

A Report On

Exploring the encounters of physically challenged female employees in Public organizations: A case study of Kathmandu, Nepal



A Research Report

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ABSTRACT

Disability is a multifaceted phenomenon and universal. Treated as unwanted and uncared citizens the livelihood of the physically challenged people is harsh. Likewise, the employees with disabilities are expected to be with vulnerable jobs, poor prospects and absence of social protection. This study aimed at highlighting the encounters of physically challenged female employees in Public Organizations in Kathmandu. Its objectives were to explore the state of physically challenged female employees at their workplace and identify the issues and challenges faced and the strategies for its management.

The finding revealed that the physically challenged female employees at the work place in Public Organization are treated well but there are unseen discriminations and are not fully satisfied with the working environment. The equal treatment among them and other colleagues were not fully present. Few experienced full moral support and encouragement from the chiefs and subordinates. Major opportunities were sometimes hidden from few respondents. The workplace lacks sound workable physical environment while the infrastructural environment is not yet comfortable and workable while reasonable accommodation is absent. Recent changes made in infrastructure itself is a big issue as it takes time to realize or trace the track. The policy has addressed the issues of the physically challenged female employees but there is a gap in implementation. All kind of disability has been put into one basket creating issues of disparity and inequality. The findings indicate that the physically challenged female employees in the public organizations face challenges in their work places though few of them have easy access due to cooperative team. It exposes that the absence of disable friendly social environment; physical environment and the policies at the workplace which have been decreasing their efficiency.

Key words: physically challenged female employees, disability, public organization, social and physical environment.

ABBREVIATIONS

BS	Bikram Sambat
CBS	Central Bureau of Statistics
CEO	Chief Executive Officer
DG	Director General;
ESCAP	Economic and Social Commission for Asia and the Pacific
GESI	Gender Equality and Social Inclusion
GIZ	The Deutsche Gesellschaft für Internationale Zusammenarbeit
GON	Government of Nepal
GOs	Government Organizations
IT	Information Technology
JICA	Japan International Cooperation Agency
MA	Masters of Arts
M.ED	Master of Education
NASC	Nepal Administrative Staff College
NGOs	Non-Government Organizations
NRA	Nepal Reconstruction Authority
NPC	National Planning Commission
PhD	Doctor of Philosophy
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
WB	World Bank
WHO	World Health Organization

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CHAPTER-I INTRODUCTION

1.1 Background of the Study

At some point of life, nearly everyone will be temporarily or permanently impaired while the old aged survivors will experience difficulties in functioning. Disability is complex, dynamic, multidimensional, and challenged. Disability is a part of a human circumstance. Hence, disability is a multifaceted phenomenon replicating an interaction between features of a person's body and features of the society in which he or she lives. (WHO, 2011a). More than one billion individuals or almost 15% of the world's populace have a disability. Approximately 80% of them live in creating nations. However, all as well regularly, the wants of people with incapacities are ignored in law based and administration forms, and they confront numerous boundaries to political interest (GIZ, 2019). The crossing point of gender and disability, and related disparities constrain the participation of women with disabilities indeed more. The political participation is found to be pointedly lower than men with and women without having some form of disabilities. (Maffii & Hong, 2010)

The National Population Census of Nepal, 2011 submits the disability population 1.94% of the total population (CBS, 2011). The Schedule to the Rights of Persons with Disabilities Act, 2074 (relating to Sub-section 1 of Section 3) contains information on the definition of disability and the types of disability. This section also includes information on the classification of disability based on the severity of the disability. (Lawcommission, 2018). In 2007, the Government of Nepal (GON) embraced an instrumental approach on the definition and classification of disability. It characterizes disability as a condition where an individual feels trouble to perform day-to-day exercises and take an interest completely in their social life due to issues in body organs and framework, counting physical, socio-cultural and communication boundaries. The seven classification of disability includes a) physical disability; b) visual impairment: blind and low vision; c) hearing impairment: deaf and hard of hearing; d) deaf blind; speech impairment; e) mental disability: intellectual disability, f) mental illness and autism; and g) multiple disabilities.

Individuals with disabilities are not getting employments because of two major reasons- First, employers don't know there are talented manpower inside disability community and are also anxious to enlist people with disabilities. Moment people with disability doesn't know what is required to apply for a certain work. This can be a tremendous crevice between the employers and job searcher (Prasai, 2017). In spite of numerous development programs, disability is yet unrecognized as a national development agenda as mainstreaming which is a major distress regarding disability and development in Nepal. The total people with disabilities working age in Asia and the Pacific is assessed to be 472 million people.(UNESCAP, 2020) The persons with disabilities are two to six times less likely to be employed than those without disabilities as reported

by Asia-Pacific governments while women with disabilities are merely half as probable to men with disabilities to get a job (ESCAP, 2018)

The new constitution of Nepal has prohibited discrimination of any kind because of one's disability also applied in employment sector. The Disabled Protection and Welfare Act, 1992 states provision of hiring where it is mandatory to hire at least one of the twenty-five employees by the private company also while providing equal facilities. The laws have not been implemented though mandatory (Prasai, 2017) . Nepal government has also reserved 5% quota in civil service jobs (public service). This provision has help many people with disabilities to get into government jobs each year. Similar provisions are in place for jobs that are opened by companies and commission that haves some kind of government investments.

1.2 Statement of the Problem

The employed people with disabilities are to be expected with vulnerable jobs, poor prospects, informal economy without social protection.(ESCAP, 2018).The persons with disabilities have different profiles and from different socio-economic circumstances while with different levels of intellectual and psycho-social, sensory, and physical deficiencies. The impairments are defined from the date of birth to the incidents throughout the life including work profiles. Thus the employment situation of persons with disabilities and developing an appropriate policy is challenging. If the deficiencies are visible or invisible puts stress on identifying to which persons with disabilities experience disadvantage or exclusion and who is less likely to face the discriminatory barriers towards their employment. (ESCAP, 2020). Hence this study aimed at encounters faced by the physically challenged female employees in Public organizations of Nepal. From the discussion the research questions raised as:

- a. What is the state of physically challenged female employees at their workplace?
- b. How do the physically challenged female employees experience the public organizations?

1.3 Objective of Study

The main aim of the research is to explore the challenges of physically challenged female employees in Public organizations of Nepal. In order to achieve this purpose, the following research objectives have been raised:

- a. To explore the state of physically challenged female employees at their workplace
- b. To identify the issues and challenges faced by the physically challenged female employees and the strategies for its management.

