



# **Assessing the State of Physically Challenged Employees in Civil Service: A Case Study of Kathmandu, Nepal**

**By**

**Binita Pradhan  
MPPG 6<sup>th</sup> batch**

December 2017



**Public Policy & Governance Program  
North South University**



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**Public Policy & Governance Program**  
**North South University**


**Dedicated to**

*MY FAMILY AND FRIENDS*

**Especially to my father – the source of continuous inspiration and strength!**

## Declaration

I declare that the dissertation entitled “Assessing the state of physically challenged employees in civil service of Nepal” submitted to the PPG Program of North South University, Bangladesh for the Degree of Master in Public Policy and Governance (MPPG) is an original work of mine. No part of it, in any form, has been copied from other sources without acknowledgement or submitted to any other university or institute for any degree or diploma. Views and expressions of the thesis bear the responsibility of mine with the exclusion of PPG for any errors and omissions to it.



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## **ABSTRACT**

The purpose of this study is to understand the challenges experienced by the employees with disabilities in the working place of the civil service of Nepal. The specific context is to examine the social environment of the physically challenged employees. Also to assess the physical environment fitted with disabled employees and to explore the physically challenged employee's satisfaction in the workplace. In-depth interviews were conducted with eight people with disabilities irrespective to gender, education, position and age. In addition to this literature on experiences of people with disabilities were referred to and the theory of, social stigma were as conceptual models to analyse the experiences of people with disabilities in regards to their context.

The study basically adopted a case study strategy approach taking gazetted and non-gazetted level as unit of analysis for in-depth investigation. The study is of descriptive and explorative nature conducted on convenience basis in Kathmandu Metropolitan City, the Capital of Nepal. The data of analysis has been collected utilizing qualitative method through interactions, depth interview, observation, as major instrumentation of the research.

The findings indicate that the challenges that are experienced by the physically challenged people are social, physical environment and attitudinal barriers. Additionally, the findings indicates that barring factors for working comfortably and satisfactory in work place are infrastructure, status loss and discrimination, differences between higher post and lower post employees. Difference between male and female physically challenged employees, lack of trust towards physically challenged employee is seen.

The study also revealed that, among the demographic characteristics of the physically challenged employees, position level and gender factor comparatively matters for the challenges they faced. The physically challenged employees in the higher position has less challenges than the employees in the lower post, higher

position employees get assistant and other facilities but not employees in the lower position. In terms of gender female challenged employees have more difficulties and barrier than male challenged, even they cannot disclose openly about their problem and society believes that female with physical challenged have no capacity and capability of working.

The findings of this study, in overall, indicate that the employees has to face lots challenge in work place, however some of them are getting the facilities. . It reveals that there is huge poor physical environment lacking which is difficulty to work Comfortability.

***Key words*** – *Disability, civil service, work place, social stigma, physically challenged employees, social environment, and physical environment.*



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### List of Abbreviation

<b>Abbreviations</b>	<b>Full Form</b>
GON	Government of Nepal
PWDs	Person with disabilities
WHO	World health organization
WWDs	Women with disabilities
GO	Government organization
NGO	Non –government organization
PSC	Public Service Commission
NASC	Nepal administration Staff College
JICA	Japan International Cooperation Agency
MOGA	Ministry of General Administration
DPHO	District Public Health Office
NFDN	National Federation of the Disabled- Nepal
CRPD	Convention on the Rights of Persons with Disabilities
TRC	Truth and Reconciliation Commission
MOFA	Ministry of foreign Affairs
DFO	District Forest office
OAGN	Office of Audit General

# Chapter 1

## Introduction

### 1.1 Introduction

Disability has always been inevitable and indistinguishable part of the human life. Many individuals are born with a disability, while others acquire a disability later in life due to a variety of factors, including infectious disease, inherited conditions or accidents, as a consequence of malnutrition, lack of adequate preventive health care, exposure to environmental pollutants or as a result of warfare or landmines or other natural calamities—such as, floods, earthquake and tsunami etc. Disability is a global phenomenon affecting the entirety of the world. It is not specific to any one particular country, creed, color, age, or race. Anyone can become bodily or mentally dysfunctional at any point of time in life. In the present industrially and technologically driven society, people are far more likely to succumb to disabilities. A disability is any continuing condition that restricts everyday activities. The Definition of “disability” is broad. Thus, no disabled person is categorically excluded from the protection of the convention. According to the (CRPD<sup>1</sup>, 2006), Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

Disability is of different categories. The main categories of disability are physical, sensory, psychiatric, neurological, cognitive and intellectual. Many people with disability have multiple disabilities. A physical disability is the most common type of disability, followed by intellectual and sensory disabilities.

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<sup>1</sup> CRPD means Convention on the Rights of Persons with Disabilities.(CRPD) is an international disability treaty that was inspired by U.S. leadership in recognizing the rights of people with disabilities. The CRPD is a vital framework for creating legislation and policies around the world that embrace the rights and dignity of all people with disabilities.

- Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems.
- Sensory disability involves impairments in hearing and vision.
- Psychiatric disorders resulting in disability may include anxiety disorders, phobias or depression.

Neurological and cognitive disability includes acquired disability such as multiple sclerosis or traumatic brain injury. Intellectual disability includes intellectual and developmental disability which relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgments and problem solving. Intellectual disability is the result of interaction between developmentally attributable cognitive impairment, attitudinal and environmental barriers.

According to the International Classification of Impairments, Disabilities and Handicaps (World Health Organization), any restriction or lack of ability to perform an activity in a manner or within the range considered normal for a human being is known as disability.

According to projections made by international agencies—including ( WHO, World Bank 2011), about 10% of the world's population, around six hundred million people, has some or other disabilities. So much so that certain projections estimate the population of the persons with disabilities to be around twenty per cent of the world's poorest individuals, a phenomenon that exists across developing and developed countries. Approximately, 80% of the population with disabilities lives in developing countries like India, but their actual distribution is the subject of debate. While, in some countries, only the most severely disabled individuals are identified; in others, even those with mild disabilities are included in surveys and census reports.

Significantly, affluent countries normally report higher rates of disability both because of increased survival rates after the occurrence of disability and because census reports include individuals with mild or moderate disabling conditions that may not be listed as

disabled in another. In Nepal, for example, the long-term survival rate for boys who have polio is twice that for girls, despite the fact that males and females have an equal chance of being disabled by the diseases. An important legal right for persons with disabilities is the right to live free from discrimination in employment. Discrimination may normally take different forms. Some employers use pre-employment physicals to identify individuals with disabilities and to refuse their job applications. Some employers deny training, promotions and fringe benefits to employees with disabilities. Employees have been downgraded, discharged or harassed when an employer learns of the existence of a disability, or thinks that an employee is disabled.

‘Disability’ is ‘the disadvantage or restriction of activity caused by a contemporary social organization which takes no or little account of people who have physical impairments and thus excludes them from the main stream of social activities’ (UPIAS, 1976, p.3-4).

Hence, disability cannot be explained and understood simply in terms of individuals’ impairment but, rather, in terms of social arrangements. Stated in simple terms, it is not individuals and their alleged incapacities that explain the limited opportunities of the persons with impairments; society is partly to blame as well. Disability is thus not just a health problem (WHO). Humanity and normality are socially constructed. Social constructionism can, thus, be seen as the ontological and epistemological basis of Disability Studies, and consequently it has become the framework for understanding what disability is all about, as well as how one construes information about it (Albrecht 2002; Barnes et al. 1999: 93–5; Linton 1998: 37–45; Taylor 1996).

## **1.2 Background and the context**

Nepal is a very diverse country with large areas of hilly and mountainous terrain. Due to this difficult terrain infrastructure tends to be very underdeveloped. It has population of 28.98 million in 2016. Where there is different caste system and ethnic group and culture. Although we are in 21<sup>st</sup> century and medical science have solution of every disease still the majority of Nepalese society believes "having disabled children is the

result of a past fault or punishment of previous life". Due to the lack of awareness, parents feel severely burdened by having disabled children and prefer to send their children to an orphanage center rather than keeping with them. The majority of PWDs are excluded from primary level education and also health care mainly due to the cost of treatment.

The National population census in 2011 reported that 1.94% of the population of Nepal has a disability. In 2007, the GON adopted an instrumental approach on the definition and classification of disability. It defines disability as a condition where a person feels difficulty to perform day-to-day activities and participate fully in their social life due to problems in body organs and system, including physical, socio-cultural and communication barriers. Disability has been classified into seven categories: (1) physical disability; (2) visual impairment: blind and low vision; (3) hearing impairment: deaf and hard of hearing; (4) deaf blind; (5) speech impairment; (6) mental disability: intellectual disability, mental illness and autism; and (7) multiple disabilities. The National Planning commission reported 1.63%, having prevalence of disability. In 1981, WHO estimated around 10% (3 million) of the population have a disability. A major concern in Nepal is that despite many good programs, disability is still not recognized as a development agenda as part of the national development and main streaming process. The 1971 census referred to the population of persons in Nepal with disabilities as the economically inactive population due to physical disability. The national disability rate of 1.5% of the total population over 10 years of age (JICA, 2002). The National Population Census of 1981, 1991 and 2001 stated rates of disability at 0.5%, 1.5% and 0.46%, respectively. The 2011 Population Census reported 1.94% disability prevalence rate of the total population. Some specialized studies show 16.6% of Hearing Impairment, 4.9% of Intellectual Disability, 25% with psychosocial problems, and 1% of Visual Impairment in Nepal. The condition of People with Disability (PWDs) in Nepal is serious: approximately 68.2% PWDs have no access to education, 85% have no access to health care facilities, and 77.8% have no employment to earn their living. Also, due to no social protection, many disabled people either died untimely or veiled to die by their own. We



can say that, PWDs are not being an included part of the community. Different types of disability according to their percentage in Nepal as below.

Table: 1.1 Types of disability and their percentage

Disability types	Percentage
Physical disability	36.3
Blindness/Low vision	18.5
Deaf/Hard of hearing	15.4
Speech problem	11.5
Multiple disabilities	7.5
Mental disability	6
Intellectual disability	2.9
Deaf-Blind	1.8

(Source: - Nepal census 2011)

In Nepal these are the five districts with the highest of number of physically disabled people, based on the 2011 Census:

Table 1.2 Districts with highest population of disability

Districts	Population of disability	Total Population
Kathmandu	6,030	17,40,977
Morang	6,029	9,65,370
Kailali	5,631	7,75,709
Jhapa	5,524	8,12,650
Surkhet	4,627	3,50,804

(Source: - Nepal census 2011)

### 1.3 Statement of the Problem

An estimated 1.94 percent of the total population in Nepal is people with disabilities of one form or another. From that percentage of male disability is 2.18 % and female is 1.71%. Although there is equal rights to people with disabilities to participate fully in society but it has not been practiced by the state. In terms of health, accessibility, education, economy and employment opportunities, people with disabilities are treated as second-class citizens. Research has indicated that most of the disabled persons (69.3%) depend upon support from their family members. Having a disabled person posed problems in most (90.5%) of the households. The difficulties they faced were

mostly related to the inability of disabled persons to work, and taking care of the disabled persons, like teaching a new task, or having to leave the disabled persons alone. Similarly, according to the findings of New Era, most of disabled persons have no education (68.2%) as compared to the general population, where 4.8 percent have no education. The literacy rate is considerably lower for females than males, with 77.7 percent of females and 59.6 percent of males having no education. The participation of disabled persons in skill training is also negligible. In 2006, the government of Nepal made a National Policy and Plan of Action on Disability. In 2007 Nepal government introduced inclusive policy where 45% of the seats were in reserved quota from that 5% were for disabled person in civil sector. Although having the different policies which have clearly described that the disabled people should get the equal rights as other citizen but the real situation is different. Despite some positive initiation, PWD<sup>2</sup>s of Nepal is still facing different kind of challenges.

