating their possible seclusion and susceptibility. Women with disabilities great effort to gain justice through the courts. Much violence, abuse cases do not go on often because people with disabilities are seen as untrustworthy, not reliable or incompetent of being a witness (John Sifton, 2016).

disabled women advocates had campaigned long and tough for the domestic violence movement and for accessible services for abuse survivors to take up the requirements of disabled women, but their experience was that there seemed to be diminutive interest (Ellis 1995)., prior study and research overviews (for example, Mullender and Hague 2000) exposed a scarcity of research or writings on the experiences of disabled women survivors of domestic violence (at times as a result of ignore or tokenism on the part of the researchers concerned).

With the rising number of sexual abuse cases, this is the high time to have a gender-responsive disability activism in India along with this necessitate to get some vital law and amendments in the existing criminal laws. In the current paper the author intends to focus on sexual abuse and exploitation against the disabled women by the partner, relatives, care institutions and its linked legal issues and the corrective measures in this regard through the investigation and exploration of case studies.

Case studies

NEW DELHI: A 20-year-old visually impaired girl was purportedly raped by her neighbor at the girl's house near Karol Bagh. When the girl's mother returned home after job, she saw her daughter lamenting in a corner. When inquired what was erroneous, the girl said that her neighbor had come home on the excuse of getting sugar and raped her (Times of India, 2018).

In the year 2001, an unpleasant incident took place where a speech and hearing impaired girl was raped by two policemen in the interior of a jail van in Kolkata. One of the advocate exposed that they were cautioned not to follow up the case. The policemen ingenuously said when asked that the disabled girls are "sex hungry" and it was she who in fact molested the policemen, where a disabled woman was customarily beaten by her husband. When she couldn't take it any further extent, she approached the police, but the police told her to amend because who would look after her or else (Hindustan times, 2017).

Sexual violation to which disabled girls are not out in the open. Although never reaching the be the main act in news. There are enough cases where their own fathers and uncles have sexually mistreated disabled girls. As Anitha Ghai, one of her informants, whose sister has cerebral palsy exposed:

My sister always had problems in communicating because of speech troubles. However after her school gave argumentative aids to her, she shared with me an incident which was extremely horrific. At first, I did not consider her, yet her moan lastly persuaded me. My Dad's younger brother took advantage of the fact that both my mother and I had to leave town for job and institution. As there was no school, which would allow her after the age of 13, we had to leave her at home. He lived with us for a month, and my sister became a ruin all through that time. However, as she could not say, we recognized her confrontation to her disability. It was only later on that we came to make out how he raped her every day for a month or so. The maid who was to take care of her also assisted to him for monetary gains (Anitha Ghai, 2003).

In the majority cases, the wounded of the crime knew the accused person earlier to the commission of rape. In a number of cases they were raped by their own relations as well as the father. The cases also put forward that most sufferers were raped when they are unaccompanied and unprotected. Most of the minor and child victims were allured and persuaded by the adult accused.

Legal provisions

Article 41 states that right to education and to public assistance in certain cases where the State shall, within the limits of its economic capacity and development, make useful stipulation for protecting the right to work, to education and to public assistance in cases of unemployment, old age, sickness and disablement, and in other cases of underserved want. Hence, there is no guarantee from the State to prevent discrimination due to disability. In this context enactment of PWD Act is notable because for the first time in India the social and economic rights of disabled have been addressed by a statute. The law was enacted Indian government enacted the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act; 1995. The PWD Act swathes all the issues of disability but quiet on the prejudice and violence faced by women with disabilities that distinguish their condition from men with disabilities (The Person with Disabilities Act, 1995).

Since 2012, India's legal framework concentrating on sexual violence progressed speedily and notably. These transforms have incorporated the 2013 amendments to India's penal code, the substantive criminal law governing offenses, and the channel of the Protection of Children from Sexual Offences Act, 2012 (POCSO), India's first law that spotlighted wholly on sexual offenses against those under age 18.

India's 2013 criminal law amendments endow with room to support women with disabilities to admittance the criminal justice system. These include:

Right to record their statement with police in the protection of their home or a place of their preference. The right to have their statements to police and examinations videotaped; The right to support by a "special educator" or interpreter when the grievance is recorded and all through trial; exception from the need to reiterate their statement all through trial, subject to cross-examination.

The POCSO bring in an array of child-friendly trials and Special Courts to try child sexual abuse, accommodations for all children on the source of their age, and explicit accommodations for children with disabilities. All children are at liberty to furnish their statement in the company of an interpreter or translator.

If child has a disability, the Special Court may have the support of a special educator, any person known with the manner of communication of the child, or a specialist in that area, to record the statement and evidence of the child. As a final point for all children, including children with disabilities, POCSO necessitates police officers to get statements recorded by a Judicial Magistrate under Criminal Procedure Code section 154(c).

In December 2016, India enacted the Rights of Persons with Disabilities Act, 2016, which symbolizes a noteworthy shift from India's Persons with Disabilities Act, 1995. The 2016 act redefines disabilities under Indian law to more closely side with the Convention on the Rights of Persons with Disabilities (CRPD), which India ratified in 2007. The Rights of Persons with Disabilities Act provides measures to guard all persons with disabilities from all forms of mistreatment, brutality and exploitation, and articulates particular measures for suitable governments, executive magistrates, and the police to take. Mutually these laws bring insignificant new guards for women and girls with disabilities to assist their access to justice, particularly in cases of sexual violence.

Tackling sexual violence against women and girls with disabilities, the 2016 law lay down imprisonment and fines for anyone who would "indignation the diffidence of a woman with a disability." It also guards all persons with disabilities from all forms of mistreatment, brutality and exploitation, with explicit measures to be taken.

These measures include instituting procedures for reporting violence against persons with disabilities, creating public knowledge and guaranteeing that persons with disabilities have the defense, free legal aid, and links with disabled person's organizations that they require to look for relief.

Section 7 of the 2016 act expressly authorizes the executive magistrate with jurisdiction to take delivery of grievances of maltreatment, violence, or abuse committed against persons with disabilities. Upon receipt of such information, the executive magistrate is obligatory to take instant steps to end or avert the abuse, as well as passing protection orders, empowering police or a local disabled persons organization to endow with for safe custody or rehabilitation; providing maintenance; and aiding protective custody if the person whose security is at jeopardy wants it.

Convention of United Nations on the Rights of the Persons with Disabilities 2006 for the primarily stated for the rights of women with disabilities. They ought to not be subject to brutality and any form of prejudice and to be strictly treated as subjects and not as objects in the society. Article 6 of the Convention states that States Parties identify that women and girls with disabilities are subject to manifold discrimination, and in this regard shall take measures to guarantee an inclusive and equivalent enjoyment by them of all human rights and fundamental freedoms. States Parties shall take all suitable actions to guarantee the complete development, progression and empowerment of women, for the point of guaranteeing them the implement and enjoyment of the human rights and fundamental freedoms lay down out in the present Convention.

Conclusion

Campaigns around violence and laws protecting women from it, education and career guidance, sexuality education, and housing schemes all need to be geared toward equipping women to make life choices that protect them from violence, live without fear of exclusion and discrimination, and resist oppressive norms.

The untrue supposition that women with disabilities are asexual has not freed them from sexual exploitation. For almost three decades feminists and disability advocates had produced understanding and public indignation against sexual exploitation. It at present appears assist has amplified for woman with disabilities. In outcome they are improved situation to both perceive assaults and track efforts to stop them. However it is also may be most clearly visible in the materialization disabilities and the growing number of conferences, organizations, working papers and events intended to raise public understanding and tackle the problem of sexual exploitation.

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