1.4 Significance of the Study

Access to health care or opportunities for self-development is indisputably lacking to the people with disabilities in Nepal. Still the stigma of disability is deeply rooted in the society while the physically challenged females are the vulnerable. There is a high need of mitigating the barriers and encounters to be faced by the physically challenged female employees in public organization of Nepal. This study is an endeavor to understand the challenges dealt and strategies of management ensured for its resolution of the encounters faced. Hence, the study brings several aspects of present state and the encounters, the issues and challenges being faced by the physically challenged female employees and the strategies for its management which will be essential for understanding the loop holes and gaps in the policy implementations.

1.5 Limitation of the Study

Only five respondents were interviewed which include the lower level employees to the higher policy-making level who are physically challenged female employees. This study covered only Kathmandu valley.

1.6 Organization of the Study

The research proposal has been organized into following chapters.

Chapter one presents the introduction and background of the study, statement of the problem, purpose and research questions, significance of the study, and limitation of the study.

Chapter two presents the review of the existing literature, the operational definitions. This chapter presents the literature review, which supports the construct of this research. Literature of disability, policies related to disability.

Chapter three details the methodological overview of the study where the research approach, selection of study area, sampling technique, sources of data collection, tools for data collection and methods of data analysis is presented concluding with the ethical considerations.

Chapter four presents data analysis and presentation. The data generated for the study is analyzed and presented.

Chapter five covers a summary of the entire research work with discussion and conclusion and policy recommendation. The major findings and summary of data presentation is done in relation to the research objectives of the study. The conclusion from the research and moves on to further scope of research for future implication

CHAPTER-II

LITERATURE REVIEW

The purpose of this chapter is to review the literature related to and have significant relationship in analyzing and formulating the ideas in study of the encounters faced by the physically challenged female employees in Public organizations of Nepal.

2.1 Overview of Disability on Work Environment

The environment of a person immensely impacts the experience and the extent of disability faced. Obstructions for inclusion and equal participation is created by the inaccessible environment. (WHO, 2011b). 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.

2.2 National Policy Responses

2.2.1-National Development Plan

Nepal has periodic national development plans which frame the governments development policies and programmes. The current 15th Three Year Plan was endorsed in March 2020. (NPC, 2019) The 14th Three Year Plan focus on ‘reducing absolute poverty, sharing economic prosperity, post-earth quake reconstruction and rehabilitation, development of physical infrastructure and good governance’(NPC, 2016). It highlights major issues for people with disabilities, including children with disabilities not being able to reach school, their high dropout rates, budget allocations for sign language, community based rehabilitation, programmes and rehabilitation services for people with mental, psychosocial, intellectual, autism, severe and profound disabilities, and support for parents amongst others. However, women’s and indigenous disabled people’s organisations note that it does not include substantive programmes for women with disabilities or indigenous people with disabilities and fails to combat violence against women with disabilities in a substantive manner (Institute of Development Studies, 2020)

The 2017 Rights of Persons with Disabilities Act prohibits discrimination and violence based on disability, and provides for equal access for individuals with disabilities to education, health, employment, public physical infrastructure, transportation and information and communication services. It makes provisions for the issuance of disability cards and acknowledges that the denial of reasonable accommodation is a form of discrimination, although it does not clearly describe what it is (Dagwl, n.d.)

It makes some specific provisions for women with disabilities, including in relation to their reproductive health rights (Prasai & Pant, 2018). The 2063 (2007) National Policy and Plan of Action on Disability aimed to protect the rights and to promote the empowerment of people with disabilities by identifying seventeen priority sectors, including ‘national coordination, information and research, public awareness and advocacy, training and employment, transport, education, and

health, rehabilitation, poverty alleviation, assistive devices and support services’ (Disability Rights Promotion International, 2018)

It included special provisions for women and girls with disabilities (Raut, 2018). It provided a guideline for affirmative action in relation to training and employment of people with disabilities (Prasai & Pant, 2018). At least 5% of all training places should be provided to people with disabilities, and training should be free of charge. The Protection and Welfare of the Disabled Persons Rules outlines provisions such as 5% of seats provided in training should be for people with disabilities and tax breaks for factories providing employment to people with disabilities (Prasai & Pant, 2018)

The Accessible Physical Structure and Communication Service Directive for People with Disabilities, 2013 has made provisions to ensure that the inclusion and accessibility of persons with disabilities is effectively safeguarded and that concerned agencies provide reasonable accommodation in schools, homes or workplaces (Prasai & Pant, 2018). The various different policies and acts which have been put in place include programmes and services that entitle people with disabilities to discounts, subsidies and social protection if they hold a disability card (Holmes et al, 2018). Such provisions include, for example: ‘the disability allowance; free education for all children with disabilities; school quotas and scholarships for persons with disabilities; free healthcare and discounted medicines; financial support or free provision of assistive materials such as prosthetics, hearing devices, wheelchairs, etc.; orphanages, rehabilitation centres and hospitals for individuals with disabilities; quotas in public and private employment; discounts on land and air transportation; and barrier-free new buildings of public importance’ (Holmes et al, 2018)

2.2.2 Employment and livelihood policies

The Labour Act, 2017, makes provisions for compensation for workers who develop a disability but otherwise does not seem to mention the employment of people with disabilities (Prasai & Pant, 2018). The 2015 National Employment Policy makes little mention of people with disabilities, and where it does focuses mainly on people with physical disabilities and issues around people with disabilities lack of access to education. The 1999 Local Self Governance Act provides ward committees with the responsibility for the protection and earning of livelihood of persons with disability (Prasai & Pant, 2018). The 2017 Rights of Persons with Disabilities Act has provisions ensuring non-discrimination on work and employment. There is also a 5% quota for people with disabilities in relation to civil service employment in the 1993 Civil Service Act¹⁶ (Institute of Development Studies, 2020)

2.3 Theoretical Perspective

2.3.1 Theory of Stigma

Even though the attitudes toward disability have evolved over time, there is still evidence that people with disabilities are stigmatized and experience discrimination. 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 is rejected as a result of the attribute.” Normal identity is “spoiled” by the reactions of others. (Jessica, 2019)

2.3.2 Theory of Representative Bureaucracy

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.

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 (Bradbury & Kellough, 2011)

2.3.3 Synthesis of Theoretical Framework

The workplace discrimination come into play due to the factor of stigma and also imbedded biasness and stereotyping of the employer. The theory of stigma provides insights on the behavior and attitude towards the disabled. While the theory of representative bureaucracy provides insights on equity based equality in attitude, behavior and the facilities.