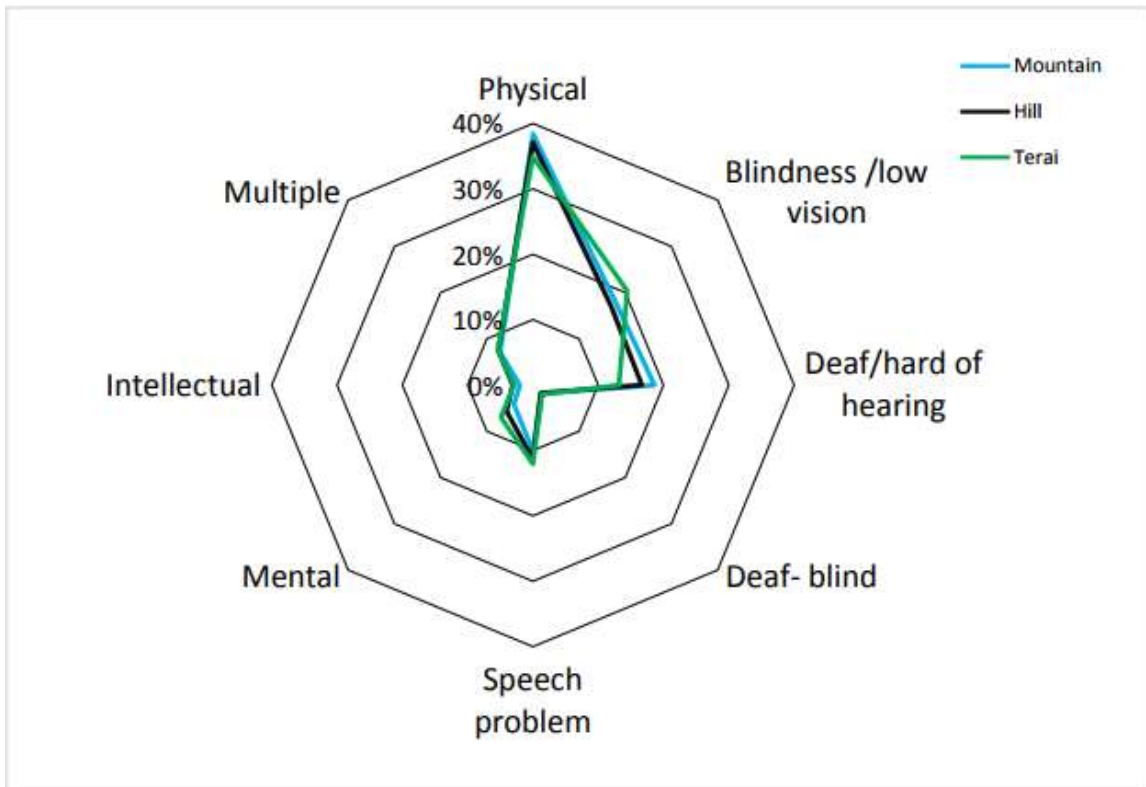
- The high-level planners, policy makers, and government authorities, are not completely aware on disability issues.
- The formulated (Act-1982) and other legal provisions are not enough for PWDs (including Women with disabilities -WWDs) to mainstream in national development.
- There is no regular system within the government to allocate national budget for disability sector.
- Governmental agencies are not paying due attention in implementing the formulated rules and regulations regarding the promotion of people with disability.
- The social attitudes towards people with disability are still not completely positive.
- Disability is still taken as a sin of previous life, curse of God and burden of family and society.

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<sup>2</sup> PWDs means Person with disabilities

- Most of the people have a misconception that the people with disability are unproductive for the society, nation and family.
- Services provided by GOs and NGOs are still on charity based only

**Figure 1: Population Distribution of PWDs across ecological belt by disability types.**



Source: - Disability Map of Nepal (Based on Nepal Population Census, 2011)

#### 1.4 Significance of the Study

Many people with disabilities in Nepal still do not have access to basic health care, let alone opportunities for self-advancement. Although the developed countries have created a barrier-free society improving access to work and other facilities, Nepal has to still fight against the fundamental needs, the existing discriminatory provisions and the deep-rooted social stigma. Disability is though just physical impairment. Nepalese society thinks it as a sin in previous birth.

This study focus on what kind of problem physically challenged employees is facing in working place in the civil service of Nepal. And will provide policy direction to government.

### **1.5 Objectives**

- To examine the social environment of the physically challenged employees.
- To assess the physical environment fitted with disabled employees.
- To explore the physically challenged employees satisfaction in the workplace.

### **1.6 Research Questions**

- What is the state of physically challenged employees in workplace?
- To what extend physical environment affect the physically challenged employees in work place?
- To what extend the social environment affect the working satisfaction of physically challenged employees?

### **1.7 Limitation of the Study**

The sample size in qualitative studies naturally is small. Eight respondents were interviewed. The findings are about both the higher post and the lower post employees who are physically challenged. Participants were drawn in Kathmandu valley. So findings are not being generalized to the entire country. As the entire physically challenged employees were not willing to participate in the interview it was difficult to convince them.

### **1.8 Organization of the Study**

This thesis has been organized into six chapters. This (chapter 1) presents the introduction and background of the study. It also indicates the statement of the problem, significance of the proposed study, research objective, research questions, and limitation of the study.

**Chapter two** is about the existing literature, the theoretical framework, analytical framework, variables, indicators and the operational definition of the key terms of the variables and indicators.

**Chapter three** provides the overview of inclusion in civil service of Nepal.

**Chapter four** is about the research methodology of the study. It deals with the research approach, study area; sample size, sample design, sources of data, and techniques of the data generation and method of analysis.

**Chapter five** is data presentation and analysis which is collected by the researcher using the depth-interview, observation, interaction and review of published and unpublished document. Data has been coded and analyzed by the researcher.

**Chapter six** is the concluding chapter. It presents the summary of the entire work, and the concluding remarks of the research.

## **Chapter 2**

### **Literature Review and Analytical Framework**

This chapter reviews the existing literatures on the disabled employees and problem they face in their work place, and relevant information, ideas and concepts in the context of Nepal and other parts of the world. The chapter also presents the theory used in this study. Considerable amount of relevant literatures were consulted and reviewed from sources like books, working paper series, dissertations, reports (governmental/non-governmental organization), journal articles, brochures, magazines including websites and experts' statements on related field of study.

#### **2.1. Introduction**

The aim of the literature review is to provide the reader information about the “state of art”, which provides basis for the research undertaken (Aminuzzman, 2011). There are numerous of research done on disability, disability and education, women disability, disability and employment. Literature regarding the contemporary research on disability and employment, discrimination with disability at workplace has been reviewed to have the clear overview of the subject matter.

##### **2.1.1. Background of Disability on Work Environment**

Work is a central part of most adult lives. People with disabilities are far less likely to have a job than other people of working age. The right of people with disabilities to decent work, however, is frequently denied. People with disabilities, particularly women with disabilities, face enormous attitudinal, physical and informational barriers to equal opportunities in the world of work (Disability and work, n.d.). A person's environment has a huge impact on the experience and extent of disability. Inaccessible environments create disability by creating barriers to participation and inclusion. Health is also affected by environmental factors, such as safe water and sanitation, nutrition, poverty, working conditions, climate, or access to health care (World report on disability, 2011).

## **2.2 Literature Review**

### **2.2.1 Global context**

The situation of employment of persons with disabilities is somewhat similar around the world. They are not getting enough employment opportunities and those who are employed are also paid lower wages in most cases. According to Bureau of Labor Statistics in USA, only 17.5 percent of persons with a disability were employed while 65% of persons without disabilities were employed in 2015. Similarly, the unemployment rate for persons with disability was 10.7 percent in 2015, about twice that of those with no disability (5.1 percent). (National Federation of the Disabled-Nepal, 2017)

World Report on Disability (WHO, World Bank, 2011) also shows contrasting difference in employment rate between persons with and without disability. This report shows that in low income countries, employment rate of persons with disabilities is 42.9% while that of people without disabilities is 58.8% (in age group 18-49 yrs). The report suggests four major barriers for employment of persons with disabilities: Lack of Access, Misconception about Disability, Discrimination and Overprotection in Employment Law. It is also seen that women with disabilities earn less than men with disabilities.

Hernandez (2000) found that when appropriate supports are provided, employers' express positive attitudes toward workers with intellectual and psychiatric disabilities. In line with the 1987 reviews, employers surveyed in 2000 with prior positive contact experience, held favorable attitudes towards workers with disabilities (Hernandez, 2000).

Thus, people with disabilities can make positive contributions towards social, economic and community development if opportunities and support are provided for them to participate in meaningful employment activities (Funnell, 2009). Considerations might include communities and employers creating opportunities for people with disabilities to be utilized in areas of their expertise (Funnell, 2009). For

example, providing opportunities for people with disabilities to use their practical or professional skills and knowledge, as well as ensuring that they are more actively involved in community work (Funnell, 2009). Most importantly, the Australian government's social inclusion agenda focuses on addressing the different challenges experienced by people with disabilities in the employment sector to help ensure their full participation in paid and volunteering employment (Waterhouse et al., 2010; NPDCC, 2009)

Although having impairment itself can make work more difficult, other factors also lead to lower employment rates for adults with disabilities. These include lack of access to needed work accommodations, disincentives imposed by public disability benefit programmes (Bound & Burkhauser, 2000) and discrimination (Baldwin & Johnson, 1994). Those who also have low levels of education are doubly disadvantaged and have been shown to have poor job prospects (Burkhauser et al., 1993).

Particular social constructions of disability portray people with disabilities as "other" and not as an integral part of the 'normal' world. Negative attitudes and behaviours develop from this 'worldview'. In the last two decades disability rights activists and academics have highlighted cultural and environmental factors that marginalize people with disabilities, denying them basic values and the accompanying basic rights/conditions. This social model of disability places a person's impairment in the context of social and environmental factors, which create disabling barriers to participation (Oliver, 1990). This social model of disability approach suggests that the root of disability lies in a failure of the environment to allow someone to function to his/her full capacity as much as in any functional impairment that the person may have.

In the 2004 Canadian Benchmarking Survey (Office for Disability Issues) 82% thought that that people with disabilities were less likely to be hired for a job than those without disabilities, even if they are equally qualified. However, 31% of the employed Canadian respondents reported that there was a person with a disability in their workplace and 73% of these employed respondents strongly agreed that these individuals are



contributing as much as others to the organization. Furthermore, 68% strongly agree that these persons are fully accepted by others in the workplace. It is a common result to find mixed attitudes among the public with regards to disability issues.

According to Hans and Patri (2003) the number of people with disabilities is expected to increase. The reasons are complex and multifaceted and largely due to health, demographic, and development factors. These include poor nutrition (including vitamin A deficiency), the aging population, and increase in violence and conflicts, landmines and unexploded ordinance, HIV/AIDS, measles and polio, traffic and occupational accidents, disaster, and substance abuse.

Caspers and Talley (2005: 116) underline themes in relation to disability studies and ethnography which include the 'role of social relationships in creating the category of disability, questions of authenticity and who may 'speak for' the disabled, issues of embodiment and impairment, and the relationship between disabilities and popular culture.' Anthropology in pushing for micro-level studies does not lose sight of the larger canvass against which reality is constituted. Ethnography today seeks to capture the interface of the global and the local and to contribute in significant ways to policy making and changes.

Literature reveals that people with disabilities often experience exclusion from participating in mainstream employment due to environmental, attitudinal, social and organizational barriers, and not issues relating to the effects of their impairments (Craddock & McCormack, 2002; Moore & Fishlock, 2006). Barriers to employment for people with disabilities are linked to stigma, prejudice, stereotypes and discrimination (Moore & Fishlock, 2006). Furthermore, physically disabled job seekers often experience employment challenges, which are related to natural, rural and built environments and systems' structures (Kulkhanchit, 2002). Mobility issues and inability to effectively carry out activities of daily living are physical barriers that can restrict people with disabilities from fully participating in employment activities (Boyce, Malakar, Millman & Bhattarai, 1999). Additionally, challenges related to low levels of education and limited

psychosocial skills makes it difficult for people with disabilities to compete in the open labour market (Thomas & Hlahla, 2002). If no improvements are made, lack of opportunity in the education system might have practical implications for future employment prospects for people with disabilities in Australia (Human Rights and Equal Opportunity Commission [HREOC], 2005).

Studies focusing on environmental factors address government initiatives, workplace responses and advice from health care providers and others working with people with disabilities. Young (2009) focused on the experience of people who used Massachusetts voc rehab system before they entered that system. A little under half of her sample was employed after becoming injured but before they received voc rehab services. Fifty-five percent attempted to return to their pre-injury employer, with about half of that group working at the pre-injury workplace again. The majority who did not return to work or left jobs stated environmental factors that influenced their decisions. These included lack of encouragement from the former employer and experiences at the workplace. However, the most important factor was advice from a health care practitioner that they were not ready to return to work. In some cases, lawyers discouraged injured people from returning to a former employer due to outstanding claims against that company.

Suet Leng et al (ND) in this article "Employment of People with Disabilities in the Northern States of Peninsular Malaysia: Employers' Perspective" states factors that promote or hinder gainful employment of people with disabilities in Malaysia. The data were collected through postal questionnaires distributed to several types of industries in the northern region of Malaysia. The results indicated that most of the employers are in favor of employing persons with disabilities. However, very few have such enabling policies, or a mechanism to handle issues related to persons with disabilities, or a built environment which is fully accessible to persons with disabilities. They are also concerned about the ability of workers with disabilities to comprehend and follow orders, as well as the costs involved in employing and training them.

People with disabilities have been treated cruelly and negatively understood for very long historical time. They have always been present in our society being hidden or even in enigmatic form sometimes but due to various reasons they have become more visible in the present days. It is always difficult but important to define disability and there are many definitions available of which each one is valid with its own purpose. Definition of disability can be considered from medical or social models and also from the one which includes people with disability to society to the one which excludes as well as segregate them. People with disabilities are tend to be labeled as handicapped, disabled or impaired because they look different from the rest of society on account of their appearance, behavior or capacity to learn (Baquer & Sharma, 1997). "The individual's impairment or abnormality necessitates dependence on family, friends and welfare services, with many segregated in specialized institutions. In short, disability amounts to a 'personal tragedy' and a social problem or 'burden' for the rest of society" (Barnes& Mercer, 2003).

Disability and poverty are interrelated terms. So, goals of development overcoming the existing poverty cannot be achieved without addressing the proper management of disability inclusion in the society. The studies on disability show that an individual with disability often lives in the poverty and because of his inability to participate in economic activities properly; his economic situation becomes poorer. Similarly, poverty of an individual cannot earn the good medical facility which later on may lead to impairment. Thus, disability and poverty has vicious cycle running continuously. It is true that for people who cannot afford enough food to eat, the presence of a member in a family with impairment can have devastating effects. A combination of desperate economic circumstances, lack of other support, cultural considerations and/or ignorance can result in families hiding or abandoning their disabled offspring (Ingstad, 2001).

Sellevoll (2016) has done research title on " Disability and work Barriers to employment' states that purpose of this study is to investigate the experiences of disabled people in the job search process using the social model of disability. In depth qualitative study is

done with a phenomenology and hermeneutic approach. This study is framed within a social model of disability. In a social understanding of disability the focus is on the person's environment and how these surroundings might be disabling. Data is gathered through semi-structured interviews. Finding of this study highlights within the social model of disability it might suggest they are seeking jobs in an environment where there is little room to be disabled and that they might be limited in what jobs they pursue due to experiences in the past. They all tell stories about a desire to be seen as ordinary workers without any needs for special adaptations, although some adaptation takes place. Findings may suggest they choose to act in a certain way because this is what is needed in order for them to pursue a position where they have a greater chance of succeeding in finding and gaining employment.

Article 27<sup>3</sup> "Work and Employment" in CRPD states that Prohibit discrimination on the basis of disability with regard to all matters concerning all forms of employment, including conditions of recruitment, hiring and employment, continuance of employment, career advancement and safe and healthy working conditions. Protect the rights of persons with disabilities, on an equal basis with others, to just and favorable conditions of work, including equal opportunities and equal remuneration for work of equal value, safe and healthy working conditions, including protection from harassment, and the redress of grievances. (Un.org, n.d.)

### **2.2.2 Nepalese context**

Prevalence and conditions of disability in Nepal are shown differently by different reports. A 2001 study conducted by NPC/UNICEF reported a 1.63 per cent prevalence rate, whereas various district level studies indicate 3 – 5 per cent. WHO estimates 7 – 10 per cent prevalence in underdeveloped countries overall, including Nepal. The major

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<sup>3</sup> *States Parties recognize the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities. States Parties shall safeguard and promote the realization of the right to work, including for those who acquire a disability during the course of employment, by taking appropriate steps, including through legislation, to, inter alia:*

causes of disability are poverty, malnutrition, polio, communicable diseases, consanguinity, and accidents (Dhungana and Kusakabe, 2010). NPC/UNICEF (2001) noted that “approximately 70 percent of persons with disabilities in Nepal lack education. Furthermore, 85 per cent of people with disabilities have no access to health facilities related to their impairment; 77.8 per cent of people with disabilities are not engaged in any income-generating activity, and some 69 per cent of people with disabilities depend on their families, which poses an economic problem for the household.”

Nepalese society assigns tightly defined gender roles to men as breadwinners and women as homemakers where marriage is seen as the most acceptable (economic) option for women, as it offers the best way for them to gain access – through their husbands – to the property and land that can secure their livelihood (UNICEF, 2006). However, women with disabilities are less likely to marry than are men with disabilities, as they are considered incapable of reproductive work (Dhungana, 2006).

Lamichhane (2012) has done research titled on “Employment situation and life changes for people with disabilities: evidence from Nepal” and his objective is to bring attention to the situation of people with disabilities in the developing world by focusing on the labor market of Nepal. Utilizing a unique dataset collected from people with hearing, physical, and visual impairments through questionnaire-based interview methods, and have compare across employment based on type of impairments and education levels to identify variation in occupational choices, as well as examining any positive life changes brought by employment. Their findings indicated that people with hearing, physical or visual impairments often dominated a specific employment sector. Numbers of people with physical, hearing and visual impairments were respectively large in the non-governmental organization sector, restaurants, and local schools. In addition to income, greater social inclusion, respect in the community, more friends, increased confidence, and discovering the new abilities were some of the positive life changes experienced by employees with disabilities.

Shrestha (2015) made research on “ Challenges in the inclusion of people with disability in Nepalese society” states that purpose of his study is to understand the challenges experienced by the people with disabilities in the course of their inclusion in the society. The specific context is to understand the social inclusion the people with disabilities through their participation in employment. In this research In-depth interviews were conducted with eight people with disabilities irrespective to gender, ethnicity and age that were educated and employed as well and a focus group with five participants having similar attributes was also conducted for overall understanding the issues of social inclusion in detail. The theory of social inclusion/exclusion, social stigma and social identity theory were as conceptual models to analyse the experiences of people with disabilities in regards to their inclusion in the society. His findings highlights that the severity of impairment of an individual determines the degree of acceptance of during the interaction with various power relations in the society also include that higher education assists the people with disabilities to pursue better employment opportunities and involvement in disability based organizations open them the chances to strengthen social networks and grow self-confidence. Due to the lack of proper financial resources, there is difficulties in the implementation of state promulgated laws for the inclusion of people with disabilities as a result gap is found between national policies and experiences of the people with disabilities in the course of social inclusion.

### **2.3 Synthesis from literature review**

From the above literature we know that, how much problem disabled people are facing to get the job. Although there are policies, rules and regulation but disabled people are seen with the eyes of pettiness and hatred and this makes them weak. It's very difficult to get them employee and if they get also they have to face lots of challenges in the workplace. More research is focus challenges that disabled people face to get employee and also some after getting employee. And the factors like social, culture, environmental which affects them. Also from the above literature review we found that research are done on the disability and work not more on how disabled employees should make feel comfortable in workplace and how they can be included fully in the

works. Also there are different types of gaps in between workplace and disabled employees' comfortable environment such as physical, social, attitudinal and cultural factors.

## **2.4 Theoretical Perspective**

### **2.4.1 Stigma theory**

Evidence of negative attitudes toward people with disabilities goes back at least as far as the ancient Greek and Roman practice of infanticide for those born with the appearance of disability (Rubin and Roessler, 2008). Although attitudes toward disability have evolved over time, there is still evidence that people with disabilities are stigmatized and experience discrimination (Antonak and Livneh, 2000; Au and Man, 2006). Contemporary stigma theory is usually traced back to the work of Erving Goffman, who defined stigma as "the phenomenon whereby an individual with an attribute is deeply discredited by ...society [and] is rejected as a result of the attribute." Normal identity is "spoiled" by the reactions of others.

(Goffman, 1963), Scambler (2009) argued that Goffman's conceptualization was too limited to the individual/symbolic interactionist level and that stigma should also be analyzed in terms of social macro-structure and political economy. Thornicroft, Rose, Kasam, and Sartorius (2008) criticized the bulk of previous stigma research for a failure to focus on discrimination and human rights. "Instead of asking an employer whether he or she would hire a person with mental illness," they wrote, "we should assess whether he actually does." (Draper)

Stigma can also be subtle. For example, stigma can arise as non-verbal expressions of discomfort (e.g. a lack of eye contact) that result in tense social interactions between stigmatized and non-stigmatized individuals (Hebl, Tickle & Heatherton, 2000).

From a social psychological perspective, stigmatization may have a number of functions (Phelan, Link & Dovidio, 2008). One is the function of exploitation and domination

(keeping people down). People with more power may stigmatize people with less power in order to maintain inequalities between groups. Another function is social norm enforcement (keeping people in). The threat of stigmatization is thought to encourage deviants to conform to in group norms. A final function is disease avoidance (keeping people away). From an evolutionary perspective, social exclusion of deviants protected against infectious diseases and thus contributed to survival (Kurzban & Leary, 2001; Phelan et al., 2008)

In country like Nepal, Disabled people are seen like they are curse on the earth and for the society. Stigmatization has huge impact on the disabled of Nepalese society. Perception of other people towards disability destroys their identification and capacity of doing work. Also negative attitudes, behavior and perception bout disabled from normal people make them feel discriminated and humiliated. Due to their kind of behaviors they didn't find themselves comfortable in the working environment and they lose their courage and strength to the face the society and to work soundly and happily with people and surrounding around them.

#### **2.4.2 Theory of Representative Bureaucracy**

The theory of representative bureaucracy initially focused on the benefits of passive representation meaning the presence of a public workforce that reflects the demographic characteristics of the society it serves. This theory suggests that a demographically diverse public sector workforce (passive representation) will lead to policy outcomes that reflect the interests of all groups represented, including historically disadvantaged communities (active representation).

Active representation takes the assertion that certain attributes such as race, ethnicity, gender, and also disability, which lead to early socialization, experiences and, in turn, shape the values and attitudes of administrators a step further than passive representation. These values and attitudes then can be conceived of as directly influencing the behavior of administrators, directing them toward using their discretion



to foster improved equity for those who have been underrepresented in the implementation of public programs (Sowa & Selden, 2003).