2.3.4 Study Framework

With the reviewed literature, and the theories, the researcher will be using following elements relevant to the research. The identity, organization's social environment and organization's physical environment as presented in the figure below:

Independent variables	Dependent Variable
Identity: age, sex, the type of disability, level of education, level or position	encounters of physically challenged female employees
Organization's social environment: attitude and behavior of seniors, co-workers	
Organization's physical environment: availability disable friendly infrastructure	

CHAPTER-III

RESEARCH METHODOLOGY

Research Methodology

This chapter presents research methods that provide clarification on how the study will be conducted. Methodology is generally a guideline with a description of method for conducting the research using specific methods, tools and techniques. The chapter presents methodology including philosophy of the study, research design, sampling and sample size, data collection tools and procedures, data management, analysis and interpretation, presented as follows

3.1 Philosophy of the study

The method of Qualitative research encompasses a comprehensive range of approaches which do not rely on numerical measurements rather puts stress on one or a small number of cases, uses an rigorous interviews or an in-depth analysis, to be extensive in method, encompassing concern on all of a particular unit or event (King et al., 2019). For illuminating realities regarding the encounters of physically challenged female employees in Public organizations of Nepal, the scientific techniques will be implied which will include sampling technique; administer of interview-questionnaires and in-depth cases. “Cases are bounded by time and activity, and researchers collect detailed information employing a case study as a research strategy as the approach helps in probing deep and intensive with the issues”(Yin, 2003)

3.2 Research Design

A research design is a systematic approach of conducting a scientific study by a researcher. “Research design is a blueprint for a mechanical process of data-gathering and evaluation”(King et al., 2019). An exploratory research design will be used considering the purpose, research questions and the philosophical assumption. The reason behind using exploratory research design for this study is to reveal the encounters of physically challenged female employees based on experiences of the physically challenged female employees in Public organizations of Nepal.

3.3 Research Participants

Five cases were selected for the research with the lower level of the service to the higher policy-making level who are physically challenged female employees. While a purposive sampling technique was applied to select the officials from the different government offices within Kathmandu valley.

Total number of cases:

S.N	Type of Disability	Level of Education	Position
Respondent I	Full Blind	MED Nepali	Class III Officer and Information Officer
Respondent II	Physical	Bachelors	Class III Officer
Respondent III	Full Blind	M.A in Sociology and Public Administration; PhD Scholar	Under Secretary
Respondent IV	Physical	Masters in Environment	Class III Officer Environment Inspector
Respondent V	Physical	Masters in Sociology and LLB	Na. Su
Total	5 Cases		

3.4 Tools and Procedures of Data Collection

The study used both the primary and secondary sources of data information to reveal the experiences of physically challenged female employees. This study is primarily based on primary source of data, which was collected using an unstructured and open-ended interview questionnaire. Similarly, secondary source of data such as journals, articles, paper reports, books, website and records were used. It was derived from various sources viz. reports and records of the study area, and different published and unpublished documents such as books, journals, reports, articles and records of different GOs and I/NGOs, and through online documents and other relevant sources.

3.5 Data Management, Analysis and Interpretation

The collected data from the interviews was transcribed; sorted and arranged the data into different types depending on the sources of information. The data was then aggregated into a number of themes and sub-themes.

Chapter Conclusion

This chapter provides detailed information of methodology that was followed in the study. It has given details on study area, sampling technique, sources of primary and secondary data collection, tools for data collection and methods of analysis of the collected data.

CHAPTER-IV DATA ANALYSIS AND PRESENTATION

4.1 Introduction

In this chapter, the information of the collected data, its analysis, and its interpretation is presented. The experiences of the female physically challenged female employees were analyzed for achieving the objective of the study. Those who were among the public organizations were taken into consideration for the survey. In order to analyze the present state of the physically challenged female employees at their workplace and to identify the issues and challenges faced and strategies for its management, they are divided into three categories and sub-sections from the information collected. The categories are: a. Organization's Social Environment b. Organization's physical environment and c. Issues in National Policy.

The information under above categories were collected over interview while narrative analysis is performed under the mentioned themes in order to derive the encounters of the physically challenged female employees.

4.2 Data Analysis

a) Organization's Social Environment:

The major apprehension for this theme is to identify the social environment at the workplace for the physically challenged employees especially female in Public Organizations.

i. Feasibility of Workplace:

As we know the inventiveness flourishes only when one is mentally happy, and is comfortable at work place. In this case study, it states that the working capacity enhanced only in easy social environment. According to the Respondent-I, she states, "*In the first office, my friends were surprised at first, but later they helped me in everything. I was new to the office, and there was another officer of the same post. Since I am blind, I have to type the letter by making others see it and in such case I was told that I have to do this kind of work on my own. Office assistants are also helpful; I have found that the technical heads have also helped a lot.*" Likewise, the Respondent-II stated that the both officers at same level and juniors support and help in table works while the experience from the senior level is opposite as they have even asked to have pain killer and work.

The Respondent-III states, "*I had worked here before and friends understand me hence all are positive and friendly. They think about making my work easy. Likewise, when I entered here my leg knocked down with a flower pot which have been removed now. I was at the local level for three years where I did not find such attitude. When I got down near by the gate nobody would lend hand. I needed to*

ask for help. The entrance though near was difficult is shameful. I could not get along with many people. Except for my branch and one or two other branches. I know only when I call, but I don't know even if someone walks in front of me. I couldn't change attitude but it is okay in current office. Initially I had asked for a computer and their reaction was with a question, 'Does she know how to use a computer?' and 'What does she do here? Oh, she also works here?' For us it is easier to work at a place but to make others known about ourselves it is better to work outside sometimes even if 2-4 people would understand "

According to the Respondent IV, "Probably I have worked with a dozens of joint secretaries who were not disable sensitive. Those who have worked in women ministries are sensitive, they try to empower and try to mainstream but others think and behave as though they cannot perform well, talk straight forward, though we have chance for going abroad, they would select others. It is like sending sample."

ii. Attitude of Seniors and Co-workers

The Respondent-I said she has experienced the boss who kept saying things like *"I got a job by begging."* It may not be as hateful but even *"Show up weekly and get paid"* was told though he stopped talking after his clarification. When it comes to appointing a "section officer" from above, when there is no one, the responsibility is assigned but but in others it is not given in terms of disability. She furthered that she did not get advance for conduction a programme though she had asked for it.

The Respondent III stated that some were like "overprotective" and they say that there are so many to work so why would she do. While few seniors were different and ask to do works without putting concern on the environment. Both seniors and juniors were helpful though a little but still they are unaware about how to help. They still don't know how to help. Some think they are like them but do not make such environment to work, some tell that there are many so you need not work. It is some kind of discriminatory word.