This connection occurs, according to the theory, because the demographic and social backgrounds of individual bureaucrats influence their socialization experiences and the development of attitudes, values, and opinions that ultimately affect their decisions on policy issues (Meier 1993b; Saltzstein 1979 cited in Bradbury & Kellough, 2008). As a result, the theory suggests that when the bureaucracy is representative of the public, policy decisions will, in general, be broadly reflective of the public interest (Bradbury & Kellough, 2008).

In the theory of representative bureaucracy the inclusion includes the representatives of disability as well. The behavior of administration towards all employees should be same and equal. Distribution of opportunities, to uplift the underprivileged of the society, because when equal opportunity is given to underprivileged they won't feel deprived.

## **2.5. Synthesis of Theoretical Framework**

Not only does the conscious social psychological factor of stigma come into play in workplace discrimination, but so does implicit bias, that is, unconscious stereotyping by the employer. Stigma theory gives the perception that how people behave with disabled at work place and also the attitude toward them. Theory of representative bureaucracy includes disabled in the inclusion and all the employees should get equal treatment from administration that is attitudinal, behavioral and also the same facilities should be provided. Both of the theory has helped the researcher to address the gap in the working place in the civil service.

## **2.6 Analytical Framework**

From above literature review and theories analytical framework has been developed, which is presented below, with dependent and independent variables.

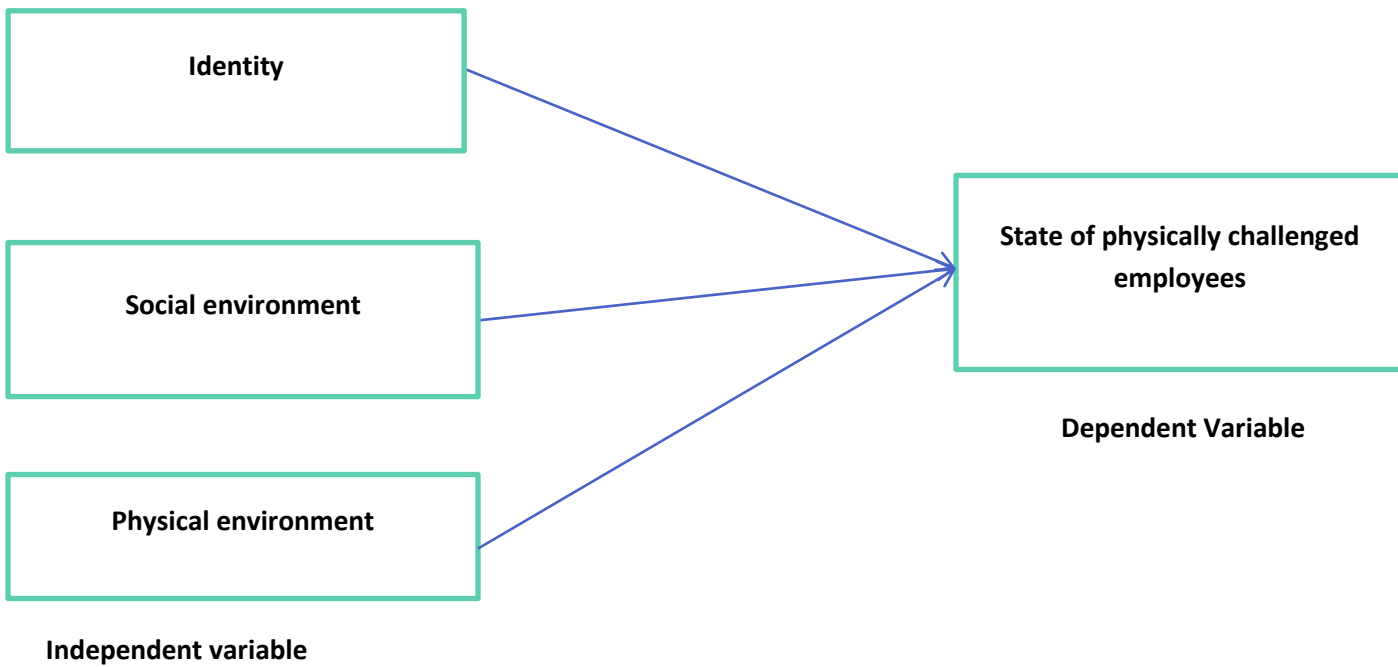


Fig.2.1: Diagram of Analytical Framework

### Variables and Indicators

Table 2.1 List of variables and indicators

Independent Variables	Indicators	Dependent Variables	Indicators
Identity	<ul style="list-style-type: none"> <li>• Age</li> <li>• Sex</li> <li>• Types of disability</li> <li>• Education</li> <li>• Level or position</li> </ul>	State of physically challenged employees	<ul style="list-style-type: none"> <li>• Satisfaction</li> <li>• Comfortability</li> </ul>
Social environment	<ul style="list-style-type: none"> <li>• Behavior</li> <li>• Attitude of co-worker and supervisor</li> </ul>		
Physical environment	<ul style="list-style-type: none"> <li>• Infrastructure</li> </ul>		

## **Operational Definition of key terms**

**Disability-** Disability is the impairments and barriers in the physical, attitudinal, communication and social environment. It just a kind of disease or physical lacking not a curse.

**Satisfaction** – Here, I have described satisfaction as the mental satisfaction of the physically challenged employees in working environment of the organization.

**Identity-** The identity here is about demographic factor of physically challenged employees which is age, sex, position, level and education.

**Social environment-** Social environment is the behavior of colleague and supervisor around physically challenged employees in their work place.

**Physical environment-** Physical environment here indicates that the physical facilities, like infrastructure of the work place.

**Comfortability-** The comfortability means the comfortable surrounding around the workplace which relates the accommodation and facilities.

**Types of disability** – Here types of disability indicates physical, blind and speech problem, which is taken in this study.

## **2.7 Conclusion**

The chapter explains a detailed discussion on related concepts, terminologies, and literature review regarding the challenges that physically challenged people have face to get the job and do their self-business. The literature review also reveals the necessity of research on the workplace challenges that physically challenged people have to face. Relevant approach, framework and models of disability and employment were discussed. In theoretical approach stigma theory and theory of moral bureaucracy has been taken which describe the stigmatization of the people towards disability and inclusion in the civil service or in the bureaucracy. Moreover, the dependent and

independent variables are developed on the basis of literature and theory taken in this study. Finally an analytical framework has been developed in order to set a base for analysis.

## **Chapter 3**

### **An Overview of inclusive policy in Civil Service of Nepal**

#### **3.1 Introduction**

This chapter attempts to discuss an overview about the civil service of Nepal. Civil Service is the most important workforce of Nepal public sector, as government initiatives are implemented by that civil workforce. The civil service is an institutional mechanism to support the government in executing its tasks and realizing the goals of the nation state that have been defined under the Directive Principles and Policies of the State in the Interim Constitution of Nepal, 2007.

#### **3.2 Background of Nepal's Civil Service**

Nepal is a country with social, cultural, ethnic, linguistic, ecological and geographical diversities. As we know that Earlier Nepal was following monarchy system and even the country administrative system were running according to the monarchy system and, In 2008, after that there was huge change in the government and monarchy system was ended. The transformational change that Nepal has embarked upon is massive. Change in the Nepal is a federal, democratic, republican State on the path to completing its constitution to create a federal structure. But there is still some way to go. The foundations of the society are profoundly being altered as the country transitions from a constitutional monarchy to a democratic republic, from unitary to a federal state, and from a Hindu state to a secular state. It is argued that federalization is one of the solutions at this stage to guarantee the conclusion of the peace process. Peace building and state building in the Nepal context are thus intertwined and mutually re-enforcing. Mistrust is also reported between the bureaucracy and the political circle. Public administration is a mechanism for progressively deepening, broadening and institutionalizing the political settlement. That cannot be rushed or driven by a

bureaucracy that is considered by many to be one of the institutions that requires transformational change in itself.

The basic premises of federalization include making government more efficient and receptive to the demands of the Nepalese people, and one of the main pillars of the new Federal State will be public administration in the form of the institutions and functions of the executive arm of government.

The basic premises of federalization include making government more efficient and receptive to the demands of the Nepalese people, and one of the main pillars of the new Federal State will be public administration in the form of the institutions and functions of the executive arm of government. These deliver basic services to citizens, maintain law and order, manage the economy, and create an enabling environment for business. Access to quality public services depends in large measure on the skills and motivation of the public employees who provide these services or oversee their delivery. An efficient civil service management system is needed to improve motivation and effectiveness, and hence better services to private businesses, the public, and to the poor in particular.

The Nepal Civil Service Act, passed in 1956, classified all civil employees of the government into two categories--gazetted<sup>4</sup> services and non- gazetted <sup>5</sup>services. Gazetted services included all services prescribed by the government by notification in the *Nepal Raj Patra*<sup>6</sup>, the government gazette. In 1991 categories of the gazetted services were education, judicial, health, administrative, engineering, forest, agricultural, and miscellaneous services. The gazetted posts were further grouped into classes I, II, and III. Non-gazetted posts also had several class echelons. As of 1990, there were approximately 80,000 civil service employees in all ranks. According to the 1990 constitution, all members of the civil service are recruited through an open competitive examination conducted by the Public Service Commission. Police and military officers are excluded from the jurisdiction of the commission. The chairman and other members

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<sup>4</sup> *Gazetted means are executive / managerial / supervisory level ranked public servants.*

<sup>5</sup> *Non-gazetted means except the supervisory and higher post all are non -gazetted.*

<sup>6</sup> *Nepal raj Patra is governmental department of printing.*

of the commission are appointed by the king on the recommendation of the Constitutional Council. (Bajracharya and Grace, 2014)

The commission must be consulted in all matters concerning laws relating to the civil service-such as appointment, promotion, transfer, or departmental punishment. Tenure, benefits, and postings were regulated by the Nepal Civil Service Act of 1956.

### 3.3 Inclusive policy in Nepal

The State has adopted the policy of inclusion in 2007. In which quota system came in form and 45% of the total seat were given in reservation as quota system, which is given in table below.

Table.3.1 Reservation seats in inclusion

Category	Percentage
(a) Women -	33%
(b) Adibasijanjati -	27%
(c) Madhesi -	22%
(d) Dalit -	9%
(e) Disabled (differently able)-	5%
(f) Backward Area -	4%

(Source: Inclusion policy, 2007)

The quota system seats are women, Adibasijanjati<sup>7</sup>, Madhesi,<sup>8</sup> Dalit<sup>9</sup>, disabled and backward area<sup>10</sup> and also inclusion comes under the marginalization group in Nepal. The Interim Constitution of Nepal, 2007, has recognized inclusion as an important aspect of nation building and set out policies, ensured fundamental and human rights and envisioned restructuring of state along with devolution of power for excluded groups at all levels of developmental and decision making processes. Accordingly, inclusionary provisions have been incorporated through the second amendment (2007) to the Civil

<sup>7</sup> Adibasijanjati comes under the from ethnicity group in Nepal.

<sup>8</sup> Madhesi are the who are mainly from Terai region and it's also one of the ethnic groups.

<sup>9</sup> Dalit are taken as the lower cast in Nepal and its come under the marginalized group.

<sup>10</sup> Backward area are those who are from the very inside remote area of Nepal.

Service Act 1993. The government has adopted inclusion in all branches of public service, including security, semi government corporations and other agencies.

The recruitment system of the civil service is conducted by the Public Service Commission (PSC) including its regional offices, a constitutional body enshrined in the Interim Constitution of Nepal, 2007. (Paudel, 2014)The basic principles that the PSC upholds include meritocracy, inclusiveness as is mandated by the constitution of Nepal, and accountability. Other personnel and human resource management functions are conducted by the Ministry of General Administration (MOGA) that includes placement, development (entrusted mainly to the Nepal Administrative Staff College (NASC)), promotion, transfer, retirement/post retirement services, and recording/information system.

After the inclusionary provisions have been incorporated it became easy for disabled people to enter in the civil service not they will enter directly they have to the meritocracy mark. There is examination held by the PSC in which there is the reservation quota one can apply according to their suitable category. Both written and interview is conducted by PSC, candidate have to passed in both to enter in the civil service. First they have to pass the written exam and if they got selected in written then only they will be called for interview, in interview they have pass the face to face interview and also psychological test and if there are grades are enough only they will be selected for the placement in the civil service.

The roles and the functions of the government may be categorized into four categories, viz. governance, economic, social and infrastructural. The governance activities include all activities pertaining to administrative support services, logistics management, internal security and peace, foreign affairs and defense, management of human and other resources and ensuring and promoting coordination and control. The economic roles include creating an environment conducive for investment and growth, promoting macro-economic stability and undertaking macro-economic management including resource mobilization and prudent utilization thereof, and promoting viable, pertinent



and necessary economic activities in the country viz. agriculture, industry, trade, tourism and other productive and service activities.

After the inclusive policy, the disabled people were more active to take interest in government job and they are given the chance of disabled quota which is 5%, which is not only in government offices, but also in company and in different employment place. Disabled got chance to show their capacity and strength and also got chance to self-dependent and contribute to family, society and nation. However, there are also some big companies that have set strong examples by hiring persons with disabilities. Those companies include- Deurali Janta Pharmaceuticals, The Bakery Café, and Cloud Factory etc. Government also has provision for disability pensions and allowances if somebody acquired a disability during jobs. But there is no such provision in terms of private companies. (Prasai, 2017).

## **Chapter 4**

### **Research methodology**

#### **4.1 Introduction**

The aim of this chapter is to provide the methodology applied in this study. Methodology is generally a guideline system, for solving a problem, with specific components such as phases, tasks, methods, techniques and tools. It is the study or description of methods. A research methodology defines what the activity of research is, how to proceed, how to measure progress, and what constitute success of research plan. There are at least three points that should be in mind while choosing an appropriate research method, these are answering to the research question, current state of knowledge and the nature of the variables involved in research (Aminuzzman, 1991).

Silverman (2010) have argued that, in the field of social research, no single methodology is better than the other. However, given the complexities of the real world, it is important to choose a methodology that is relevant to the research problem at hand as it defines how one will go about studying any phenomenon (Silverman, 2010).

Since this study is supposed to explore the state and condition of people with disability in the work place and what they experience, it can therefore be argued that the study is looked through the lens of interpretive paradigm and thus, explorative in nature. Interpretive studies attempt to demonstrate the expression of people and their actions in narrative or descriptive ways by presenting situations as closely as possible to the experience of people (Merriam, 2009).

#### **4.2 Research Plan**

At first, while formulating the research plan, it was necessary to look out for the researchable topic. For this exploring the present situation was necessary. While seeing the policy and research on disability what I found that there are researches on the disabled employment and what difficulties they face before getting the employment but not on the problems that they face after getting the job in their workplace.

Therefore, to work on: A study on “Assessing the state of physically challenged employees in civil service of Nepal.” was selected for the thesis; adopting the current situation of physically challenged employee in government offices in Kathmandu valley, the capital of Nepal.

### **4.3 Research Design**

A research designs a framework to navigate the research journey in the selected field and finally execute the research plan. The research design followed, dominantly, in this study is “descriptive’ research.

Research design is also the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. As Nachmias and Nachmias (cited in Yin 2003), research design is a plan that guides the researcher in the process of data collection, analysis, and interpretation of findings. According to Creswell (2003), research designs falls into three categories – qualitative, quantitative, and mixed methods.

The selection of research method is based on the nature of the research question posed as well as the preferences of the researcher. This study aims at finding the answer of the research question as what are the challenges that Nepalese people with disability facing in their work place. To understand and examine closely the lived experiences of people with disability, I adopt qualitative method as a technique of research in this study. Qualitative methods make sense when it is meaningful to understand and interpret human behaviours and the reason that controls these activities. The qualitative research methods have therefore the ability to investigate not just the questions of what, where and when but also why and how which are fundamental to understanding phenomena being investigated (Silverman, 2006). Berg (2009) argues that the meanings that we give to events and things come from their qualities therefore qualitative research is necessary when one wants to understand lives.

Thus, a practicable range of qualitative tools such as observation, interview/interaction, documents review and audio materials i.e. the recordings has been used to collect, manage and analyze data

#### **4.4 Research strategy**

The research strategy opted in this inquiry is a case oriented method. According to Yin (2003) a case study is 'an empirical inquiry that investigates contemporary phenomenon within its real life context, especially when the boundary between phenomenon and context are not clearly evident' (Yin 2003). This inquiry attempted to investigate the working environment of the physically challenged employee in civil service of Nepal.

#### **4.5 Unit of Analysis**

The Unit of Analysis defines, what the case is all about, or what the case study is focusing on- such as an individual, a group, an organization, a city and so forth (Berg, 2009 cited in Harold 2012). Gazetted and non- gazetted level was selected as the unit of analysis for this study.

The rationale behind selection of gazetted and non- gazetted as the unit of analysis is that it is fruitful to know the opinion of different level and also I can know the challenges they are facing according to their post are different or same.

#### **4.6 Research Area: An Overview**

The research was conducted in Kathmandu valley which comprises the capital city. Kathmandu valley is relatively large with population nearly 2.6 million (CBS, 2012). The population of the study area is the mixture of different ethnicities and socio-economically diversified as well as containing marginalized and downtrodden groups. People with disabilities are one of the marginalized groups in Nepalese society. Being the capital of the country, Kathmandu valley is the major employment center. My study is focused on the employment related experiences by people with disability, thus, the selection of research area is justifiable. As this study is very specialized and related only

to the people with disability who are employed, the access to them is equally challenging.

#### **4.7 Study Population and sample size**

The study was conducted in Kathmandu valley, capital city of Nepal. Eight case studies were taken as purposive sampling. Interviews were taken from different government offices of the valley of the officer level employee. As most of the government offices are in valley.

#### **4.8 Data Collection: Sources, Time Frame and Procedures**

Data collection for this study is based on primary as well as secondary sources. Secondary data search for this study was attempted from the early stage of proposal development, during the stay in Dhaka, Bangladesh. Secondary data at that time were referred/collected mainly from online sources, Google archives, various websites, and also from PSC office, DCPD office, NASC office.

The actual time frame (deadline provided) for data collection was from, July to August, 2017. Both secondary and primary data collection was managed within the time. Primary data was collected from qualitative method. Qualitative data was collected mainly through survey, interviews/interactions and observations, and somehow from documents and audio visual materials.

At the beginning of the data collection timeframe, an informal face to face interview was done, and then onwards an interaction was frequently made during the timeframe and procedure of data collection.

Audiovisual materials were also used to collect qualitative data for this study. Also, a couple of photographs were taken and audio recordings were made during the interaction process and field survey.

#### **4.9 Instrumentation**

Instrumentation can be basically explained as the tools used in data collection and analysis. Despite the interviews/interactions and observation, the major tools used in data collection was open ended question for the interview and case study.

#### **4.10 Challenges and Ethical Considerations**

Challenges were faced while collecting data from secondary sources. There were not the sufficient details on the record of the placement of the physically challenged employees although they have the different quota system.

One of the major challenges faced during the field survey was that the people (respondents) were hard to ask for the interview because as this topic is relate to disabled employees so, not all physically challenged were willing to give interview, and which was very hard because sometime they might feel bad.

Thus, some ethical issues came up while seeking, recording and using data from respondents. As Kumar (2008) cited in Harold (2012), a social science research deals with data from and about the people, it is very important that it follows ethical and professional code of conduct to safeguard the rights of the respondent and makes study findings trustworthy. Moreover, maintaining a high level of ethical consideration in this study of right to information was necessary as people, on the other hand, have their right to privacy. So, prior to the data collection process of rapport building was followed with the respondents, they were informed about the issue of research in oral as well as in written (in questionnaire). Consent was taken from concerned while using the audiovisual materials during the survey and its purpose were mentioned to retrieve information during the analysis phase.

#### **4.11 Data Presentation and Analysis Plan**

Once the researcher has collected and cleaned the data, the analysis can begin. Data analysis plan is where the researcher continually reflects on collected data, moving deeper for understanding and representing the data, and deriving an interpretation of the larger meaning of the data(Creswell, 2014). And for the qualitative data, in-depth

interview is used for the purpose of achieving reliability and validity of result to support argument. As this study is purely based on qualitative method, it is necessary to reduce and transform or code the data so that it becomes readily accessible, understandable and therefore the task of drawing out various meanings and patterns for the discussion becomes easily have decided to use content analysis technique for the qualitative purpose.

According to Creswell (2009), content analysis consists of organizing data, reducing the data into themes through a process of coding and representing the data in figures, tables or a discussion.

During my data analysis, I first transcribed all the recorded interviews including the well into an MS word document. The chunks of raw data were reduced by focusing, simplifying and transforming into more manageable form. While doing so, several themes were identified and data were organized under the themes. This allowed me to have summaries of data under various categories and the emerging themes were managed so as to construct the structure of the analysis.

#### **4.12 Chapter Conclusion**

This chapter provided the detailed methodology to be followed for this study. It gives an overview from the beginning- research plan to the phase of data collection and analysis plan. It highlighted the research approach, provided overview of research area, data collection procedures and question construction for the survey reaching to the plan for data presentation and analysis.

## **Chapter -5**

### **Data Presentation and Analysis**

#### **5.1 Introduction**

This chapter aims to present and analyze the data that has been collected for the study following the methodology mentioned in Chapter 4. The objective of this study was to find out the working environment of physically challenged employees in civil service of Nepal. To fulfill the aim of my research I have used qualitative data collection method to conduct the research. The reason behind to choose qualitative method, I want to find out innermost feelings of the physically challenged people so that I can know detail of their feelings. To fulfill the research objectives depth interview of the respondent and case study were taken of the gazetted level and non- gazetted level employees. And a respondent of eight employees were interviewed. This chapter will put forward the findings from the data and will shed light on the challenges faced by them in the course of their working organization.

#### **5.2 Cases Description**

The statement of the respondent and cases description are given below in detail in the boxes. There are total eight case studies taken from different government organization in Kathmandu. The respondents are from and lower post both. Case study gives the whole description of the employees as well as their good and bad experience of the work place.



### Box.5.1 Case-1

Brinda laxmi Ranjit , “a female who is 58 years old is a staff nurse working in family planning sanstahgat (DPHO) lalitpur, Kathmandu. She has been working there since 34 years. She has problem in her right leg. Her work is giving immunization, family planning and also providing training to the people. After talking to her what I found that her supervisor and working environment are supportive there. Even her supervisor is friendly and supportive; they behave equally with all so she feels equality there. She is being involved in every programme of the organization whether it is by organize by organization or friends in the office. She didn't feel like she has been given sympathized, also she hasn't felt any type harassment in her work place. As she is working there since 34 years so Clients are trustable on her, but what she mentioned that infrastructure of the office is very poor there is no lift, ramp or elevator in the organization due that she have to face lots of difficulties in walking .What she share that she has to come at least 10 times up and down in a day which is very difficult to her. She mentioned whether there should be lift or her job should be in ground floor but her job is in 2<sup>nd</sup> floor and that is really difficult for her, she have to take the support of the railing of the stairs. She mentioned that if the same condition was with male then surely he have less challenges as female have more challenges than the male

In case of position as we know that hierarchy distance matter with normal employees also, but in case of disabled employees it matters more because if challenged employees are in higher position they get more facilities and respect due to their position. They are able to manage their comfort according to them with the utilization of their power, but it didn't happen with the staff in the lower post they have to request for their need and no one cares. Sometimes, if someone cares also then it take long time to fulfill their necessity that also not wholly. She didn't face any violence in her work place and her junior colleagues were supportive and respect her.”