" When I came here. I used to tell what I can do or what knowledge I have and hence we have experienced change in here. There used to be the heads who used to call and tell me to choose easy field, comfortable areas like terai area or where you have accessibility and not to hear others as it is for my easiness. While in other places it was absent. I think, if I am called at any programme and there is only my presence then it is useless. In those places, I ignored going, but I would go if I could go and at least speak few words, or present paper. If there is nobody then I used to be asked if I would like to go otherwise, they would go as far as possible. Even the boss of own division

would do that. I don't understand this kind of attitude. Like, I did not attend a programme "Mahila Diwas" and I was told "You didn't come, I forgot to take care of you." I replied that I did not attend as I had nothing to do, nor had I any responsibility. If I was told to go earlier I would have managed but only to make a presence does not sound good. May be I am called arrogant. Using disability only to make presence in the mass must not be done which is still present. Even though it is the programme for disability itself, the benefits are reaped by only few others. At present I am working at policy level but when I worked at the local level, I had to work directly with the local people and it was very difficult. If we do not have good skim we cannot work under treatment." – Respondent III, 2022

According to the Respondent IV, she states that the seniors and coworkers are supportive. The donors for different projects have been working and these projects are also going to the concept that there should be GESI. That is why the whole office has become sensitive as the concept of plurality should be brought in GESI. As the office deals with disaster, the concept of GESI is intensely used whether it be for preparedness or relief.

"My experience at the earlier office is unlike the present work station. I am from science background. Brail is an assistive device for them, even then it has not been used as such. For people like us, I don't have right hand and when people see me, they become judgmental towards me and my situation. People start guessing for how I perform. Here, consideration to the physical type of disability is absent. To does who are weak like for blind, deaf and critical, they are treated with empathy but those who are capable like us there is absence of supportive nature. "I can do all but do not get support"- Respondent IV, 2022

The Respondent-V expressed that she has found positive attitude of the seniors and juniors and cooperative. In case there is a male and female disable, there is a slight differentiation seen. There is an experience in a hidden behavior, compressed mentality. The seniors and co-worker's attitude is not seen directly but somewhat their thinking is different and seems to be narrow which might be knowingly or unknowingly.

iii. Behavior and Attitude of Service Seekers

The service seekers would get angry due to dissatisfaction at the office. According to Respondent-III, she has found both positive and negative attitude though less negative the service seekers would tell her they would come back again after seeing me and knowing that she is blind. *"After insisting that I will hear them, for what work they*

came they would deny and say "I will come later" without listening to me. They might have thought "what could she do for my work being blind" which is rude." There are many who could understand the situation of the office and physically challenged people.

" The service seeker came and said, "Oh, if a person like you has done so much, we should do the same." I have realized that they have changed their attitude seeing me; we have not done anything. We are going to change ourselves because we have done nothing; Sit back, help and feel proud and return; I have also said that I am happy. When it comes to serving people with a smile, sometimes people who don't understand come and do whatever they want, even if they are forced to do so, they have to be a little louder or a little angry. Our mood is not always the same, people are not the same" -Respondent V, 2022

iv. Social Issues and Challenges:

This category is useful to identify the social issues and challenges faced inside social environment. The status was obtained from all of the respondents. There is a same way in treating among the differently abled person male and female which depend on the individual.

Discrimination

" Luckily I had worked in activism before entering the service and after entering, I happen to be working at offices that deals with gender issues. Hence, I have not found such differences in treatment. Even then, I have an experience when the DG had asked to leave the division due to some clash in male officers. I had to leave the division for a year. There is a discrimination present everywhere. As we are little in number, differently abled male and female are not present at same offices.

In case of promotion, there is a huge gap. I could not go to remote place. I had to take an assistant but as they also have their career, I could not do so. I could not reach there due to various reasons and threats, as I am female and I had many threats, I did not feel secured though I am right from my side but what if the other side is not the same. Many told me that I could go, be head but I had heard many cases of other female friends though may not be such incidents; it feels bitter, though we are not radical, we understand feminism. Due to it my promotion delayed by two years as I could not get experience of remote area. May be I had no confidence but I did not feel secured." - Respondent III, 2022

According to Respondent IV she states *"there is a storekeeper who is also physically challenged at my workplace but we are not treated unequal. Seen and unseen disability is profoundly found. Like I wanted to learn riding the car. At my earlier workplace, there was one officer who had injury on his foot. He was shot when he was a child. He did not need severe, apparently disable. It seems that I have no hands while learning to drive. Let him learn but they would not let me learn."*

I am working as an environment inspector. I studied science which was taken indifferently. People think why I studied science, why I came to this field while my field should be teaching and why I did not studied Bed. I belong to Tharu community, next front liner. At the beginning of my job, the seniors would be scared to send me to field. Some took it normal when they are sensitive while some would express suggestions where it would be easier for me to work. Unlikely when there was other senior he used to feel hesitated and he used to think I cannot go to field. Hence the attitude and perception was seen at that moment."

Moral Support

In case of moral support and help from the subordinates, the experience of the respondents varied.

According to Respondent-I, *" I am assisted while sitting on the benches. Similarly, I have been assisted by computer operator for typing while I said orally when I have to write a letter. Once there was a work of correcting a child's mark sheet, a peer branch officer told that I should do the task on my own when I come to work and he also told others to convince me to stay at home and come only once a week for salary. Perhaps it is because of his nature; I just can't say but I work hard in everything"*

" I have not experienced people calling me "poor thing." I think they have helped me thinking it is a responsibility. During the local level, I used to be appreciated for my daring and courageous behavior. The juniors are more understanding than the seniors. During COVID I used to attend offices. They used to get worried that it must be difficult for me to stay safe, when I used to be alone who would help in reaching the bus stop, stopping the vehicles as my office is in between the bus stops. So I have found positive attitude among my colleagues." -Respondent-III, 2022

According to Respondent-IV, she believes that due to her bold nature, she has not found difficulties. Her experience of working at the disability sector before entering the service helped in molding her bold also she has a role of GESI focal person, which has helped even more. *"I don't feel sad that I don't have hand. Probably I have been habituated with the situation."* Likewise, Respondent V shared that she gets moral support in working from subordinates. The major cause is her struggle and capacity to

get job. She believes that she does not get sympathy on her condition as she completes given tasks as others.

Harassment

The respondent viewed that there is no direct use of words as harassment but people have hidden thoughts towards disability. The Respondent-I experienced frequent statements of how she could work though blind and they get job only due to quota provision. According to Respondent-II, believes that it all depends on how we present ourselves to people.

"I have not found it inside the Government. Probably as I am in similar sector, I might not have faced such harassment though in private life, there are."- Respondent III, 2022

Inequality

According to Respondent IV, *" I have faced inequality from my seniors. Favoritism and Nepotism is highly present which is either caste based or some other which I don't know the reason. If I am sent to field, it's like if it is beneficial to them or big works, exposure or networking they have not provided to me. In this reason, it's inequality. Later I realized that I even don't know the full form of the abbreviations of those programmes.*

If it was provided equally, I would have some knowledge. At present work station I have just started learning where I am told what I have been doing in past five years at other work place. These kind of job placement are more often provided to male and to those female who looked matured as of 45 years. The reason might be that we don't know how to do flatter."

The Respondent III stated that the seniors would try taking opportunities while colleagues at same level and juniors don't.

Information on involvement in social function and decision making

The Respondent-I stated *"the involvement and information dissemination is according to the boss, it also happens as if those who understand disability and work or those who are close to him have behaved accordingly, but those who do not understand passion are not close, they are also seen as kind and loving. I have also found that the former boss used to ask every decision while making a decision, and also consulted while conducting the program treating everyone equally, not just the boss who is not close to disability; not too bias but not to ignore the post. Even when the name comes out, it looks a little bad from the point of view of kindness and love. I Nepal's condition,*

it is not possible to work alone, one needs the help of one or the other, so it is not possible to do it alone, so we have to speak once and we do not speak up for the same cause."

The Respondent II had no experience in getting information for any kind of social functions or involved in any decision making programmes. While according to the Respondent V, the information regarding gathering is shared equally. As she is in the assistant level, involvement in decision making is not provided but disability is not the cause. While involvement in similar tasks is done equally as to other friends.

"Participation has been seen positive. We have been called "poor" due to lack of understanding. If people like us are to be produced, it seems to be easier to change in our country than in other countries.

At the local level I found it abundant. The rate of involvement was almost nil. Even the heads missed the messages. If only one was sent, it would be enough. If I recall, I did not get chance to attend a single meeting in last three years. There was a system of sending messages and it was never on time. There was mismanagement in the office. If I complain for any kind of difficulties to my seniors, they would not hear rather ask to go the head on my own.

While it is a different story at the present office, as I get encouragement from the DGs in involvements, I used to see the women empowerment section and I used to be asked to take sessions even though I was new." -Respondent III,2022

" I am facing this kind of situation more at the present office. Likewise, in the earlier office, in any decision making programme invitation was limited. So there was no feeling of inequality. If the programme is at the ministry, the seniors would go and we officers were not taken while the programme would be related to our act and there wasn't our representative. As it was with everyone I did not feel discrimination as such. Regarding present work place, though I am GESI focal person every work is performed by me. Here, we get bigger projects of JICA, WB etc. but when there are any programmes, consultation, workshops, seminars, I am put aside. I do not know who goes, who puts an order, not do I get information where the letter is. I have only been working so I have been telling for finding the solution or free me from the post. For example, when there is a letter for a programme is related to GESI vulnerability that is related to us, there is tendency that Joint Secretary and Deputy Secretary take the opportunity. Likewise, I don't get information when there is work of the donors. Here, I have urged if it was because they feel shy due to me but then even the head does not know about the letter and he got angry in the situation.

The senior most positions are higher positions but still they would go to small programmes, local level programmes, GESI has been only voiced but in reality they

boycott us. Like if donors give allowances and plane tickets, they will run. I have been sent only once a year."-Respondent IV, 2022

Other Challenges at work place:

The physically challenged female employees face challenges at work places in even considering that disseminating responsibility is difficult.

Respondent I stated, *"We face difficulty during field. In case of going to field for monitoring, I am not taken as I am female and I have the disability. If I was male, probable I would have been taken as it is easy for them to adjust with a male there are no male disabled person. Also I need a female friend for guiding me at new place. They are not able to say, 'you are like us, let's go'"*

The Respondent II stated that people use words indirectly, hide major opportunities, though provided with opportunities, such people can't work, and they claim just guessing that we are ill so can't work.

According to Respondent III, the work area of the office itself is GESI, so they know discrimination as they have worked with marginalized group. Hence when she had asked for computer with installed software, there was no question raised. At other offices, the exclamation was, *"Can you use the computer?"* was highly found. The world has reached at the peak of IT but yet its absent in Nepal. Likewise, voice is not heard much.

"Since there was nobody came at the local level, one woman was placed as the head that too was from Junior 6th level in Agriculture. Else there are male in social security, administration and others. Once when I was in dress the service seeker would ask Naani, isn't here sir? Women development programs have not been realized at the local level."-Respondent-III,2022

" I am yellow card holder with disability that means every work is done by self. A person who do not have both hands but can work with legs have special table where s/he can work. In case of transfer, the table would not go with it. Hence either the new place should have such table or else the very table must be sent with him. This is the challenge that we face.

When I was transferred the earlier office Nepal Reconstruction Authority was dissolved so we had to see every work. All the goods were handed over to us. It was said that old building materials should not come in new building and that is where the issue started

I needed a keyboard that I used and I am used to typing with five fingers. I don't know how to use it if I don't need all the letters. The keyboard was blurred when I came to another place then I requested for the same. There was a conflict for some days but later it got solved.

Next challenge is it is okay not to give facilities to everyone but to give to all the officers and not to say that I can't have one is not equal behavior in the arrangement of the vehicles The boys have bikes and the girls have scooters. They say I can't have one and they create challenge for me. My workplace is very far so I need to walk all the way round inside Singhadurbar. It would take more than ten minutes to reach. This creates anger from inside. I tried to take license as I was not allowed to ride scooter. Probably the guidelines of the Department of Transport Management has clearly written in it that the license will not be provided to the blind, weak and feeble people. It is one of the challenge. Hence there must be a provision of vehicle to those who are differently abled"-Respondent IV, 2022

The Respondent-V stated that in the past thirteen years of experience, she experienced that the service seekers would not believe on her due to her disability at the beginning while later she got support and help in the times of embarrassing moment and need. According to her, " I was lean and thin and sitting in my chamber, the clients would come and see me and say, "No one is present?" and told that he would help himself later"

b. Organization's Physical Environment:

i. Physical Feasibility of Workplace

The physical environment of almost work places are not accessible and disable friendly. The Respondent-V stated that not every places have disable friendly physical infrastructure. She could adjust in the present physical environment and hence it is easy to work.

According to Respondent-I, "*The physical environment of our workplace is not disabled friendly nor work friendly. The office rooms are at the third floor that too are rented. We get to see railing as disabled friendly but it does not address all of the disabilities rather there is need of others which is required like brail for blind, sign language for deaf, interpreter etc. At present we need to take three ladders to reach the office room of the head. It is not possible for those people who use wheelchair, there are no interpreter for the deaf, no information friendly for the blind.*

I have taken the same laptop which I used at my first office as there is a software installed in it while at present office there is no software. This happened as people don't know about the software nor they do know where it is found inside the office even then I have to do my

own arrangement. People say, "can you use laptop?" because they don't know about it also they don't care about it"

"Almost 95% of the workplace is not disable friendly. Even when we go to Health Ministry, we need to take stairs. "- Respondent-II, 2022

The Respondent III states that difficulties that were faced at the workplace were various including access from office room to other rooms or buildings there were no signs, no trainings, parking was haphazard, if someone helps people would say, "why do we need to help, leave her alone."