(Source: - Interview, Lalitpur, DPHO, Date- 15/07/2017)

## Box.5.2 Case- 2

Govinda Shrestha “who is 42 years male has been working in district forest office, Ramechhap in the post of forest officer in the forestry sector. His right hand is physically challenged. He joined civil service through disabled 5% quota from PSC which is in inclusion. He is in the Nepalese civil service since 7 years. He has to see the both office work and field work. He told that the working environment of his organization is friendly and supportive and no such feelings of that his background is from inclusion quota. Senior supervisor and friends are supportive. Friends and colleagues are supportive, majority is friendly but sometime they think that he can’t do like us. He used to get equally involvement in the every programme of organization, and also equality has been shown between him and normal employees. No labeling has been given. Infrastructure is not the big challenges for him as he has problems in hand. Client show trust on him.

Higher position physically challenged employees have less difficulties as lower position have loads of works, and also due to hierarchical distance culture , according to the position they have to face lots of difficulties. The most difficult barrier the things which are forest related field for him is that sometime,” i have to climb trees and that’s very challenging to me because, I didn’t get support from my right hand which is very difficult”.(Source:- Interview, Baneshwor, date-1/08/2017)

### Box.5.3 Case-3

Neera Adhikari,"38 years female who works in department of women and children has the blindness physically challenged. She has got the job from 5% quota for disabled people. She is in the post of section officer. She is working since 3 years and her job is to see social security desk and women empowerment related work. But she has job experience of 8 years, earlier she used to work in NFDN. She told that the environment of the organization is very supportive like family more women employees are there in the organization as it is department of women and children.

Friends and colleagues are supportive and friendly. Client thinks me trustable. The people who come for the service at first they think whether, i am capable or not sometime people come and praise also like being in this condition, you have achieved lots of things like that. Some think that I can't do and then they go to other people, but some of them give encouragement as well.

In the case of infrastructure in beginning there was no ramp, no lift which was very difficult for me, but later they made ramp, and different toilet which is especially for physically challenged but that is also not clean. what she mentioned that male and female challenged are different as this is woman office there are more female employees rather than male employees, so I didn't feel that much difficulty, but if it was another office surely the difficulties arises more and there lots of problem for female challenged employee rather than male challenged employee. If position is lower than challenges are more, she mentioned according to her level she got assistant but not in the lower post people get the assistant as there are document which she can't read the document of different styles, she don't have guidelines any other booklet according to her comfort.

In her 8 years of service, she faced the challenged are that there is no guideline, books, print document and other is that writing with hand but increasing technology has helped her, but not that much also people over there don't use Unicode if that was Unicode it would be more friendly for her they use pretty font and this are the things that are lacking. As she has previous worked in disability right sector so she is aware of disability policy, she also took classes in different places, also known about act. She suggested that there is CRPD guideline inside there is right based but that should be in law also, but the things are not been implemented .Still the policy is made and kept. Workplace independently living concept should be in workplace. According to the disability entry exam <sup>1</sup>should be taken and placement should be also done in appropriate place where they are fitted". (Source: - Interview, Department of women and children, pulchowk, date- 10/08/2017)

#### **Box.5.4 Case-4**

Yakin Dahal,” who is 35 years old a male physically challenged employee works in truth and reconciliation Commission, in a post of computer operator. He is physically challenged from his both legs and has too much difficulty to walk, he take the support of crutch stick to walk. He has got his job through 5% quota from inclusion. His work type is typing, documentation .He has been in service from 5 years but in this office he is since 1 year. Working environment of office is supportive and friendly. He gets the moral support from supervisor. As for his comfort they have given him his office in down floor to work that so he will not have problem of walking stairs. He didn't explain any kind of harassment. What he mentioned that differences is felt but he also told that, might be they have not done intentionally, like in field work, might be its natural but that is felt. Colleagues and friends are supportive and friendly. They include in every programme of the office either that is rule bound or not. No lift and, ramp, elevator is there in the organization by which they have to face difficulty although they have given his cabin in down floor but infrastructure is very poor.

Client shows 100 percent trust and no one use any kind of labeling to call me. Being male employees he also agrees that female employee has more challenged than male because women has lots of problems both biologically and societally. Higher post have less challenge than lower post because taking order and giving order make lots of difference. The greatest workplace barrier for him is physical infrastructure, seeing sense of educated and non-educate people towards us is different , educated people also sometime understanding takes lot of time to understand the capability of us , they just treat like common employee. He is aware of disability policy; he liked the new policy rather than old one.” (Source: - Interview, Truth and Reconciliation Commission, Babarmahal, date- 15/07/2017)

### Box.5.5 Case- 5

Indra Prasad Upadhaya, “who is 42 years old male physically challenged employee works in Revenue administration training center in Kathmandu. He is in the post of accountant. He is in the service since 7 year .He got his job through PSC from 5% disabled quota from inclusion. After talking to him I came to know that according to him working environment is supportive and also the supervisor show moral support and trust them. Here he is working since 1 years, in that mean time he felt no discrimination from supervisor, friends behaviours are mixed they don’t know the right based approach level of difficulty is different and seeing attitude is different and sympathy is shown, but people show sympathy but they don’t take the stand to support for other work, because lift is not working and anyone didn’t show support that how it can be maintained. He is included only in the rule based programme not in the all friendly program organized by the colleague and friends. Infrastructure is very poor although there is lift but that is not in use, very poor infrastructure. Client shows trust.

Disability sanitization is very low, first they don’t know while I am sitting and when they see their reaction is totally different. No labeling is used to call me. He agrees that female have more challenged naturally physical structure. There is different level of discrimination, higher post have low challenged than lower post, facilities increases in higher post get assistant staff ,remuneration also increases so when status increased facilities increases ,but three challenges institution, physical, attitudinal that doesn’t decrease with the increasing post. He mentioned most barrier in the workplace are two firstly when u are new whole family welcoming nature is different for normal employee and disabled employees, but that behaviours disabled used to normalize by themselves, if they can’t they have problem although it depend on person but at first their behaviours is different towards disabled employees. There are training center, after entering in civil service there is no management inside, there are rules , training center, they give in service but they didn’t awareness about disabled people, there should be at least one class about them, drastic changed is needed. Policy is of European level but they are not implemented”. (Source: - Interview, Revenue administrating center, pulchowk, date- 18/07/2017).

### Box.5.6 Case-6

Satya Raj Joshi, "who is 34 years old male is physically from his right leg. He got in an accident and became physically challenged. He has been in service since 5 years 6 month. He is non-gazette 1<sup>st</sup> class officer in municipality, gokarneshwar office. He got accident after 3 year in civil service. His work type is registration and social security handling work, previous he was working in district development office in Palpa. Environment is supportive and friendly. He gets moral support from supervisor; discrimination is being done in normal employees and disabled employees. There is more challenge to physically challenged employee in lower post; higher post people give pressure to lower post people. At first when there was another supervisor then she told that I cannot work here because it will be difficult. Friends and colleague are supportive and no sympathy is shown, they involved in every program whether they are bound by rule or not. Friends are also helpful, clients also shows trust toward me. He was already in the service but later he got accident after 3 years of job and after that 2 years he stayed in hospital. They are the rules and regulation that priority should be given to disability but in fact they are not doing it. At one point in education sector, I have got the discount up to 80 percent and also no registration fees were taken, that is the positive point. No labeling is given in workplace.

Infrastructure is very poor, no lift, no ramp, elevator, so it's very difficult to walk, even several time we have to do up and down that's very difficult for me. Female have more challenges, than male but also sympathy is more towards female. Higher post have less challenged then lower post, they get more facilities, if the same problem was with the supervisor then they would keep the office in the building which have lift and all. Most difficult barriers are physically infrastructure, social challenges that there are not developing system online. Also wall ward are not supporting so I have to do alone all the social security work. I am not aware of disability policy, that is also one of the problem people should be aware of it. There is quota system, but fraud is also taking the advantage of it, there should be punishment for such crime. Disabled people should get transfer in the place which is comfort to their health situation and according to the degree of disability, but they are not doing even we give application". (Source: - Interview, Gokarneshwar municipality office, date – 10/07/2017).

### Box.5.7 Case-7

Shailendra karki," who is 30 years old male physically challenged employee is technical officer in audit office. He has work experience of 10 years. His work type is accounting. Earlier he was in technical field up to years 10 years and since 1 year he is in audit. He also got job from 5% quota from PSC of Nepal. Environment is supportive and also he gets moral support from supervisor. I felt discriminated in group mass, I felt difficult, if the environment is new. Differentiate between normal employees and challenged employees is seen, also felt sometime like making fun of me, friends and colleagues are friendly they don't sympathy. Client shows trust but sometime it depend on the condition, no labeling name is given. Infrastructure is very poor, no lift, no ramp, no staircase nothing. Higher post get more facilities than lower post, in office circle seeinging to challenged employees is very different than normal employees. Female have more challenges than male physically challenged employee. While I was under officer level feeling of that time and now when I am in officer level is totally different, I get more respect and facilities now according to my post but it was not like this in the past.

The most difficult challenges some have physical problem like very poor infrastructure, some environment, problem like people don't trust easily, if people show some blind then there first expression is that they don't trust them, infact they made the pre consumption about them that they are not able to do anything like that. He is not aware of disability policy. The rules and regulation we made that is not according to real situation of the victim, their voice didn't reach where it should be reached. Policy is guided by the politician so actual voice didn't reaches. There should be quota in technical field as like computer operator. Biasness is there in the real field. Included in every programme but sometime depend on the post wise sometimes they just do formality. Female challenged employee have more than male one, first they have expose problem, another coming to office and in my place if there was female it will be more difficult to them. First we should be bold that I can do second that what we feel is weakness should be escape out from us and find alternate way to do it. Suppose if oral is difficult to me then we should choose written and we should keep self strongness to our self as well". (Source:- Interview, Audit office, pulchowk, date-8/07/2017)

### **Box.5.8.Case-8**

Sushil Kumar lamsal who age is 41 year male works as joint secretary in Ministry of Foreign Affairs, now Embassy of Nepal, Kathmandu but now he is in Beijing. His work type is diplomacy. He passed the civil service exam on free competition, when there were no quotas in 2003. The environment is supportive and also gets the moral support from supervisor. The organization has installed ramps and lifts in the workplace. Supervisors are supportive, and I generally take part in many of the activities. Disability may sometimes be factored in, but in general, your competence counts, if you show your tallency, competency and intelligence it is counted by the organization and you are appreciated also. . No difference between normal employees and physically challenged employees is done. Friends show friendly behavior, not sympathetic. Female challenged employee have more challenge than the male challenged employee both biologically and societal culturally also. Infrastructure is challenging and very poor. Higher post have less challenge than lower post, because as Nepal has also hierarchal distance culture employees in the higher post get more facilities and respect but it is not with the employees in the lower post. Have not experience any kind of harassment in work place. Most difficult barrier is both physical and attitudinal towards challenged employees. I am aware of disability policy in Nepal. There is huge improvement needed to improve the situation of physically challenged employees in civil service of Nepal like, 1) Attitudinal change, 2) Improving physical infrastructure 3) Assistive policies that help people with disabilities to access opportunities for career growth".( Source:- Interview, Kathmandu, date- 11/07/2017)

### **5.3 Workable Workplace**

From the above case studies, it is clear that there are lots of barriers in workplace and in civil service of Nepal, which physically challenged employees has to face in their daily official life. They all are described below.

**5.3.1 Satisfaction and Comfortability** -As we know that happy workers are productive, happiness makes them physically and mentally more comfortable to work which is result in progress of them, but going through this eight case studies it states those who are deprived from work, not treated very with regard to this situation they are not



satisfied with working environment, even most of them are not comfortable to talk about their problems, which leads them in lacking in less productivity and engaging openly in the work. What I found from the above case studies that most of them cannot about their problem frankly as other don't understand it. If the employees are satisfy mentally and comfortable physically then they will give their 100% output for better result.

*Neera Adhikari states that "I think they should know what a blind needs as I know so I arranged what I need for my Comfortability like guidelines to read, Unicode<sup>11</sup> for typing because it's to work on other code. She also mentioned that she has already work in NFDN so she knows what is comfortable in working place for blind but it's hard for the fresher. while distributing the work, it should be according to their ability and should be given placement according to which they can perform well. As placement is done through ministry of general administration they should place the employees according to the condition of disability , but they think that quota is given and that's all but they should also think about counseling giving, where they can perform the work in good manner. Even the restroom should be clean as she can't she it is the matter of sanitation and health as well."*

**5.3.2 Types of disability-** There are different types of disability, but in this study three kind of disability are taken: physical disability, visual disability and Speech problem because different kind of disability leads to different kind of challenges, according to kind of lacking there challenges are also different like physical disabled infrastructure is more challenging whereas blind have reading guidelines problems and due to lack of different of guidelines she feels more challenges there and one have problem in speaking they have lack of confidence to present themselves as people or environment around them are not supporting.

**5.3.3 Infrastructure-** The infrastructure of the working place should be very comfortable, layout of the room should be comfortable to the physically challenged

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<sup>11</sup> Unicode is the Nepali typing fond used in Nepal.

employees so that they can work properly and comfortably. But while taking this all 8 case studies, I came to know that all physically challenged employees most difficult barrier of the workplace is very poor infrastructure. There is no lift, ramp, staircase in the government organization of the Nepal, if some have then that is also not working, some have maintenance problem etc. Some of the employees have their cabin or department 2<sup>nd</sup> floor, 3<sup>rd</sup> floor, in one office I found one has his cabin in 4<sup>th</sup> floor and it was very difficult for him to walk up to there.

*Indra Prasad Upadhaya "states that although there is lift, but that is not in use, I have to walk up to 4<sup>th</sup> floor to reach my cabin which is very difficult as he walks with help of the sticks, he is challenged from his both leg. He said that, he complaint for the maintenance but lift is not repair since 5 month and even friend and colleague says you feel difficulty but anyone didn't support him for the fastest maintenance of lift. He said no one care if you have problem, then we have to suffer".*

Similarly, all of the respondents have claimed that infrastructure of the working place is very poor. No facilities of transportation for physically challenged employees. Nepal government has provided transport facilities for the employees in higher post even if they are normal also, but not for the disabled employees if they are in lower post.

**5.3.4 Identity (Age, position, Education)** – We know that good education gives us good job and good job gives us good position. In the case of physically challenged it is more important, because as Nepalese society due to hierarchical distance there is lots of differences between lower post and higher post.

Education is always good but at the same time especially as a disabled person it is important that you have good references that can vouch for you and say he or she is good at working and have little absence and if you have power you will always get the best.

In Nepal, when it comes to disabled people, not everyone get the education. One who get also not of higher one every time. So, one who have better qualification get better

job in better post. So, while talking with the respondent what I found that, all of the respondents in this study has state that there is huge difference with the employees in the higher post and lower post, as we know that Nepal also come under the hierarchal culture where junior have to follow senior it also happens with normal employees but when it comes to physically challenged employees it matters more, if the same physically challenged employees in senior post then he get assistant for their help and also many facilities, if he is in the building without lift then he can it according to his comfort, but if the same problem is with the employee in the lower post they don't get the assistant and other facilities instead they have to struggle with poor infrastructure and environment out there. Even they complain also no one care about them, it goes in vain and if sometime they listen also that's also after a long time .

*Satya Raj Joshi shared one of his bad experience when he got accident "I was 2 years in hospital after that I give an application for the leave and that was to approved by ministry, but they didn't took it seriously. But due to infection I have to take more rest, but they didn't responded it took 5 to 6 month, after that, I complained the MP of my district then only they accepted the leave even they were fully aware about my condition, but to get the leave they were sending me here and there in that difficult situation also."*

Likewise, In the matter of age of , young physically challenged are more courageous, motivated and dedicated towards their work and carrier, may be this due to the generation gap and as well as the facilities and development they has faced. But the challenges they have face in terms of physical and social are same. Age doesn't decrease the challenges of physically challenged, it might be possible due to young age some physically challenged didn't feel that much harshness.

### **5.3.5 Gender**

Nepalese society is predominately patriarchal, governed by Hinduism as a strong ideological force. Women are never equal to men and occupy second-degree citizenship and are taken as living tools for performing certain roles at home. In such scenario,

women are supposed not to entertain equal opportunities that are available for men. Therefore, many of the issues faced by women in Nepalese society also have an impact on women with disabilities.

From the very beginning the qualities of shame, fear, passivity and dependence on others are instilled in disabled girls and women. The natural human qualities of being active, courageous, curious and conscious and the mental make-up of disabled women are suppressed by the society (Bhambani, 2003). The respondents in this study stated female has more challenged than the men both socially and biologically. One disability and another job responsibility are the two greatest things to maintain for physically challenged women. They can't talk mainly about their problems because most of them feel shy and humiliated, and if they share also then people don't understand and sometime they make their fun also. They think that challenged women didn't have any capacity to do the work.

*Brinda states that, 'for female physically challenged it is very difficult, even we cannot talk about problem openly to everyone, if we share they don't understand and so mostly it's better not to share, because sometime its feel so humiliating.' Also due to biological difference we can't share everything with everyone.*

In Nepalese society people also think that women are dependent upon men, and they marry a men for their living allowance which make women more humiliating, and the seeing towards women in Nepalese society is still very low, people think that they don't have that much capacity. One of the respondent in this study states *"that female has more challenged than men and another side he also said that women gain more sympathy; if the problem is little they are getting more sympathy like that. In his view sometimes women pretend to have more difficulties like that."*

What he was trying to say like that women sometime showoff in order to get attention and sympathy from other people and colleague, which I found was totally his own mind

concept, because no women will do such kind of things, just because she is women, who is physically challenged will not showoff just to gain the attention and sympathy but in our society, which is male dominated shows that how man if he is also physically challenged have the negative concept towards women.

### **5.3.6 Behavior of supervisors**

Lack of sensitivity or the lack of misunderstanding, directly or indirectly some time we use to hurt people who are physically challenged. It may be because even normal employees don't know sometime what they are feeling , what they will be comfortable so lack of this misunderstanding and sensitivity it leads to discrimination which makes physically challenged feel like they are not like other normal employees. Most of the respondent viewed that environment of the workplace is supportive and they also they got the support from the supervisor. But same time they also state that when they got job and given the placement and after joining the job in place where they are placed first welcoming style of the supervisor and their friends and colleague are very different for normal employees and physically challenged employees. Later when they are stable then their supervisor and friends used to support them but at first it is very difficult for physically challenged employees. Some time they feel like discriminated but sometimes they don't it depend on the situation. The one who get moral support from their supervisor and friends are included in every program, and the who don't is not involved they feel kind of biasness there. Also no supporting system from government.

One of the respondent Satya Raj joshi states *that'' when he came in municipality office his supervisor told him that why did you came here, you cannot work here because the work pressure is high, without knowing his capacity, he gave his judgment but later when he saw his hard work and competency, he got appreciation, but that's not the way, we cannot judge anyone capacity without knowing it can decrease their motivation and they feel humiliated and hurted.*''

### 5.3.7 Attitude of co- worker and clients trust

While attitudes towards disabled people are steadily changing, many disabled employees still face attitudinal barriers from managers and colleagues who usually feel uncomfortable or awkward talking to them because of their disability. To eradicate these barriers, the best remedy is to familiarize you with people living with disabilities. Over time, mingling with a disabled co-worker, say at the end-year function or during coffee breaks, will allow you to build a comfortable and respectful friendship with him or her. While talking to the respondents they viewed that attitudinal behavior of the colleague is friendly but sometime due to misconception we feel like they are showing the sympathy but might in their eyes they are trying to help us, this kind of misunderstanding also causes thinking that they may be not. In the case, of client is trustable but when they see at first their reaction is different. They first get confused whether we are able or not, but later they trust us. Attitudinal behavior of educate and uneducated people toward us is totally different. Moreover if there is physically challenged their trust level is at low level. Sometime when they are sitting they don't realize about their disability but once they see their reaction is totally different. one of the respondent states that it's very hard to convince client and supervisor that we can do that work. Also, there is lack of trust towards us which make the discrimination and behavior very different for us. Although they involve us in every program but equality is not seen fully.

*“My seniors and colleagues do not call me by nick names or any labels but I feel hurt when they doubt upon my capacity to do the job at the office. They often think that I am not able to perform the job with demanded perfection. When the task is accomplished, they ask repeatedly whether I have done it and check it with other staffs for the confirmation. The disbelief of people at my office regarding my job performance shows that they lack the respect for difference in me and them.”*

As we know that inclusive policy in Nepal started in 2007, but it's very strange most of the people are not aware of it. In this study I came to know that, most of the physically challenged people are not aware of it, they don't know about rules and regulations, they also don't know about their right. Due to that also they haven't ask for what their rights. Many of them are aware also, but our policy is of European standard but they are not implemented. Only making policies is not enough, they should be implemented also. And policies should always made by seeing the local situation of the country, society, what is needed for the, what will fulfill citizen demand and what kind of policy will be viable for the people. But in our country policy is of high standard which is never maintained, they should "one size never fits all" so, policy should always according the local situation, but in our country policy is according to the need of politician. Many of them are aware of disability policy; they said that there is no right based approach, no insured, no misuse punishment, some people used to fake disabled identity card, they should be punished, not only they but the whole system who are involved in it, because to get the card we need doctor report and if he give fake report then he should also be punished. CRPD guidelines should be there, law should be friendly to disabled people. Enforcement plan and placement should also be focused because after getting job sometime they get placement in most Himalayan area where they have difficult to walk also, because they have concept that they have already given , quota and that's enough but actually there not's where our responsibilities ended.

In this study, what I found that lack of physical facilities, infrastructure like lift, ramp, staircase, lack of disabled friendly toilet physically challenged people have to suffer which leads to dissatisfaction.so, when disabled people are hired for the job, the working place environment should be comfortable according to their physical condition but in the real field it's not like that.

*"Neera Adhikari states " she is blind, as she cannot see she have to take the help of others, so at least there should be lift, clean toilet but condition is not like that."*

Similarly, attitude towards disabled employees and normal employees are different which leads to status loss and discrimination. Once they are hiring, the placement is not done properly lacking of which disabled people get placement in difficulty areas and they have physical complication specially who have disability in leg. Due to lack of awareness and co-ordination also lots of challenges has been seen like attitudinal difference, behavioral difference, hierarchical difference.

#### **5.4 Discussion of Theoretical Framework with respect to Analysis**

This study is concerned with the working environment of the people with disabilities in civil service of Nepal. Challenges and experience in the workplace of government organization. Discussions in this study were made on the basis of the theoretical perspectives from Goffman's work on stigma, status and discrimination, labeling and differences.