" People understand that it is difficult for the wheelchair users than to the blind. Like at local level, the lift was constructed for the same purpose but in my case, I had to reach my office room after crossing all of the buildings and canteen. There was no accessibility to reach my office room, there was no signal to recognize gate, there is block road but there was no turning, ending was not identified scientifically. When I was in Japan, they had scientifically made such tracks, after the orientation, I managed going to lobby, room, classroom, dining hall etc. At least the rooms of the disabled must be disable friendly at workplace which is absent. At last people think of making disable friendly which is mostly for wheelchair like lift. One takes lift where it is fixed but for people like us we need from the gate itself.

The hall, toilet etc. were made differently able friendly here. At least we can start with disabled friendly toilet. There is no facility to the service seekers, there isn't helpdesk for even abled person then one can imagine for the disable persons. There is a ramp but the road is zigzag, it has to be cleaned up. Once, after distributing the identity card he was taken for lunch but the wheelchair overturned. There is problem in physical infrastructure.

For example, I use Unicode and if the whole group work in the same font, it would be helpful for me to go through their documents, study and provide feedbacks. They would do in other fonts for which I need to either do it again or convert it. These kind of small things which can be changed within a second was not done. Hence I did not find them cooperative. Though they have realization, they would not want to change probably because they don't look to adapt and unable to assimilate change" -Respondent III, 2022

" NRA has done so much to the disable friendly, there is parking, wheelchair user friendly but later we realized that the toilet is not inclusive. It is difficult for me too. So these all should be taken into consideration. The structure of ladder is such that one can enter only from one side. It might take 100 more years for all facilities to all kind of disabilities.

When there is a talk on disability, if the service seekers visit us, there is no provision for addressing in brail script, also to those who can't hear we can't provide an interpreter. The accessibility has been only adjusted to the wheelchair." -Respondent IV,2022

The Respondent-V stated " I use leg to work, using computer is done with leg. I don't have problem in going any floor but accommodation for working I need same height of chair and table so that I can do my work. Hence I put everything and work over there."

ii. Infrastructural Issues and Challenges:

Infrastructural structures have untangled the challenges while at the same time is a trap for the physically challenged persons.

" When I go at the field, all places do not have disable friendly infrastructures. It is difficult to walk for me hence I get confused whether or not to go to field. While at my office, I have less difficulties as I get help from my friends. When it is new area, there is difficulty later after practice, it becomes easy."-Respondent-I, 2022

The Respondent II stated that she her voice was not heard when her duty was at the third floor and requested to shift on the ground floor.

According to the Respondent III, she had experienced a trap as there is the sewage lid which is open at the gate of this office. The recent changes itself is also physical infrastructure if certain change is made, she has to face problems. She needs an assist to reach washroom when she needed to cross many buildings and hence is in need of a helping hand. She states, *"The person might not feel easy though they help us. While here, everything is within the same floor and is easy to reach."*

" I have experience of new workplaces. The offices are placed on rent wherever found, in some the office room of the head is at fourth floor. As the disaster office is sensitive, comes to collect relief grants and so further. Even if you think GESI, your own building is not GESI friendly. This is the house we rented and the day we build it we make it all disaster resistant, disable friendly, environment friendly. The present building of NRF is made good where wheelchair user, parking facilities and others available."- Respondent IV,2022

According to the Respondent-V, she stated that she can use the same laptop as common people use though she uses her legs. She stated, *"If our country was developed and if the laptops were manufactured here probably the keyboards would have designed the way, I can handle with legs. I have to be assisted at the office, I need some help like in pulling my clothes, at toilet etc. For this as well, my friends are very supportive."*

State of delivering public services:

"At the times when we don't get helper or if they are absent, I have difficulty as the software is installed only in one laptop. As other laptop does not have software. Next, due to lack of human resource, it becomes difficult to address at times of absenteeism."- Respondent-I, 2022

"In the times when I used to be alone at office, it was difficult to deal. I use to ask " I am the only one here so read the paper to me and let's see how much can I solve?" while sometimes they would ask us to put the paper and would return later. There is of course a lot of challenges as we work on hard copies especially for blind people. "- Respondent-II, 2022

" Since I was born without hands, I got used to it. I had already learned to write and after coming to Kathmandu, I also learned computer. The training was given in 2075 BS from the Disability Assistance Fund. At that time, it was difficult to move my feet on the mouse keyboard for 2-4 days. Everything seems comfortable now"- Respondent-V, 2022

c. Issues in National Policy

The main concern of this theme is to understand the views with regard to the national policies relating to person with disabilities.

Almost all of the respondents expressed that the national policies have addressed the issues relating to disabilities but it is absent in implementation. According to the Respondent-V, " I write with my feet, if others write with their hands, my writing speed and the speed of others will not be the same. If I can't write, they give me a writer. I write myself, time has not been able to cover it. Policy should be implementable as such and not just as policy which would create a workable environment. That's what's displeasing to me, when I write with my feet, there is not enough time, I can writ but when you have to bend down and hold your feet and write, you have to straighten it for a while. You can imagine how I have adjusted and written in the exams."

"The national policy has not well addressed the issues of disabilities while all has to be reviewed once again."- Respondent IV, 2022

"The policies have well addressed the issues but those policies have not been implemented. There is gap in implementation. We have drawn the name in the reservation quota but we have to be provided with the facility accordingly. Either the reservation quota is not for the blind people or else must be clarified. Incase if there is a blind and other disabled

having only physical problem then there is high chance that s/he get selected. This is also one of the concept that we find around."-Respondent I, 2022

Gaps in national policies:

"It is enough to just implement what has been in the policy. Some policy rules are also in a conflict of replication. The categorization of disability is not clear. Like there is a provision of writing assistant for full blind during examination and hence to those who are partial blind but don't have writing capacity are not counted under this provision in Education Service Commission. While in case of Public Service Commission, they have provided the facility and is a good system. This kind of improvement in the policy is hence required"- Respondent I, 2022

According to the Respondent II, she mentioned that demarcation must be among type of disability. Mental health is enhanced more in Physical disability but should have been the other way.