Goffman explained that stigma exists in the interaction of a person with difference with the evaluation of that difference by others as negative. He furthermore explains that a person develops stigma when there occurs the undesirable conflict between what the society expects from an individual at a particular time and what actually he/she is. This study recognized social stigma and stigma related discrimination as some of the barriers for people working in workplace with disabilities. Often stigma is also developed by people who have regular or close contacts with stigmatized individuals or groups such as people with disabilities which is as suggested by Goffman considered as stigma by association.

People with disabilities who are perceived as burden in deeply rooted Nepalese cultural. Society is very likely to experience rejection. In this study what I found disability is not something about the impairment but it comes from the people perception. Normal identity of the people is destroying by other people perception. Impairment is a just a health problem but disability is something what society gives to the normal person and make them feel different, humiliation and weak. As we know that positive environment makes person feel positive but according to this study and according to Goffman's



theory it is clear that if the working environment is filled with negatives vibes then you automatically get depressed , hopeless and started to think that some is lacking in me , which makes you more weak and frustrated. They develop the self-identity through the interaction with the generalizations made by others in the form of expressions, attitudes, words etc.

In this study it was found that the participants who were supported by their supervisor experienced comparatively less discrimination and empowered to be included easily in every activity of the organization but in contrast to them some participants who had experience of supervisor denial faced more stigma and discrimination due to which they felt more barriers in their workplace. From Satya Raj viewed *“such kind of stigma when he first joins in the municipality job and which discourage him”*.

Also, in Nepalese society women have to face the more stigmatization and discrimination of other as involvement of participant in this study, clear that our capability is measured by what they see, not what we are. In other hand, the disability friendly structure at the office and equality behavior from the colleagues has made “Neera” feel included well and familiar. From, this it is clear environment around us can make us positive feeling and negative also.

While summing up the concepts of the theoretical framework, it can be concluded that the perceived difference of individuals with disabilities lead them to be discriminated and Stigmatized which in fact contributes in the construction of their self-identity. This study confirms that people with disabilities are seen differently than normal employees, which make them feel different, also When people address the individuals with disabilities with these different eyes, judge their ability according to their concept, they feel discriminated which creates barrier between them and normal one. Goffman’s theoretical thinking can be concluded as real.

In the term of working environment inclusion is not always fair, division of work is not given adequately, they still feel they are inferior, even the tasks are not accessible. In many cases they work for work not for the service. The preliminary system has not realized the capacity of disabled employees or people. They are disabled from the body parts not from their capacity. In the theory representative bureaucracy it is stated that administration should to do equal treatment to all the employees even in the terms of behavior, attitude and work. No matter whether they are from reservation or not.

This chapter presented and analyzed the data collected for the study. It began with the brief description of all the eight case studies. It presented the data giving reflection of the dependent and independent variables of the study along with establishing/exploring relationship between these variables. The analysis indicated that deep experience and challenged faced by physically challenged in work place.

## Chapter 6

### Summary: Findings and conclusion

#### 6.1 Introduction

The analysis of the study was based on qualitative method approach. The data were collected through depth interactions/interviews and observation along with along with the case studies. Data were collected and analyzed with deep understanding of the respondent. The main objective of this study is to examine the state of the physical environment and social environment of the working place.

The theoretical perspective was based on the literature review, review of related studies and review of theoretical literature on condition of the working place for physically challenged employees. Based on theoretical review and literature review, analytical framework was made to test the interrelationship between dependent and independent variable. Based on these variables, the data was analyzed.

The dependent variable was the state of the physically challenged people in workplace which was measured with the satisfaction and Comfortability in the workplace. Identity was assessed in relation to their demographic characteristics particularly age, gender, education and position. Another variable that would influence the state of physically challenged was social environment which was measured broadly in terms of behaviours of supervisor, attitude of co- worker and friends. Also there was another variable physical environment which was measured in terms of infrastructure.

Likewise employee's satisfaction was tried to examine from the interview and from their perception. Similarly, barrier and challenges were examined from their Comfortability response and view which they mentioned.

This chapter will put the course of their inclusion in employment forward the findings from the data and will shed light on the challenges faced by them in work place. This chapter is divided into several headings for the clear organization of the findings.

## **6.2 Major findings**

The objective of this study was to find out the physical, social environment and satisfaction of the physically challenged employees in work place. In order to fulfill the objectives of the research, the researcher has set state of physically challenged as dependent variable and social environment, identity factor, and physical environment as independent variable.

### **6.2.1 State of physically challenged employees**

The study revealed that physically challenged employees in work place of civil service are treated as they are not from this planet. They are seen differently as like they are not from our society. As we know happiness and friendly behaviours makes them physically and mentally more comfortable to work which is result in progress of them, but going through this eight case studies it states those who are deprived from work, not treated very with regard to this situation they are not satisfied with working environment, even most of them are not comfortable to talk about their problems, which leads them in lacking in less productivity and engaging openly in the work. While at first joining their job the welcome style for the normal employee and disabled employee are different. Sometime they used to call by their disability and give them labeling. First they have to face lots of difficulties but after working there the things are easy. Moreover what I came to know that although there is disability policy in Nepal most of them are not aware of it, some are aware also but not fully, they don't even know that what kinds of rights and facilities Nepal government have provided to them. They suggest that there should be awareness and coordination about disabled employee to both the supervisor and staff, transfer are not done in appropriate place.

### **6.2.2 Identity factor**

The findings in identity is regard to that according age, sex, level, education the facilities and the challenges of physically challenged varies. The one who are young the same task is little easier for them rather, than the one who is at old age. In Nepal as we know that it is male dominated society, and that is not seen only with the physically challenged but also with normal women, but in case of disabled it's more difficult to talk about their problem and be open up about their problems and all. Moreover what is seen that most of the people think that people women with disability are not capable for working and also they are not fit for the society. Also differences between higher post and lower post, whereas the employees in higher post have more facilities than lower post, also they have assistant and they ask for the facilities which are comfortable according to them and they get also because they are in the power and position. The research revealed that those in higher grade positions have fewer regrets about disclosing their disability. This indicates that an individual's position in an organization may influence the decision to self-disclose. The education level of the respondent is of different level some of them were staff nurse, most of have done graduation and most of them are done undergraduate and according to their education level they have got the position of their merit level. Three kinds of disability are taken in this research physical, blind and who has difficulty in talking, all have different challenges according to their disability.

### **6.2.3 Social environment**

The attitudes of society need to change to be more understanding and respectful as a move towards treating disabled persons as equals and to support human rights. When people are talking about equity and awareness, the very first thing that needs to change attitude and behaviours towards physically challenged and to get people understand that there is a real human being in here. When examining figures relating to people with disabilities in the workplace it is important to acknowledge that some people choose not to disclose their disability to their employer and this affects the accuracy of the figures for the number of people with disabilities in the workplace. The workplace level

includes colleagues, supervisor and the way in which an organization may enable people to feel secure about disclosing their disability. The behaviours of the supervisor have not been found so much supportive in the study. Discrimination between normal employees and physically challenged employees is seen which leads to their status loss, self-confident lacking. Some of them are included in the every program of the office, while some are not, friends and colleagues are supportive of all but in case of supervisor some time they are supportive some experienced that at first their supervisor told that u cannot be able to work here because work pressure is more and also there is field visit.

#### **6.2.4 Physical environment**

The findings regards to the physical environment revealed that physically challenged employee have the greatest barrier of infrastructure, in every government where the respondent were placed there were no lift, ramp, and elevator ,no disabled friendly toilet. Employees need to find accessible and efficient transportation to be able to get to and from work on time .Lack of transportation to reach their workplace as Nepal government has provided vehicle facilities to the employees in the higher post to the normal employees, but while considering disabled employees there are not such kind of facilities. People in the higher post of has that facilities but not due to their physical challenge but due their post. Organizations have lacking accessible entrances, washrooms, parking areas, and workspaces to provide the opportunities for a more inclusive work environment. However, the building standards are also of not code one in which wheel chair can easily entered.

#### **6.3 Conclusion**

This study has attempted to describe and analyze the experience and the challenges of employees with disabilities in the work place in civil service of Nepal. The purpose of this study was to understand the challenges of employees with disabilities with the state of condition in their work place. At first I gathered the information of physically challenged that what is the condition and how do they get involved in workplace and

experience through which they are going, and later on analyzed through relevant theoretical frameworks.

This study was able to explore the state and the challenges of the physically employees that faced in workplace. The exploration of participants' experiences revealed that the judgment of perceived disability of an individual is directed by the ties of respective family performing cultural, social and economic duties. In deeply rooted Nepalese cultural society judgment of the self of an individual with disability is largely biased which takes account form the prejudice and discrimination fairly enough for their exclusion. The severity of impairment of an individual determines the degree of acceptance during the interaction with various power relations.

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**Annexure:**

**Annex I: Questionnaire**

**Tribhuvan University**

**Central Department of Public Administration**

**Questionnaire Form for Data Collection**

**Research Topic:** Assessing the state of physically challenged employees in civil service of Nepal.

Introduction: 'Hello, Namaste!' I am a student of 'Masters in Public Policy and Governance'. This research (survey) is being conducted for the partial fulfillment of this course. I ensure you that the data you are going to input will be kept in a highly confidential manner. And, the collected data will be limited to academic research purpose. For this, some questions has been presented to you. Are you willing to participate for this? 1. Yes ( ) 2. No ( )

I am very much thankful for your co-operation and contribution.

**Section A: General Information of the Respondent**

1. Age
2. Sex
3. Position
4. Workplace
5. Organization
6. Work type

**Section B: Working Environment**

Q.7 How do you feel working at your office? Is the environment supportive over here?

Q.8 Do you get moral support from your senior (Supervisor) office head?

Q.9 Have you ever felt harassed/ discrimination from your senior/ supervisor?

Q.10 Do you feel discriminated between normal employees and the one who are physically challenged?

Q.11 Are the attitudes of your colleague toward you is friendly or just sympathetic? Do they involve you in every program of your office?

Q.12 Do the client trust upon you?

Q.13 Do you feel that people label you bcoz of your disability?

### **Section C: Physical Facilities**

Q.14 Do you think the infrastructure of the organization is comfortable for working? What infrastructure is suitable for you such as staircase, ramp, and lift?

Q.15 Do you think female challenged employees are being less well treated then male challenged employees?

Q.16 Do you think the employees in the higher position have less challenges than the employees in the lower position?

Q.17 Have you ever experienced violence or abuse in your workplace because you are physically challenged woman?

Q.18 What are the most difficult barriers or challenges that you face in the workplace?

Q.19 Are you aware of disability policy in Nepal? What are the weakness and strongness of it?

Q.20 Any suggestion to improve working condition of physically challenged persons?

## **Annex II: Written Application**

To,  
The Information Officer,  
Ministry of General administration  
and Department of civil personnel records  
Office, Nepal.

### **Subject: Requesting to provide information.**

Respected Sir/Madam,

With due respect, I would like to state that I require some information regarding the physically challenged employees, for the purpose of my thesis in my academic work. Hence, this application, with above subject matter, has been submitted as per the Section 7(1) of the Right to Information Act, 2007; in anticipation to acquire the below mentioned information as per the Section 3(4) of the same Act.

Lists of Information:

- 1) Number of application as employees record
- 2) Organization name where they have placement
- 3) Post of the employees
- 4) Contact number or Email address.

The information mentioned above, will be accepted in any forms, CV/DVD, A4 size papers or in email with the content format/ file type such as Microsoft Excel/ Words etc. I shall be highly obliged to you.

Thanking you,

Applicant\_\_\_\_\_

Name: Binita Pradhan

Address - Pepsicola-35, Kathmandu

Mobile - 9849260592

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Date: July 04, 2017