" Those things in the acts are not in regulation which should have been even more clear. Before Protection Welfare Act, there was a provision that one person with disability will be placed where there are 25 staff while the number is not written clearly. It has only written there should be person with disability so there is no room for advocacy. Policy alignment is absent as the policies in education, health or women are not same. Hence there is gap which created issue in seeking and getting rights. Nothing has been touched from the side of service seekers. All kind of disability has been put into one basket which has created issue." – Respondent III, 2022

" A point must be added in the ten year the work plan, national policy, laws all must be reviewed and all must be made inclusive. For e.g. the directory of Department of transport Management is of Grandpa's Time Directory which is of the time when the bullock cart was used. At present, a woman without both hands is driving a train in India and not even allowing me to drive a four-wheeler, which means that the policy has not been reviewed to allow me to live in lifelong sympathy, to talk about equality but not to let it happen"- Respondent-IV, 2022

" The categorization of disability is not clear while everything is put in basket. Incompetent people also make cards based on access; After making the card, and entering the service, there is nothing one can do. So re-visit and revision has to be made. The reservation must be according to categorization and that must be different." -Respondent-V, 2022

CHAPTER-FIVE

SUMMARY; DISCUSSION, AD CONCLUSION

5.1 SUMMARY

The study was carried out within Kathmandu Valley. The study was done using qualitative technique where the interview was used for the physically challenged female employees in Public Organizations within Kathmandu Valley for collecting data for the study. The analysis was carried out in a narrative analysis under several themes and sub-themes. The results and discussions are described in the Chapter four.

5.2 FINDINGS

This chapter presents the major findings of the study followed by the conclusion of the study. The encounters of physically challenged female employees in Public Organization were recognized and discussed in the chapter based on the data collected from the respondents sampled. The objective of the research is to explore the state of physically challenged female employees at their workplace and to identify the issues and challenges faced and the strategies for its management. The major findings from five cases are highlighted below:

5.2.1 Organization's Social Environment

- The study revealed that the physically challenged female employees at the work place in Public Organization are treated well but there are unseen discriminations.
- The female employees are not fully satisfied with the working environment. The social environment is workable and changing though few attitudinal issues. The treatment, behavior at the beginning is not felt friendly though it changed later after making them understand.
- The behavior of the seniors in few cases is demotivating while sometimes they face boycott in getting informed and communication gap. While getting involved in decision making programme was according to the post and position. It depended on the type of chiefs. Some chiefs asked to participate while in some cases even Chiefs were boycott.
- The equal treatment among them and other colleagues were not fully present. Even then the attitude of seniors is positive after learning the capacity. Some even experienced that the chief asked to stay at home and visit office once a month only to receive salary. The behaviors of the colleagues and juniors was found helpful and supportive.
- Few experienced full moral support and encouragement from the chiefs and subordinates. While none of the respondents faced harsh harassments though they heard few words used indirect.
- The amazement in if the physically challenged person can perform well have been a question while getting to hear that disability as a tag for entering the service is annoying.
- The infrastructural environment is not yet comfortable and workable which is why the mentality of working with energy degrades

- Some of them were comprehensively included in each programmes especially those offices who work for GESI and who are sensitive towards disability.
- The belief that the physically challenged person cannot work is present but the thinking got changed after working together.
- Being female and disabled was not taken to field with assumption that they cannot work and also due to issue of not having helper.
- Major opportunities were sometimes hidden from few respondents
- The concept of disability and equal access and prioritization is absent as all type of disability has put in same basket
- some service seekers would not take us as service provider and ask for male service provider. They have faced both positive and negative attitude from the service seekers.

5.2.2 Organization's Physical Environment

The findings from the cases in regard to the Organization's physical environment revealed that the physically challenged female employees have the prevalent issue of infrastructure which is sometimes a trap.

- Almost all of the respondent's workplace lack sound workable physical environment. The workplaces are not disable friendly; there were no easy access not even access from room to other rooms or buildings, absence of disabled friendly toilet and hall, no direction, lift, ramp, no signs and signals to recognize gates, trails, haphazard parking, no block road or even if there were there were no scientific identification of turning or ending, absence of help desk, zigzag roads.
- Recent changes made in infrastructure itself is a big issue as it takes time to realize or trace the track.
- The offices are rented and hence they are situated at second or third floor which is not easily accessible.
- According to the type of disability, the physical infrastructure tends to be unfriendly. There is no provision of addressing using brail, inclusive toilet, structure of ladder either high stairs or difficult to walk, absence of interpreter for those who can't hear.
- Thinking of accessibility only for those who use wheelchair. The accessibility has been adjusted only to wheelchair but with errors.
- Not getting reasonable accommodation like use of computer and keyboard with function needed is one of the issue
- Absence of GESI friendly concept.
- Deficiency in vehicle facility to the employees who need to reach the distant work places considering their status. The Government of Nepal has provided the facilities only to the higher posts.

5.2.3 National Policy

- Almost all of the respondents believed that the policy has addressed the issues of the physically challenged female employees but there is a gap in implementation.
- There is no clarity in acts which are in regulation
- Reservation quota does not address type of disabilities. The categorization of disability is unclear.
- The provision of increasing time during examination who can write on their own is absent is a felt need.
- Policy alignment is absent among the policies in education, health or women. The policy has not touched from the side of service seekers.
- All kind of disability has been put into one basket creating issues of disparity and inequality.

5.3 CONCLUSION

This study has tried to explore the experiences of the encounters of the physically challenged female employees especially at their workplace in Public Organizations in Nepal. The major objective is to explore the state, identification of the issues and challenges faced and strategies for its management at their workplace. The study revealed that the current social and physical environment of the workplace is not much disabled friendly while their issues have been addressed by the policies yet absent in its implementation. The perception towards disability is changing though slow. The level of understanding and the comfortable workplace can be only in case such human resource is produced more. Still the disability is largely biased and discriminated though not direct. There is need of strict filter at the time of providing disability card. Need of discussion with the experts and not putting all kind of disability in a basket has to be done. The buildings must be build putting priority to the concept of GESI friendly which can address all vulnerability.

There is no awareness regarding disable friendly physical infrastructure while the understanding is limited to railing and access to wheelchair. All public service office especially where service seekers visit the most, there must be at least help desk in the easy location, CCTV camera, and orient the guard. The office rooms must be structured in a way that the room of account, store, registration invoices, bosses, Joint-Secretaries, DGs and CEOs who work directly with the public must be at the ground floor. It hits the budget, there should be a reasonable accommodation provided, could be by telling to the staff at the gate; putting known things like brail, signs etc. which might be of less cost; there should be a "guiding block" road designed scientifically which could lead from the gate to respective rooms and places. A small sign can make easy access. It is easy to make people understand and is direct who are juniors; changes are also adapted quick while for seniors, there should be issues, topics related to disability in the courses of training by the training institutes like at NASC.

The role is more of the seniors in orienting the juniors. When posted to any places, the seniors or DG can orient the physically challenged employees to other colleagues, need of support at least in

staff meeting. As the nature is being loyal, this helps them work in a good environment with an ease. Consideration during placement accessing the capacity according to their nature, the way they perform their work is required. This kind of change is the must though the placement is not done to any others too. It has been limited to generalist.

There is need of changes made in the policies while existing policies must be well implemented. A clarity in identification of physically disability is necessary. The provision of quota system should address where a person is posted which happens to be inclusive and categorization among the categories of disability which is a justice. There is a placement fear for the disabled person hence do not want to attend PSC exams also the commissions should think of making examination system easier, make changes and reforms. People must be sensitized according to time and it is seen though slow. Hence, if a proper prioritization, reforms in policies and techniques of addressing issues of the physically challenged female employees is accomplished, it would have more effectively minimized the encounters faced.

5.4 FURTHER RESEARCH

Further research and studies are needed for understanding the ground reality of physically challenged employees in Public Organizations and for the amendments in policies. This study compromises various insights that might be a reference point for other researches. Some of the potential areas which could not be revealed in this study are:

- The study is delimited to only physically challenged female employees. Studies can be done on the physically challenged male employees or both.
- Studies only on the policies related to the physically challenged employees could be conducted.
- The study is delimited to only five respondents as a case while more number of respondents could be done.

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ANNEX-I QUESTIONNAIRE

Nepal Administrative Staff College

Jawalakhel, Lalitpur

Exploring the encounters of physically challenged female employees in Public Organizations: A case study of Kathmandu, Nepal

A. General Background

Namaste! I am Gyan Laxmi Shrestha. I am doing a survey entitled, "Exploring the encounters of physically challenged female employees in Public Organizations". The objective of the research is to explore the state of physically challenged female employees at their workplace and to identify the issues and challenges faced and the strategies for its management. The results of the survey will help to find out the challenges of physically challenged female employees. I request you to be open and honest as much as possible in your answers. Your name is optional and the information that you have provided will be kept confidential and will not be used in other than the research purpose. The interview will not take more than 45 minutes. Thank you!

Q.N	Questions	
101	Name (Optional)	
102	Age	
103	Sex	
104	Type of disability	
105	Level of Education	
102	Office	
103	Position	

B. Organization's Social Environment

1. How do you find the environment of your workplace? It is easy or difficult, How? (तपाईं आफ्नो कार्यस्थलको वातावरण कस्तो फेला पार्नुहुन्छ? यो सजिलो वा गाह्रो, कसरी?)
2. How do you find the attitude of your seniors and co-workers towards you? Do you find it discriminatory or supportive Please explain? (तपाईंको कार्यस्थलमा हुनुहुने वरिष्ठ र सहकर्मीहरूले तपाईंप्रति कस्तो दृष्टिकोण राख्नुहुन्छ? तपाईंलाई यो भेदभावपूर्ण वा सहयोगी कस्तो लाग्छ कृपया व्याख्या गर्नुहोस्?)

3. Have you identified any differences in treating among the differently abled person male and female? (के तपाईंले भिन्न रूपमा असक्षम पुरुष र महिला प्रतिको व्यवहारमा कुनै भिन्नता पाउनुभएको छ?)
4. If you are in any kind of difficulties do you get help from your subordinates morally? तपाईं कुनै किसिमको कठिनाईमा पर्नु भएको अवस्थामा के तपाईंले आफ्नो मातहतका कर्मचारीहरुबाट नैतिक रुपमा सहयोग पाउनुभएको छ ?
5. Have you faced any situation of harassment at your workplace? के तपाईंले आफ्नो कार्यस्थलमा उत्पीडनको कुनै परिस्थितिको सामना गर्नुभएको छ?
6. Are you treated alike other colleagues or you have found inequality from your seniors? के तपाईंले अन्य सहकर्मीहरु जस्तै व्यवहार पाउनुभएको छ वा तपाईंले उच्च नेतृत्वहरुबाट असमान व्यवहार फेला पार्नुभएको छ?
7. Do you get information regarding involvement in any decision making programme and other social functions? के तपाईं कुनै निर्णय लिने कार्यक्रम र अन्य सामाजिक कार्यहरुमा संलग्नता सम्बन्धी जानकारी प्राप्त गर्नुहुन्छ?
8. What other challenges do you face the most at your work place? तपाईंले आफ्नो कार्यस्थलमा अरू कुन चुनौतीहरुको सबैभन्दा बढी सामना गर्नुहुन्छ?

C. Organization's Physical Environment

1. How do you find the physical environment of your workplace? Is the infrastructure at your workplace disable friendly? तपाईंले आफ्नो कार्यस्थलको भौतिक वातावरण कस्तो पाउनुहुन्छ? के तपाईंको कार्यस्थलको पूर्वाधार अपाङ्गता मैत्री छ?
2. What kind of issues and challenges do you face mostly with regard to the physical infrastructure? भौतिक पूर्वाधारको सन्दर्भमा तपाईंले कस्ता प्रकारका समस्या र चुनौतीहरुको सामना गर्नुभएको छ?
3. How easy is it in delivering public services? What kind of physical obstacles do you face? सार्वजनिक सेवाहरु प्रदान गर्न कतिको सजिलो छ? कस्ता प्रकारका भौतिक पूर्वाधारका अवरोधहरुको सामना गर्नुहुन्छ?
4. How have you found the attitudes of the service seekers towards you? What do you think are the reasons for their behavior? If you can share any incident that you have experienced. सेवाग्राहीहरुको

आफुप्रतिको दृष्टिकोण कस्तो पाउनुभएको छ ? उनीहरुको व्यवहारको कारण के हो जस्तो लाग्छ ? त्यस्तो कुनै घटना भन्नहोस् जुन स्मरणमा बसेको छ?

5. What could be the suggestions for minimizing the issues and challenges that you face at your workplace? तपाईंले आफ्नो कार्यस्थलमा सामना गर्नुहुने समस्या र चुनौतीहरूलाई न्यूनीकरण गर्न के सुझावहरू हुन सक्छन्?

D. National Policy

1. Do you think the national policy relating to person with disabilities have well addressed the issues? अपाङ्गता भएका व्यक्ति सम्बन्धी राष्ट्रिय नीतिले समस्याहरूलाई राम्ररी सम्बोधन गरेको छ जस्तो लाग्छ?
2. What gaps have you identified or you think that must be mentioned in the national policies? तपाईंले कुन खाडलहरू पहिचान गर्नुभएको छ वा तपाईंलाई राष्ट्रिय नीतिहरूमा उल्लेख हुनुपर्छ जस्तो लाग्छ?
3. What solutions and suggestions would you like to provide for improving the current situation for those working at the Government? सरकारमा बसेर काम गर्नेहरूका लागि वर्तमान अवस्था सुधार गर्न तपाईं के समाधान र सुझावहरू दिन चाहनुहुन्छ?

THANK YOU FOR YOUR VALUABLE TIME!

तपाईंको बहुमूल्य समयको लागि धन्यवाद!